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## *CONSULTATION REPORT FOR WILLOUGHBY CITY COUNCIL:*

## STRATEGIC URBAN PLANNING FOR CHATSWOOD, HOUSING, LOCAL CENTRES AND INDUSTRIAL LANDS

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## INTRODUCTION

Willoughby City Council is undertaking a major review of the **Chatswood central business district (CBD)** and has prepared strategic planning position statements on the future **housing, local centres and industrial lands** within the local government area. These four streams of strategic planning, when finalised, are intended to provide a land use planning framework for the council and be consistent with the district and metropolitan plans for Sydney. A draft North District Plan has been prepared by the Greater Sydney Commission and the supporting documents prepared by Willoughby City Council refer to and are consistent with the broad direction of the draft North District Plan.

It is anticipated by Willoughby City Council that an outcome of the four strategic planning streams will have a direct implication on the Willoughby Local Environmental Plan (LEP) and supporting local land use policies and controls.

The draft Chatswood CBD Planning and Urban Design Strategy is further advanced than the three Position Statements. The draft Strategy contains a detailed analysis of issues affecting the CBD and its curtilage. The draft Strategy has been informed by specialist economic advice from BIS Oxford Economics (formerly BIS Shrapnel), traffic and transport advice from ARUP, and discussions between major stakeholders known to have current development aspirations in the CBD. It proposes land use controls, changes to land use zoning and includes a series of recommendations that form the basis of a future change to the Willoughby LEP.

The current consultation will ultimately lead to Willoughby City Council establishing a future direction for the growth of Chatswood CBD, and ultimately recommending changes to the Willoughby LEP. The outcomes of this consultation process will also be used to set the direction and controls for strategic land use planning for this important commercial, retail and residential centre.

Willoughby City Council envisage that more detailed background information and studies will need to be prepared to inform any land use changes that impact on housing, local centres and industrial lands. In this regard, the consultation undertaken for the housing, local centres and industrial lands studies is seen by Willoughby City Council as a preliminary exercise as it progresses towards draft strategy/ies that may have consequent planning implications on the Willoughby LEP.

The consultation is also seeking feedback on the use of and direction for local planning controls to guide future land use and design. These local controls are most likely to be incorporated within a Development Control Plan (DCP). The DCP is a local plan prepared and approved by council (Division 6 of the EP&A Act). A DCP must be consistent with the objects and intent of the LEP and other environmental planning instruments.

The purpose of this report is to provide Willoughby City Council with a summary of the community and other stakeholder input on the draft Strategy and three Position Statements. It incorporates the comments provided from multiple public meetings, roundtable discussions and public submissions and an analysis of the responses to an online survey conducted by Willoughby City Council. The public comments and submissions incorporated within this report covers the period 4 February 2017 to 1 May, 2017 (in order to accommodate late submissions beyond the official March 17 cut-off date), as provided by Willoughby City Council.

## DRAFT STRATEGIC PLANS AND POSITION STATEMENTS

### DRAFT CHATSWOOD CBD STRATEGY

The draft Chatswood CBD Planning and Urban Design Strategy recommends a range of planning controls and the potential design of buildings and public spaces. The draft Strategy recognises the importance of Chatswood as the core commercial centre within the local government area and its vital role in providing local and regional employment. It also acknowledges current and future transport connections linking Chatswood with neighbouring commercial centres and Sydney CBD.

A central objective of the draft Strategy is to promote new commercial opportunities via the strict application of the B3 land use zone as prescribed in the Willoughby LEP in core areas of the CBD. Land subject to the B3 land use zone prohibits residential development. The justification for Willoughby City Council pursuing this strategy is to secure the growth in employment and a strong local economy. The emphasis on commercial growth close to the station has current and longer term employment generating implications for the CBD. The draft Strategy also recognised the importance of residential development in the CBD but not on sites within the core close to the station. Accordingly there is a recommendation to extend a mixed land use zone still within, but at the periphery of the CBD. The draft Strategy also seeks to enhance amenity and design to strengthen the diverse and vibrant character of the CBD.

### HOUSING POSITION STATEMENT

The Willoughby Housing Position Statement discusses the 20-year housing needs for the LGA. This Position Statement is supported by five Principles:

1. To provide sufficient and well-designed housing for the next 20 years;
2. Provide for a mix of housing types to suit various community needs including affordable housing;
3. Focus new housing growth in larger centres and areas of medium and high density with access to public transport to protect lower density neighbourhoods;
4. Promote community health and well-being by locating housing within a walkable access (400m) to transport and other local services and amenities; and
5. Respect and promote the heritage and environmental qualities of WCC in planning for new housing.

The Position Statements also reflect on the housing needs as identified in the Sydney Metropolitan strategy, *A Plan for Growing Sydney* (2014) and the draft North District Plan as prepared by the Greater Sydney Commission.

### LOCAL CENTRES POSITION STATEMENT

The Local Centres Position Statement identifies Chatswood and St Leonards as vital strategic centres that will be the focus of commercial and higher density residential opportunities. The smaller local centres which are supported by good public transport also play an important role in the provision of local jobs and housing.

The Position Statement is supported by 6 Principles:

1. To reinforce the important community role played by local centres, as meeting places, a focus for local shopping, and social cohesion;
2. To enhance the distinctive character of local centres and improve the public domain;

3. To promote local centres as important for local employment opportunities and services for the community;
4. To promote pedestrian and cycle links in association with improved public domain;
5. To respect existing conservation areas and embrace heritage with growth; and
6. To explore opportunities to stimulate economic investment using Local Approval Policies under the Local Government Act to improve retail and business operations.

### INDUSTRIAL LANDS POSITION STATEMENT

The Willoughby Industrial Lands Position Statement asserts that the three industrial areas within the LGA should be retained as they provide current and future employment generating opportunities.

There are 3 key Principles underpinning the Position Statement:

1. To ensure a sufficient supply of industrial zoned lands for economic growth within the LGA and wider North District, as defined by the Greater Sydney Commission, over the next 20 years;
2. To recognise the importance of these lands to fulfil the city's urban service needs, such as concrete batching plants, waste recycling, builders' yards, and vehicle repair; and
3. To recognise the value of these lands in generating local, diverse and skilled jobs for Willoughby.

From a land use planning perspective, industrial zoning, primarily IN1 General Industrial and IN2 Light Industrial, are recommended to remain within the identified areas to support a diversity of businesses that contribute to the economic strength and overall resilience of employment locally and broadly for the region.

## STRUCTURE

The presentation and analysis of the data has been collated via two lines of evidence.

The first line of evidence is the online survey including open-ended comments. This survey was available on the Council's web site between 4<sup>th</sup> February and 20th March 2017. There were four online surveys each focusing on one of the strategic plans: draft Chatswood CBD Strategy and one for each of the housing, industrial lands and local centres Position Statements. Data from this survey has been coded and presented in graphic and tabular form as part of the survey software (Appendix 1). A more detailed analysis of this data has focused on the responses to questions that sought to test the key objectives of the strategies, as discussed below, or where the responses were variable as to the community's preference or not for the strategic direction.

The second line of evidence centres on qualitative comments from public meetings, roundtable discussions and written submissions made to Council (Appendix 2). This data has been collected and recorded by Willoughby City Council staff. Data includes the recorded comments by the community that identify specific issues or aspects that have arisen at the events. Where members of the community made the same comments on a particular issue at an earlier meeting or roundtable or discussion, the frequency of occurrence of the comment was noted. In addition, the location of public meeting or roundtable discussion is recorded to determine if a spatial distribution of issues is apparent across the local government area. Issues raised in comments have been grouped into broader themes to identify larger trends and areas of interest.

## METHODS

The community consultation program was designed to provide a broad range of accessible means for people to provide feedback at an early stage into the Willoughby City Planning Strategy 2016-2036.

The review of Chatswood CBD was awarded in May 2016 to Architectus, following an expression of interest process and work guided by an internal Council Project Steering Group. At the same time as the draft Chatswood CBD Urban and Design Strategy was being prepared, council also prepared the three previously mentioned Position Statements.

On December 12, 2016 Willoughby City Council resolved to exhibit the draft Planning and Urban Design Strategy for the Chatswood CBD and the three Position Statements.

### TARGETED CONSULTATION ACTIVITIES

To launch the community consultation program, Willoughby City Council collaborated with the Better Business Partnership to present the ‘Help shape the future of Willoughby City and Chatswood CBD Breakfast’ in partnership with Chatswood Chamber of Commerce and the Federation of Willoughby Progress Associations. The Chatswood CBD forum had 98 registered participants and was specifically designed for business stakeholders. The forum included keynote speakers to provide an overview of the Willoughby Planning Strategy Framework and Community Consultation process. This event involved 11 roundtable discussions seeking feedback on the Chatswood CBD recommendations.

Other engagement activities which targeted different cross sections of the community were undertaken to ensure the voices of various stakeholder groups were represented. These included:

- Representatives from each of the High Schools and Primary Schools in the Willoughby Local Government Area and 90 students from Mercy College.
- Agencies associated with Willoughby’s aged care services and representatives of senior citizens residents’ groups.
- A roundtable discussion forum of Willoughby residents from culturally and linguistically diverse (CALD) backgrounds.

Supporting these events, 7 community roundtable discussions and 9 drop-in Information sessions were held across the Willoughby local government area. These discussions and sessions were located in various locations in order to discuss the draft CBD Strategy or the Position Statements given their geographic relevance and implications.

A list of public meetings and forums to reach out to the broader community is presented in **Table 1**. Some of these events were specific to one or more of the draft strategies (specific focus), with most serving as open events to discuss any aspect of the proposed draft strategies.

TABLE 1. DATE, LOCATION AND FOCUS OF THE PUBLIC MEETINGS AND CONSULTATIONS

Date	Location	Discussion focus	Type	Focus
4/02/2017	Market Stall, Chatswood Mall	All areas	Drop-in sessions	
11/02/2017	Dougherty Centre	Chatswood CBD	Drop-in sessions	
14/02/2017	Civic Pavilion, The Concourse, Chatswood	Chatswood CBD CBD Business Breakfast	Roundtable discussion	
17/02/2017	Artarmon Library	Artarmon	Roundtable discussion	Commercial centres and housing
17/02/2017	Willoughby City Council	Chatswood CBD	Culturally and Linguistically Diverse Meeting (CALD)	
18/02/2017	Artarmon Library	Artarmon	Drop-in sessions	
18/02/2017	Northbridge Library	Northbridge	Drop-in sessions	
22/02/2017	Northbridge Library	Northbridge	Roundtable discussion	Commercial centres and housing
23/02/2017	Dougherty Centre	Chatswood CBD	Roundtable discussion	Commercial centres and housing
23/02/2017	Uniting Church, Clanwilliam St	Victoria Av / Penthurst St High St Willoughby Mowbray Rd / Penhurst St Castlecrag	Roundtable discussion	Commercial centres and housing
25/02/2017	Uniting Church, Clanwilliam St	Victoria Av / Penthurst St High St Willoughby Mowbray Rd / Penhurst St	Drop-in sessions	
4/03/2017	Castlecrag Library	Castlecrag	Drop-in sessions	
4/03/2017	Naremburn Community Centre	Naremburn	Drop-in sessions	
06/03/2017	Willoughby City Council	Chatswood CBD	Mercy College Year 7 students	
7/03/2017	Naremburn Community Centre	Naremburn	Roundtable discussion	Commercial centres and housing
8/03/2017	Dougherty Centre	Chatswood CBD	Drop-in sessions	
9/03/2017	SBS, Herbert St, Artarmon	Artarmon Industrial stakeholders meeting	Roundtable discussion	Industrial areas
11/03/2017	West Chatswood Community Facility	West Mowbray Rd	Drop-in sessions	
13/03/2017	Willoughby City Council	All strategies	Senior citizens meeting	
14/03/2017	Council Depot, Gibbes St, Chatswood	East Chatswood Industrial stakeholders meeting	Roundtable discussion	Industrial areas

15/03/2017	Willoughby City Council	Chatswood CBD	Primary and high school students and teachers	
16/03/2017	Willoughby City Council	All strategies	Artarmon Progress Association	

### HAVE YOUR SAY – ONLINE SURVEY

The online surveys were designed by Willoughby City Council to obtain responses to specific questions regarding the draft strategies. A separate online survey was prepared for each strategy with questions.

The survey used a Likert scale whereby respondents were asked whether they ‘Strongly Agree’, ‘Agree’, ‘Neither agree nor disagree’, ‘Disagree’ or ‘Strongly Disagree’ to a series of recommendations of the proposed Willoughby draft Strategy and Position Statements. Each survey had an open question at the end to provide an opportunity for respondents to make any specific comments.

As part of the on-line survey, participants were also invited to drop a pin on a map indicating where they might support new or higher density housing and where they would not. Multiple pins could be dropped by respondents. The results of this feedback will be taken forward to the next stage in the work on draft Housing and Local Centres Strategies for Willoughby, when the community will get another chance to be involved and make their views known (Appendix 3).

Supporting each survey was a brief description of the draft strategies and full copies of the supporting documents were available on the Council’s web page.

### CONSULTATION PROMOTION

Community consultation activities were promoted by the following means:

#### DIRECT RESIDENT/COMMUNITY CONTACT

- Correspondence flyers or letters promoting each of the public events were sent to every household in the Willoughby City Council Local Government Area (over 29,000 households).
- Council Planning staff provided residents access to Planning information at a Chinese New Year stall.
- Newsletter emailed to over 3,000 registered Have Your Say Willoughby participants
- What’s On Newsletter emailed to 8,000 recipients, receiving 2329 opens and 81 clicks on story to website.
- Cover page story of Willoughby City News, Council’s quarterly publication, distributed to 29,000 Willoughby households and through all council community centres and facilities (4 and 5 March).
- Advert included in footer of all corporate staff emails issued from 20 February to 5 March.
- Media release issued to all local papers including Progress Association newsletters on 8 February.

#### TARGETED COMMERCIAL / BUSINESS SECTOR

- Better Business Partnership promotional video was posted on Youtube and Facebook, and an article was posted in the Better Business Bulletin reaching 3500+ subscribers.
- Phone calls and emails to 35 businesses located in Industrial areas, local Village Centres and the Chatswood CBD.
- Social network promotion and launch event email invitations to subscribers of the Chatswood Chamber of Commerce, Willoughby Federation of Progress Associations and affiliated Progress

Associations, and registered delegates of the North Shore Symposium and BBP members located in Willoughby City LGA.

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#### DIRECT INDUSTRIAL LANDS CONTACT

- Approximately 1,300 invitations were sent to relevant owners for the Industrial Land Position Statement.

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#### INDIRECT PROMOTION

- Multiple advertisements in the North Shore Times:
  - 3 February 1/6 page ad
  - 16 February: 1/5 page ad
- Signage on Council's Community Notice Boards.

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#### INTERNET / SOCIAL MEDIA

- News promotion via Council's website including feature box on home page, posted in the websites events diary and registrations to consultation events available online. This resulted in over 2,600 visitors to Councils' Have Your Say website for the Planning Strategy 2016-2036 and over 1,800 documents were downloaded at this site.
- Council social media promotion including locally focused Facebook paid advertisements, with posts reaching 7013 people with 78 clicks through to website, 45 reactions, 16 shares and 4 comments. Advertisements resulted in a reach of 4500 with 145 clicks through to website, 10 reactions and 6 comments Social activity also included Instagram and Twitter activity.

## DRAFT CHATSWOOD CBD STRATEGY

### RESULTS

#### ONLINE SURVEY

There were 100 respondents to the online survey for the draft Chatswood CBD Strategy (Appendix 1). 47 responded that they lived in the area; 19 worked in the area; 8 claimed to own a business in the area; 1 described themselves as studying in the area; 21 were ratepayers; 28 shopped in the area; 9 claimed to visit the area; and 7 had a child studying or going to school in the area. The main reason stated for visiting Chatswood CBD was to shop (45), followed by living here (40). Most participants lived within 2-5 km of the CBD (40) and most visited 4-7 days or 1-3 days a week (45 and 40 respondents respectively).

The survey used a Likert scale whereby respondents were asked whether they 'Strongly Agree', 'Agree', 'Neither agree nor disagree', 'Disagree' or 'Strongly Disagree' to a series of statements on what draft Chatswood CBD Strategy should provide for. The survey revealed a higher level of support (73% agreeing or strongly agreeing) for a commercially focused CBD achieved via land use controls (Recommendation 2). Support for the expansion of the CBD area (Recommendation 1) was strong (67%) but less so than for the application of stronger land use controls to protect and promote a commercial CBD core. Specific comments in relation to suggestions for boundary changes to the core or outer CBD area were not definitive. Landscape, amenity, urban design and open space improvements were overwhelmingly supported (agree and strongly agree) by much of respondents (Recommendations 3 to 10).

#### OTHER FEEDBACK

Outside the online survey, a total of 1226 comments were collected across the various events which involved discussion of the draft CBD strategic document (Appendix 2). At a general planning level the top four issues included: wanting improved streetscape and design excellence (7%), improved private car infrastructure for parking (6.8%), more green & open spaces (6.4%), improved public transport infrastructure (5.5%).

When these issues raised in the submissions were further broken down to those specific to the CBD and pertaining to land use zoning and building and design codes or controls, it was revealed that there was more support for the core proposition of the draft strategy for the CBD to strengthen the commercial core of the CBD. The top four themes in this more detailed analysis included:

- Support for maintaining commercial over residential development (3.9% or 48 counts)
- Concern about the viability of maintaining commercial areas (3.3% or 41 counts)
- Supporting the greening of the city (3.1% or 38 counts)
- Support for increasing residential development over commercial (1.7% or 21 counts).

Less clear from the results were comments related to collation of issues concerning the commercial viability of maintaining the commercial area. These comments may relate to the current state of commercial investment or office space in Chatswood (seen as a downward trend) and or pessimistic views of the future market conditions that may limit future commercial development.

Also notable in this more detailed analysis is the view expressed in 12 submissions that increased density should occur inside Chatswood CBD. These comments did not specifically differentiate residential development in the core or outer CBD as differentiated in the strategy, rather were more focused seeing an increase in housing density in Chatswood CBD generally as opposed to other parts of the LGA.

On growth and development, a significant proportion of comments (26.6%) discussed urban design, with most of those comments (85) wanting improved streetscape and design excellence. Of the comments in the subtheme of Housing, 25.4% reflected a concern about ‘building up’ and 23.9% reflected a concern about population growth of Willoughby (compared to 4.5% supporting population growth of Willoughby).

Of the comments which addressed retail space, 61.4% respondents appeared to be happy with the current standing of retail, 17.5% denoted concern about a lack of retail diversity and 15.8% wanted increased retail space.

Comments which addressed transport were separated into the following subthemes: parking (29% of those comments or 83 comments) essentially wanting improved private car parking; public transport (25.5%), wanting improved public transport infrastructure (67 comments); traffic (23.8%), wanting improved infrastructure for private cars to relieve traffic (60 comments); and active transport (21%), focusing on improved infrastructure for pedestrian (45 comments) as well as bicycles (13 comments).

Several comments addressed the theme of public open space and facilities (247 or 20.2%). Of these comments, 105 touched on various aspects of community space and facilities including concerns over a lack of attention to youth and youth facilities. 78 comments wanted more green and open space (most wanting more green and open space). Some comments specifically wanted better maintenance and quality of community centres and spaces (16 comments) as well of green and open spaces (13 comments).

Society and culture was raised in 135 comments. 40 comments placed emphasis on wanting improved social recreation and attractions compared to 25 comments which appeared happy with the current standing of social recreation. Of the comments which touched on safety, 66.7% were happy with Willoughby’s low crime rates compared to 33.3% which were concerned about safety in Willoughby. On culture, the overwhelming majority of comments were encouraged by current cultural diversity and willing to embrace it further (95.5%). On community, 8 comments noted happiness at feeling part of a community while 10 comments wanted to feel more like a community.

78 comments discussed governance and communications, 21 of these wanted more information to be provided by the Council and another 21 comments expressed concern about the alignment with other governmental bodies. 19 comments showed concern over low or lack technological use.

On environmental issues, 64 comments discussed urban sustainability with the majority, 59.4%, of those comments supporting the general ‘greening’ of the CBD. 14 comments described concern on the viability of greening the CBD and 12 showed concern about city pollution. 9 comments described content over the proximity to nature, while 2 comments were made about the needs for an environmental statement and another 2 comments expressed concern about environmental degradation.

For the draft CDB strategy the results represent a mixed level of support for excluding residential from the core commercial CBD. However the responses recognise the need for a viable CBD. This can infer support for council led planning controls and zoning to enable a commercial centre into the future.

## DISCUSSION

The central objective of the draft CBD strategy is to strengthen the commercial core precinct to promote office growth. One of the implications of this is that it will prohibit further residential development in certain parts of the core area. Residential development will still be permitted in the CBD but at the periphery through a simplified B4 mixed use zone.

The written submissions on the CBD strategy and 3 position statements often conflated the various planning strategies, particularly housing. This was both a limitation and strength of the consultation approach. The limitation was that it can be difficult to separate, for example, where and how housing controls should be exercised in relation to core or outer areas of the CBD.

Generally the consultation revealed support for greater housing density within the major centres such as Chatswood and St Leonards. For the Chatswood CBD strategy opinion was divided as to whether additional housing should be in the commercial core and / or outside the CBD core areas. Responses from the public workshops, round-tables and the online survey offered a range of views on this with the majority (48 versus 21) who favoured a commercial core with support for residential development at the periphery. This position was consistent with the online survey which reported an even stronger response of 73 % of the 100 respondents who agreed or strongly agreed to the recommendation to promote an office and commercial core CBD.

Comments in support of a commercial core emphasized that this was a medium to longer term proposition that would deliver a range of benefits to Chatswood and broadly for the region. Chatswood was seen as an important commercial centre and that planning controls should be implemented to ensure it can attract investment. Specific support was given to the proposals for increased height limits, less complicated FSR controls and smaller floorplate sizes as mechanisms to incentivize development. There were also views expressed to modify FSR and associated controls over existing retail sites to enable new commercial development as has occurred in other CBDs such as Parramatta. Notable, however, were comments from the development sector and planning consultants that were uncertain as to the impact of the planning controls to achieve the visions as articulated in the draft strategy. Generally comments from these sectors supported more flexible approaches including voluntary planning agreements and recommended that these be more actively pursued by Council to support the intensification of commercial/office development and better design outcomes for the CBD.

Three major points of contention were raised by respondents who opposed the recommendation for a commercial core either at an individual lot level or as a wholesale policy change. The first concern focused on the role of the market and whether there would be sufficient return on investment for a commercial development in the city core. The respondents who raised this concern expressed a strong view that the financial return (profitability) for commercial development is much lower than residential development (including mixed use) and therefore the proposed zoning would be unlikely to attract investment. Respondents asserted that strengthening the commercial zone in the CBD core would effectively preclude new development, with developers investing in higher return residential sites, thus the approach would not revitalise the core as intended. The second issue, and linked to market forces, was that the proposed planning controls offered insufficient incentives for the market to invest in the commercial development. Little was offered in relation to other suggestions as to what policy controls would incentivize investment. The third related to the accuracy and reliability of the economic modelling undertaken as part of draft strategy. Respondents generally asserted that the market conditions in the medium term for commercial development were inflated and therefore offered an unrealistic scenario as to when commercial development and revitalization of the core would eventuate.

The draft Strategy has articulated the medium and longer term benefits of a commercial core, including the implications of a continued residential focus that may adversely impact on future employment opportunities for the LGA and city centre. The proposal in the draft Chatswood CBD Planning and Urban Design Strategy is consistent with the direction of the draft North District Plan, specifically in targets linked to both employment and housing. The B3 zone applied consistently will provide a more certain mechanism to secure the longer term commercial and employment focus of Chatswood. This has more support with the public than the current land use planning approach.

Comments in relation to the extent and location of additional residential development were mixed. These ranged from “there is enough and no more” to “ensuring that more apartments are provided and specifically in walking distance (800m) of the station” and that additional supply may also improve housing affordability in the area. The response to recommendation 1 (to extend the CBD boundary) was supported in the online survey (60%), but less so than for the use of a commercial core zoning control. This is likely to reflect the divergence of views related to the current intensification of residential development around Chatswood and more broadly as an urban policy in Sydney.

Urban design (recommendation 4) and user amenity (recommendations 6 and 10) are rated very highly by respondents in the online survey and within written submissions. The consultation provides considerable support for Council to propose controls in its LEP and develop its own local controls to reflect the value and need for greater amenity in the CBD and better design and environmental performance of buildings and their curtilage.

## CONCLUSIONS

The draft Chatswood CBD Planning and Urban Design Strategy puts forward the following 3 core directions:

1. Prohibit residential development in certain parts of the commercial core under a B3 business zone and allow residential in the CBD but at the periphery in a B4 Commercial Mixed Use zone.
2. To expand the size of the CBD area and in doing so enabling additional locations for higher density residential and mixed use activities at the periphery of the CBD.
3. To amend planning controls to place a greater emphasis on sustainability and urban design.

There was a majority of support, particularly from the community, for the three core issues through the online survey, written submissions and other consultative processes. The property and development sector was less supportive of the changes, notably the restrictions to residential development in the core commercial area.

Over 73% of respondents through the online survey supported the recommendation for a commercial centre in the CBD. This was consistent with but less so within written submissions. For those that did not support a commercial core the major issue turned on the commercial viability of a business only zoning and that the market would be unlikely to invest in commercial development given its relative poor investment return when compared to residential. This market based challenge was noted in the draft Strategy and represents a future issue for council if it seeks to pursue its vision for Chatswood.

Strengthening planning controls to improve urban design outcomes was the area of greatest support. This reflects the broader interest and connection to the CBD and how the community relate to the interface areas between public and private land. This is also likely to reflect that the majority of the respondent's reason for visiting the CBD was either for shopping or they resided within or near to the CBD. Parking and traffic around the CBD was the major concern identified in the written submissions with particular comments relating to the need for more parking options for residents (private parking) living in the CBD.

An expanded Chatswood CBD was supported by 60% of respondents in the online survey. Comments received as part of other submission processes highlighted both concern for additional population and development and the need for council to capitalise on Chatswood as a major centre.

## HOUSING POSITION STATEMENT

### RESULTS

#### ONLINE SURVEY

A total of 112 people responded to the Housing Position Statement online survey (Appendix 1). In terms of how participants interacted with the City of Willoughby, 49 responded that they lived in the area; 12 worked in the area; 8 claimed to own a business in the area; 1 described themselves as studying in the area; 27 were ratepayers; 31 shopped in the area; 4 claimed to visit the area; and 14 had a child studying or going to school in the area.

The survey used a Likert scale whereby respondents were asked whether they 'Strongly Agree', 'Agree', 'Neither agree nor disagree', 'Disagree' or 'Strongly Disagree' to a series of statements on what the Willoughby City Planning Strategy for Local Centres should provide for. In terms of the Council providing for the expected growth in residential housing demands in its strategy some 79% of respondents either strongly agreed (45%) or agreed (34%). A total of 67% either strongly agreed (39%) or agreed (28%) for new housing to be located close to larger centres and within 400m of local centres. 83% of respondents strongly agreed (50%) or agreed (33%) that the housing strategy should deliver a mix of housing types that meets the needs and provides a variety for future residents. Delivering a range of smaller housing types close to services and amenities to suit older residents as well as provide convenience for all age groups saw 80% of respondents strongly agreeing (44%) or agreeing (37%). The strongest agreement related to protecting heritage values of residential areas when planning for growth and change with almost 64% strongly agreeing and 18% agreeing to this statement.

#### OTHER FEEDBACK

A total of 544 comments were recorded and categorised in consultations outside the on line survey discussing the Housing Position Statement (Appendix 2). The top four issues raised in the comments indicated: a need for improved streetscape and design excellence (15.8%); supported commercial over residential development (8.7%); concern over the viability of commercial areas (7.4%); and support of the protection of heritage locations (5.4%). When housing issues were further broken down to those pertaining to land use zoning, building and design codes or other restrictions the dominant four themes included:

- Support to protect heritage locations (5.3% or 29 counts)
- Wanting more affordable housing (3.1% or 17 counts) and tied to this was concern about housing/rent affordability (2% or 10 counts)
- Believe increased density should occur inside Chatswood CBD (2.2% or 11 counts) (refer to discussion on CBD strategy)
- Need for diversity of housing options (missing middle/ medium density)( 2% of 11 counts) that may also tie in support for subdivisions to support housing (1.1% or 8 counts),

There were 9 submissions specifically concerning spot rezoning at Dardanelles Road reflecting an issue of importance this specific area. Other broader themes were the need for housing for the elderly and disabled

In the theme of growth and development, most comments discussed the viability and mix of residential to commercial developments (123 comments) with most of those comments (39.2%) in support of maintaining commercial over residential developments. On the other hand, 33.3% of comments on this topic expressed concern over the viability of maintaining commercial areas and another 17.5% indicated support for increasing residential over commercial developments.

119 comments discussed a variety of housing-specific issues. 14.5% of those comments (18 comments) indicated a concern on building up compared to 4.3% (5 comments) showing support for building up. Another 14.5% described wanting more affordable housing, with another 10 comments expressing concern over housing and consequent rent affordability. In parallel, 9.4% (or 10 comments) expressed a need for more diversity in the housing options particularly in addressing a missing 'middle' of the range. Other comments showed: support for increased height of building (9 comments); support for rezoning Dardanelles Road, Chatswood, to high density (9 comments); concern about empty investment properties (8 comments); wanted an uplift in the base or maximum floor space ratio (8 comments); and a need for subdivided housing (8 comments). Of the comments discussing housing, some represented less than 5% of the total comments. These comments showed specific interests such as: wanting the principles of the strategy to include a mandated universal design for elderly and disabled access; concern over Channel 9 development site; and wanting Laurel Street and Sydney Street blocks rezoned to R3.

## DISCUSSION

The purpose of the Housing Position Statement is to introduce planning options that could be used to provide housing for the next 20 years in response to a growing population and changing demographics. The consultation and online survey demonstrates the planning complexities involved in delivering a balanced housing strategy that respond to both current expectations and future demands. Critically comments on future housing were tied to concerns related to general population growth, the affordability of housing and need for a diversity of housing options. Respondents generally asserted that Willoughby City Council resolve current infrastructure deficiencies and improve residential amenity, specifically a lack of parking, traffic congestion and insufficient open space.

Consolidation and intensification of residential development around existing major centres was seen as a preferable planning strategy than an approach that would impact more broadly on current low density residential areas. Respondents opined a future housing strategy must maintain or preferably improve the character and greenery of the area while protecting heritage locations.

The results from the online survey demonstrated a significant level of support (79% strongly agreed or agreed) for a housing strategy that meets and anticipates housing demands of the future. 83% of respondents to the online survey supported the idea that a future housing strategy should deliver a mix of housing types that will meet the needs and variety of future residents.

Comments on the future direction of a housing strategy suggested the following ideas:

- The need to provide for a range of residential development types beyond a low or high rise typology. Comments on the need for a diversity of housing typologies suggest that there is insufficient medium density housing options within the LGA. This may be a result of current planning controls and or market forces. Addressing this gap must also be mindful of a counter opinion that states a preference for consolidation (often associated as high rise units) around core centres so as to avoid an increase in density within existing low density residential areas, often associated with infill medium density development.
- The need to consider the aging and less mobile population and their desire to remain in the LGA, although not in their current house (presumably larger detached dwelling). This suggests support for various housing types that cater for individual and family needs as they move through their life cycle. Specific comments were made in support of planning outcomes that can support the creation of smaller houses that are also located close (within 400m) to services and amenities.
- That commercially zoned areas across the LGA be maintained so that they may continue to provide employment opportunities and services for residents. Comments in support of commercial land, particularly by residents, reflected an underlying concern of an incremental loss of commercial, industrial or retail uses to make way for residential development. These comments and concerns underscore the

need for council to consider a suitable land use balance, themes that are also identified in the Industrial Lands Position Statement.

- Heritage must be protected. The strongest agreement in the online survey on housing strategy was in support of protecting heritage values which was also echoed by 29 specific mentions of the need to protect heritage in the written submissions. This may relate to the protection of individual items of heritage or precincts.
- To promote innovative design, notably for higher density development, that encourages green roofs and higher quality facades. These suggestions were cited as a mechanism to preserve the green amenity and character of the area.
- Planning outcomes should seek to support more affordable housing. Housing affordability was a particular concern expressed in a number of written submissions with many suggesting planning strategies must accommodate a dual goal of providing both employment opportunities for specific sectors such as retail, nursing and industrial while concurrently supporting affordable housing options for these workers.
- Increasing density within parts of West Chatswood. There were a number of submissions that specifically mentioned land close to the Pacific Highway and the high school in West Chatswood as an area that could accommodate additional development. Presently most of this land is outside the current CBD strategy although is proximate to the rail station and the commercial/retail area.

## CONCLUSIONS

Developing a detailed plan to meet the future housing needs of Willoughby City Council is a task that must balance a number of competing expectations. Comments on future housing strategies must consider strategic planning for the major centres (including Chatswood, as discussed above) and how council wishes to consider planning controls for local centres. Survey responses and other feedback combined many concerns dealing with where best to locate future populations, how to preserve and enhance current amenity (streetscape) and how to enable additional services and local employment opportunities.

The protection of heritage was the issue rated with the highest degree of importance within the on-line survey and specifically raised 29 times in the general consultation feedback. This suggests that council must carefully consider how it identifies and protects, through planning controls, items (e.g. houses) and precincts (including streetscapes) with heritage value.

Based on the consultation future housing strategies should give particular consideration to the following: continue to support through land use zones and controls lower density development areas ; enable a range of housing typologies (e.g. medium and high density) development throughout the LGA and particularly where they can be supported by public transport and have access to other services; provide housing that caters for older residents (that may not necessarily be classified within or subject to the SEPP Housing for Senior or People with a Disability 2004); promote greater densities of housing within walking distance to local centres; and support affordable housing.

Discussion on future housing provision and policy was frequently conflated with the broader issues of over population and over development. This presents a challenge for council as they must comply with higher order strategies and directions of the State Government including meeting housing and employment targets set in the draft North District Plan prepared by the Greater Sydney Commission while also responding to local needs and concerns. As the Housing Position Statement has a 20 year time horizon, it will be necessary for council to consider options beyond the major centres of Chatswood and St Leonards. In this regard the approach currently taken by council to consider housing, local centres and employment lands as concurrent and parallel strategic planning tasks should be supported.

## LOCAL CENTRES POSITION STATEMENT

### RESULTS

#### ONLINE SURVEY

A total of 65 people responded to the Local Centres Position Statement online survey (Appendix 1). In terms of how participants interacted with the City of Willoughby, 21 responded that they lived in the area; 8 worked in the area; 6 claimed to own a business in the area; 1 described themselves as studying in the area; 14 were ratepayers; 17 shopped in the area; 5 claimed to visit the area; and 8 had a child studying or going to school in the area. 36 participants noted that their main reason for visiting a local commercial centre was for the services and products available. Northbridge Local Commercial Centre was the one most frequently visited (17) followed by the Victoria Avenue/Penshurst Street Local Commercial Centre (13) and High Street Local Commercial Centre (12). Most respondents visited their selected local commercial centre between 1-3 days week (29), followed by 4-7 days a week (14).

The survey used a Likert scale whereby respondents were asked whether they 'Strongly Agree', 'Agree', 'Neither agree nor disagree', 'Disagree' or 'Strongly Disagree' to a series of statements on what the Willoughby City Planning Strategy for Local Centres should provide for. Most respondents, 86%, strongly agreed or agreed that local centres should provide an important source of local employment. 54% of the respondents either agreed or strongly agreed for local centres to provide a location for new housing, especially housing development above shops in local centres. Almost 60% of respondents strongly agreed and 23% agreed for the protection of heritage values of local centres when planning for growth and change. A total of 86% strongly agreed (52%) or agreed (34%) on flexibility for local businesses in smaller centres to allow for growth and to stimulate interest via shopfront and pavement displays as well as seating. Improved accessibility to public areas with better footpaths and cycling opportunities was particularly popular with a total of 86% either strongly agreeing (58%) or agreeing (28%). A total of 72% strongly agreed (49%) or agreed (23%) to opportunities to establish new local centres in parts of the LGA where local services and amenities are currently scarce. Opinion was most divided regarding increasing density and height of development in local centres even where appropriate planning controls were put in place. In total 48% either strongly agreed (23%) or agreed (25%) and 43% either strongly disagreed (22%) or disagreed (22%) and almost 9% neither agreed nor disagreed.

#### OTHER FEEDBACK

In total 1032 comments were collected outside of the on line survey during consultations which discussed Local Centres (Appendix 2). The top four topics for comments made in consultations discussing local centres and that also had wider relevance to the other position statements included: improved streetscape and design excellence (8.3%); improved private car parking (8.1%); more green and open spaces (7.6 % ); and improved public transport infrastructure (6.5%). When these issues were further broken down to those specific to the local centres and pertaining to land use zoning, building and design codes or other issues affecting amenity the dominant themes included:

- Need to better manage parking (83 counts or 8%) and local traffic (60 counts or 5.8%)
- Provide more (78 counts of 7.6%) and improve the maintenance of (16 count or 1.6%) green/open spaces
- Improve public transport to local centres (67 counts of 6.5%)
- Improve active transport through increasing pedestrian (45 counts or 4.4%) and bicycle 13 counts or 1.3%)

Many of these comments related to an underlying support to reinvigorate local centres that also focused on community and social recreation and opportunities for all age groups.

Of all the consultations which discussed local centres, 4.8% of the comments (50 comments in total) specifically addressed issues for local centres. Most of these (41 comments or 81.7% of comments focused on local centres) showed support for reinvigorating local centres compared to 10.2% (5 comments) which showed concerns about reinvigorating local centres. 3 comments specifically wanted improved quality, signage and maintenance of local centres.

## DISCUSSION

The Local Centres Position Statement identifies Chatswood and St Leonards as vital Strategic Centres that will be the focus of commercial and higher density residential opportunities and positions the smaller local centres which are supported by good public transport as important for the provision of local jobs and housing.

Opinion was divided as to support for increasing density and height of development across the various local centres. Reflecting the diversity of comments in the other Position Statements and the draft Chatswood CBD Planning and Urban Design Strategy, views ranged from no additional development, to prioritise planning to address current infrastructure deficiencies (e.g. parking and traffic) to that of support for higher densities. Support for mixed land use zones was opined by a number of respondents that is likely to reinforce the need to protect and enhance their commercial/retail functions.

In the online surveys, the majority of respondents (86%), strongly agreed or agreed that local centres should provide an important source of local employment. Online responses also offered strong support (86%) for increasing flexibility in planning controls and regulations for local businesses located in smaller centres to enable them to grow and to stimulate interest via shopfront and pavement displays, outdoor seating and weekend markets.

In other consultations discussing local centres 81% of comments recorded supported a general reinvigoration of local centres, suggesting these should be a strong policy and program (capital works) focus for council. Notably, the Local Centres Position Statement online survey opinion was most divided regarding increasing density and height of development in local centres even where appropriate planning controls were put in place (in total 48% either strongly agreed or agreed, 43% either strongly disagreed or disagreed and almost 9% neither agreed nor disagreed). Traffic around and parking within the local centres was a key concern in the written submissions that could be linked to support for greater passive transport including walking and cycling as part of any future design outcomes.

As with the CBD strategy, there were a number of comments made by persons owning or with a commercial interest related to a specific site/s that sought early (and presumably financially favourable) changes to zoning typically to support a greater residential density.

Preserving the local heritage and character were the subject of a number of comments made by members of the community and community focused groups, such as precinct organisations.

Other suggestions raised in comments recorded at consultation events included:

- opportunities to integrate housing types for seniors or people with a disability as part of local centre upgrades;
- the need for quality signage (to promote awareness of the centres)
- Council to adopt higher maintenance standards for public infrastructure within the local centres;

- the need for planning by Willoughby Council to integrate with adjacent LGAs, specifically Lane Cove Council; and
- the need for a local centre west of the Pacific Highway (that may also complement future development in West Chatswood).

## CONCLUSIONS

There was strong support to proactively manage the future of local centres across Willoughby. Local centres provide a range of employment and services to the community. Consultation on the Local Centres Position Statement supported these areas as places for local employment. Future planning and development controls should be flexible and accommodating to promote vibrant centres that meet community needs and support the viability of local commerce.

Less certain from the consultation was support for increasing density around the local centres. This was a highly contested issue in the online survey and at odds with the majority of views expressed as part of the feedback on the council's housing strategy. This reinforces the need for additional consultation and planning consideration regarding the intersection of future housing and local centres planning.

The lack of parking across many of the local centres was frequently mentioned as a concern and should be a focus area for future investigations by council. While support for walking and cycle connections was strong, these should be treated as complementary transport strategies to link residents to these centres and should not be promoted at the expense of dealing specifically with the need for additional parking.

## INDUSTRIAL LANDS POSITION STATEMENT

### RESULTS

#### ONLINE SURVEY

A total of 59 people responded to the Industrial Lands Position Statement online survey (Appendix 1). In terms of how participants interacted with the City of Willoughby, 13 responded that they lived in the area; 10 worked in the area; 8 claimed to own a business in the area; 1 described themselves as studying in the area; 17 were ratepayers; 12 shopped in the area; 3 claimed to visit the area; and 4 had a child studying or going to school in the area. 40 participants said their main reason to visit the industrial areas was to buy or use the services provided in the area. Most participants visited the industrial areas once a month (15) with 27 participants visiting Artarmon's industrial area, 13 visiting Chatswood East's industrial area most frequently and 17 visiting both Artarmon's and Chatswood East's Industrial equally.

The survey used a Likert scale whereby respondents were asked whether they 'Strongly Agree', 'Agree', 'Neither agree nor disagree', 'Disagree' or 'Strongly Disagree' to a series of statements for what the Willoughby City Industrial Lands Planning Strategy should provide for industrial lands. A total of 86% strongly agreed (59%) or agreed (27%) to the Industrial Lands Strategy providing diverse future employment opportunities via Willoughby's three main Industrial areas (i.e. Artarmon, East Chatswood and Epping Road, Lane Cove North). Some 83% supported appropriate locations in the region for fundamental urban services such as waste recycling concrete batching and motor vehicle service providers (47% strongly agree and 36% agree). 61% of respondents strongly agreed (78% when including those who agreed) to protecting the Willoughby City Industrial areas from other kinds of development such as retail and residential. 80% approved (41% strongly agreeing and 39% agreeing) the use of appropriate planning controls to carefully manage bulky goods operations in industrially zoned land.

#### OTHER FEEDBACK

In total 379 comments were collected during consultations outside the on line survey which discussed Industrial Lands Position Statement (Appendix 2). When all the issues from the consultation that were concerned with the industrial lands and or related to the industrial lands were aggregated the top issues was concern for streetscape and design excellence (22.6%). This comment reflects a general concern for the design and aesthetic of the urban area by residents, industry and business more broadly across the LGA. Of greater interest is the analysis of issues raised in the consultations that specifically related industrial lands. This revealed that increasing floor space ration (FSR) within industrial lands (31 comments or 8.2 %) was the issue of greatest concern. The question to continue to exclude residential development in the industrial areas was polarised with 19 submissions in favour of residential development in these lands and 17 supporting the ongoing prohibitions. The final area of notable concern was the opinion for a larger variety of industrial uses (16 counts or 4.2%).

### DISCUSSION

The Willoughby Industrial Lands Position Statement asserts that 'Industrial zoned lands of Willoughby are critical for the future sustainability of the local government area, being a key component of a wider category of job-generating land uses in the LGA including all business zones lands.' (p 3) In addition to job generation, industrial lands provide locations for residents to access goods and services, such as bulky goods and automotive repair premises, which are otherwise not permitted within retail areas or would otherwise not be commercially viable as a consequence of land values and expected return on rental income.

Responses to this survey were lower than the other surveys. Nevertheless responses to the four questions concerning the future use of these lands indicated: a very strong support (inclusive of strongly agree and agree responses) for their retention of industrial areas as places for diversified employment (question 1) (86%); strong support for their current geographic spread (question 2) (83%); for their protection from other forms of development (specifically retail and residential) (61%) (question 3); and the need to apply appropriate planning controls to achieve strategic objectives (80%).

Comments recorded in consultation events relating to the current and future use of industrial zoned land referred to enabling 'high-tech' businesses and start up enterprises as a complementary activity within industrial zoned land. It is noted that this type of use is already permissible in the IN1 and 2 zones but wider promotion of this possibility is an area Council could address in future strategic work. .

There were a number of comments specifically concerned around protecting the integrity of the industrial areas and to ensure that the uses carried out therein related to the core intent of the zoning and not a liberal interpretation of an ancillary use. This may be an area for council to clarify in a subordinate planning instrument such as a DCP.

As with comments on other Position Statements where there was support for more residential development, including within the industrial lands, and that planning controls should be flexible to support market forces. However opinion on this was mixed. The online survey reported a greater level of support for industrial zoned land to exclude future residential development. The written comments and other feedback reported slightly more support for residential development in industrial areas than the position of excluding this as per current zoning and as proposed in the position statement.

As noted in many of the specific comments on the industrial lands traffic generation, parking and accessibility to site via public transport were major issues that require attention. These issues should be the subject of the future studies and possible precinct level controls.

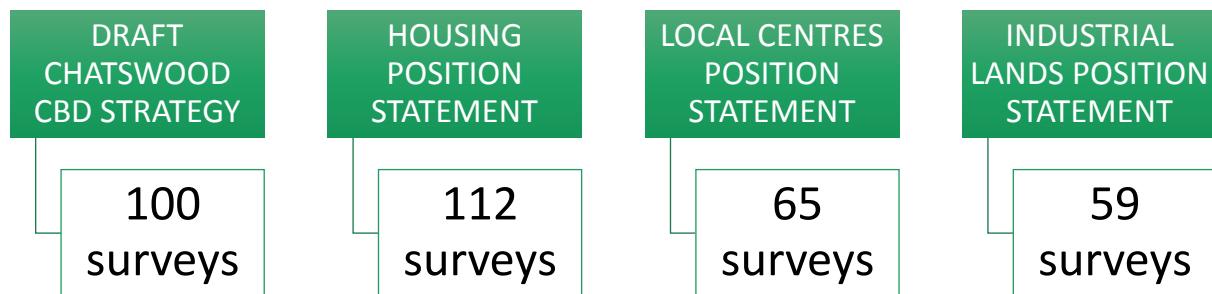
## CONCLUSIONS

The protection of industrial lands within the Willoughby local area was strongly supported and underscores the importance of the diversity of this land use type at the local and regional level. From a planning perspective there is a need to ensure that development controls and approvals do not incrementally erode the industrial focus or industrial activities that are currently enabled by the land use zones that apply to the three identified areas.

Written submissions supported the industrial focus through expanding (vertically) their size and provision.

As with all other Position Statements and the CBD strategy, traffic and parking are major local and regional issues. This will require council to consider a various approaches including planning controls and broader infrastructure provision to alleviate current and future concerns.

## APPENDIX 1 RESULTS FROM ONLINE SURVEYS

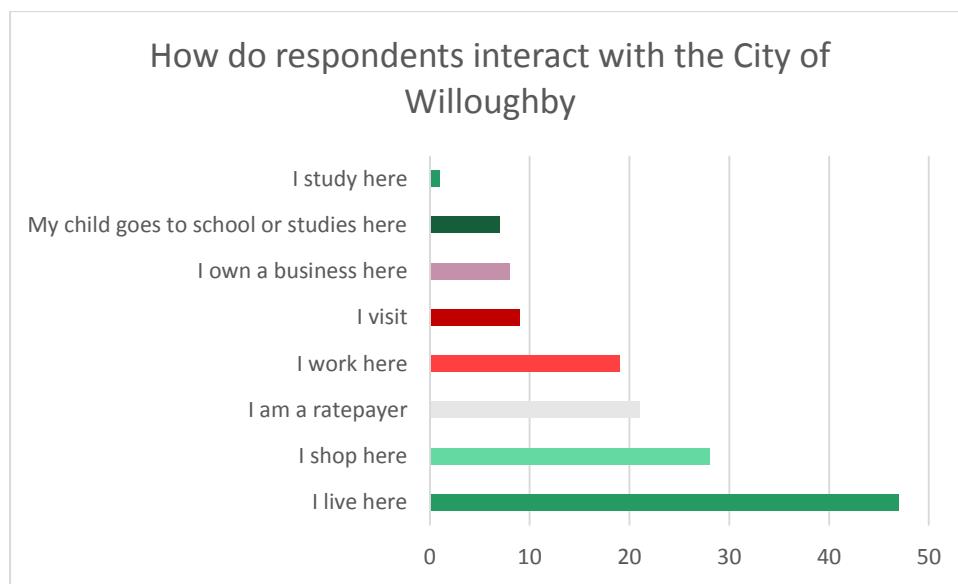
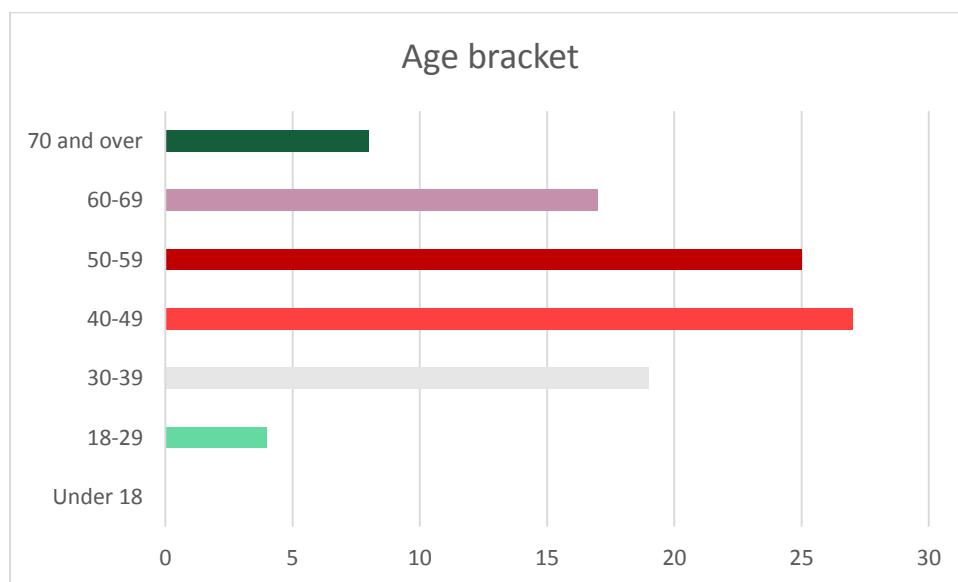
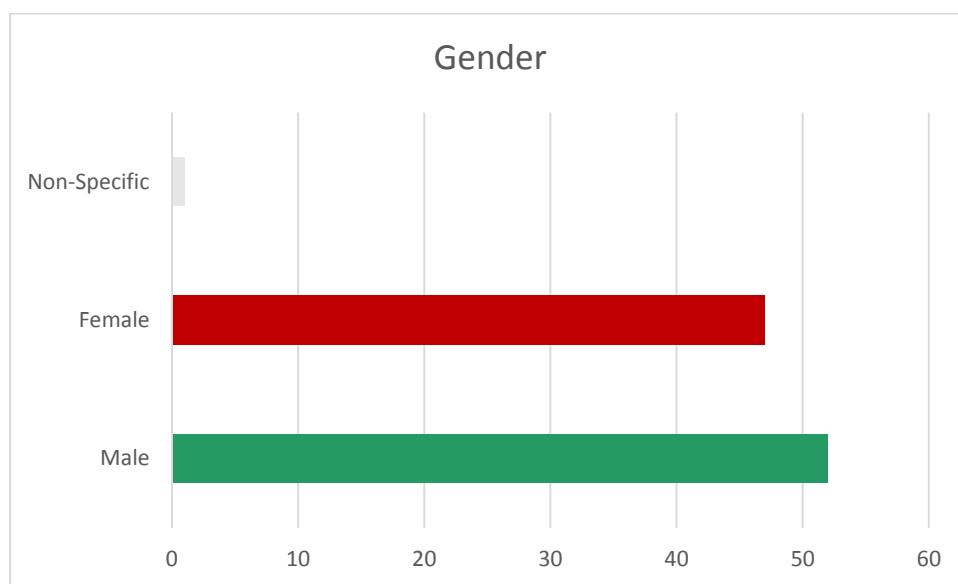
**TOTAL ONLINE SURVEYS COMPLETED**

## DRAFT CHATSWOOD CBD STRATEGY

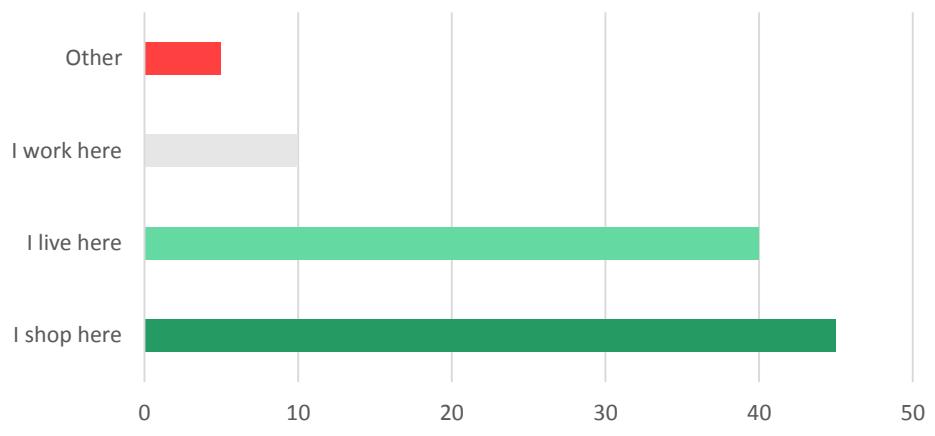
### RESPONDENT PROFILE

There were 100 respondents to the online survey for the draft Chatswood CBD Strategy. Most respondents stated their suburb to be Chatswood (40 of 100 participants). Below is a list of suburbs for the survey respondents:

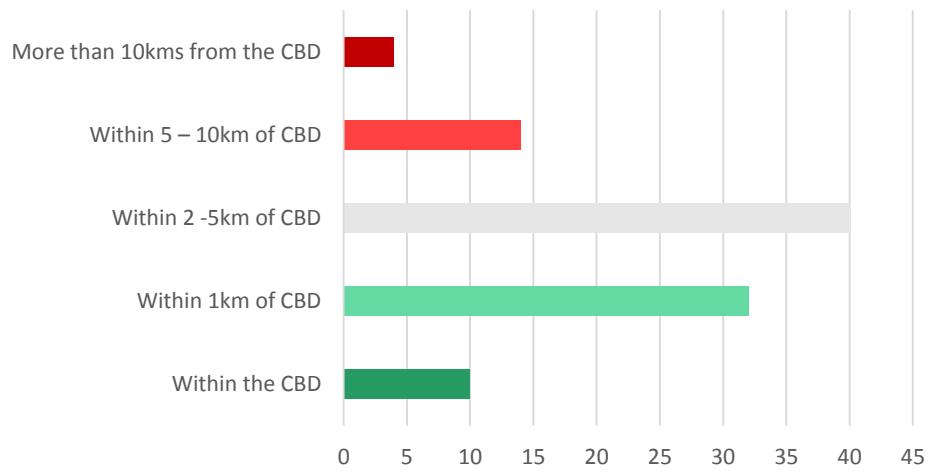
CHATSWOOD, NSW	40
ARTARMON, NSW	9
NAREMBURN, NSW	8
LANE COVE NORTH, NSW	7
NORTHBRIDGE, NSW	5
WILLOUGHBY, NSW	5
CASTLECRAG, NSW	4
CHATSWOOD WEST, NSW	3
WEST CHATSWOOD, NSW	2
WILLOUGHBY EAST, NSW	2
WILLOUGHBY NORTH, NSW	2
CAMMERAY, NSW	1
CASTLE COVE, NSW	1
CROWS NEST, NSW	1
DAVIDSON, NSW	1
FRESHWATER, NSW	1
KILLARA, NSW	1
LILYFIELD, NSW	1
NORTH WILLOUGHBY, NSW	1
RANDWICK, NSW	1
ROSEVILLE, NSW	1
ST LEONARDS, NSW	1
THORNLEIGH, NSW	1
WEST PENNANT HILLS, NSW	1



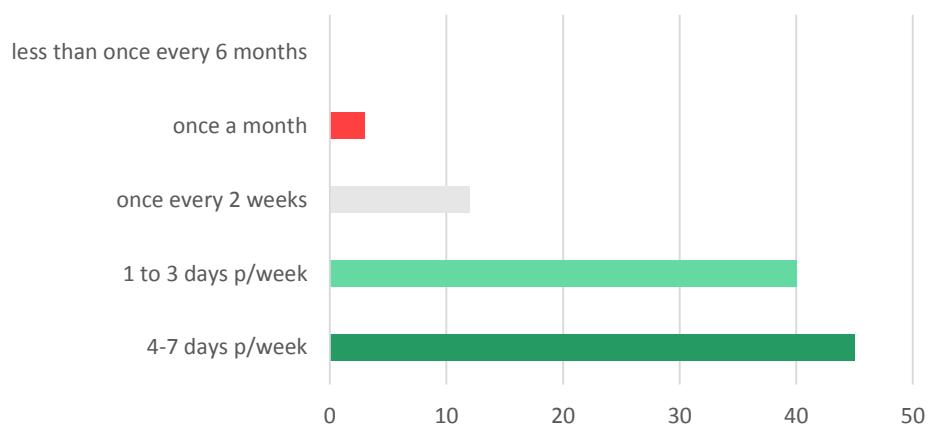
### What is the main reason you visit the Chatswood CBD



### Where do you live in proximity to the CBD



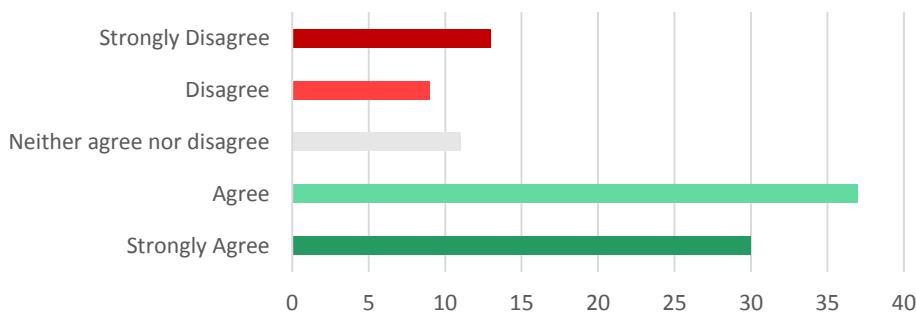
### Approximately how frequently do you visit the CBD



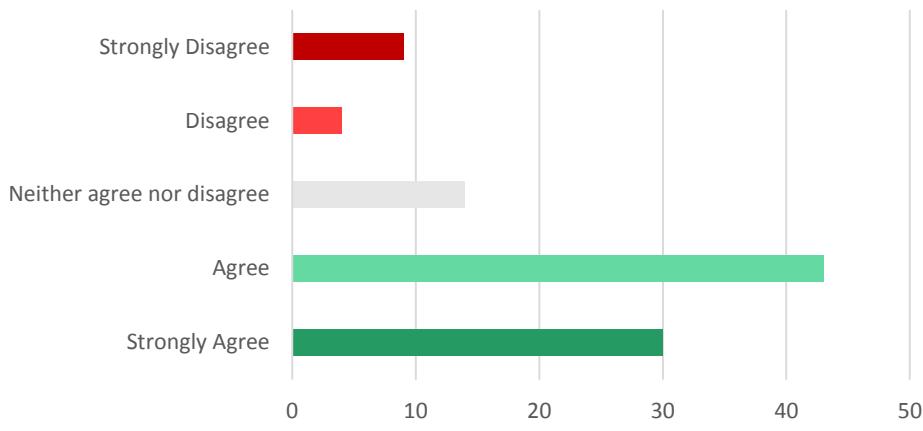
## SURVEY RESPONSES

The survey used a Likert scale whereby respondents were asked whether they 'Strongly Agree', 'Agree', 'Neither agree nor disagree', 'Disagree' or 'Strongly Disagree' to a series of recommendations.

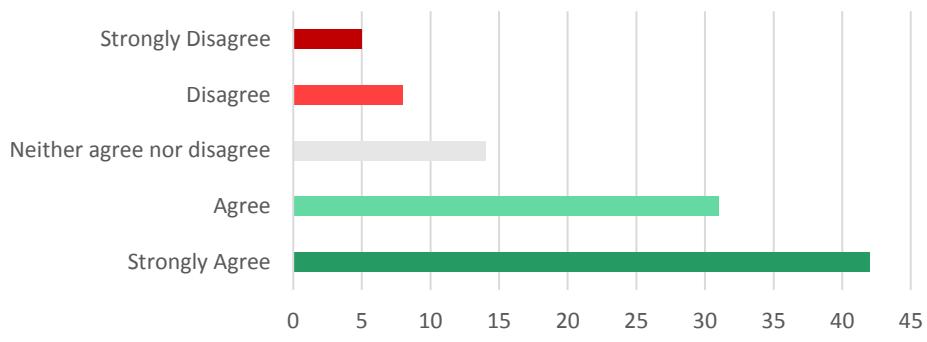
### Recommendation 1: Promoting Office Growth to accommodate projected demand by extending the CBD Boundary to the North and South - focusing along Albert Avenue



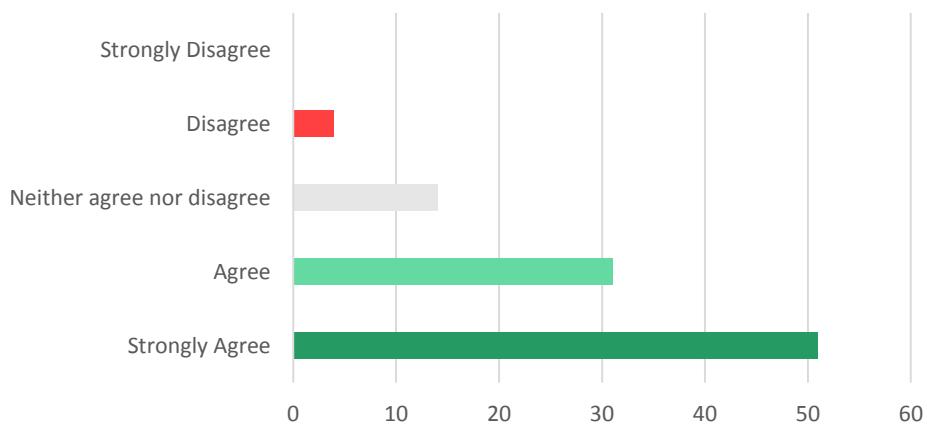
### Recommendation 2: Managing the CBD land use mix in appropriate locations



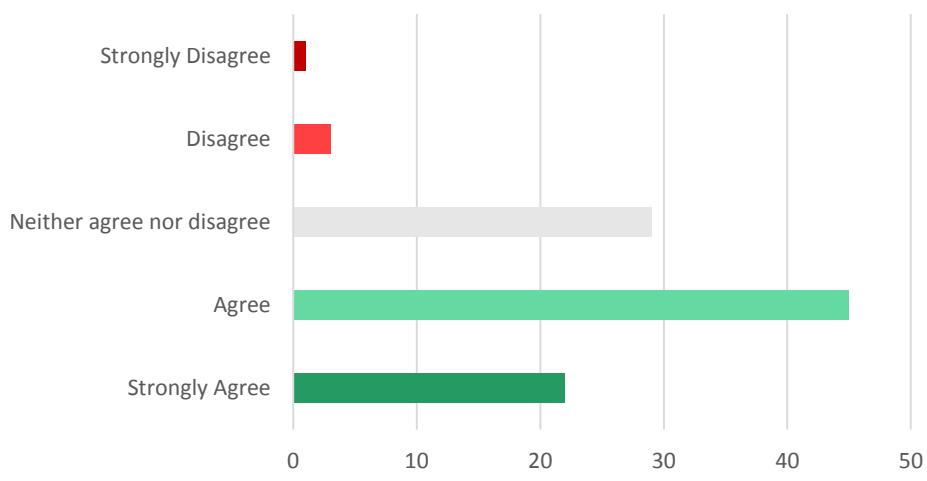
**Recommendation 3: Obtaining funding contributions from Higher Density developments (based on Floorspace Ratio [FSR] standards) to improve public amenity in the Chatswood CBD**



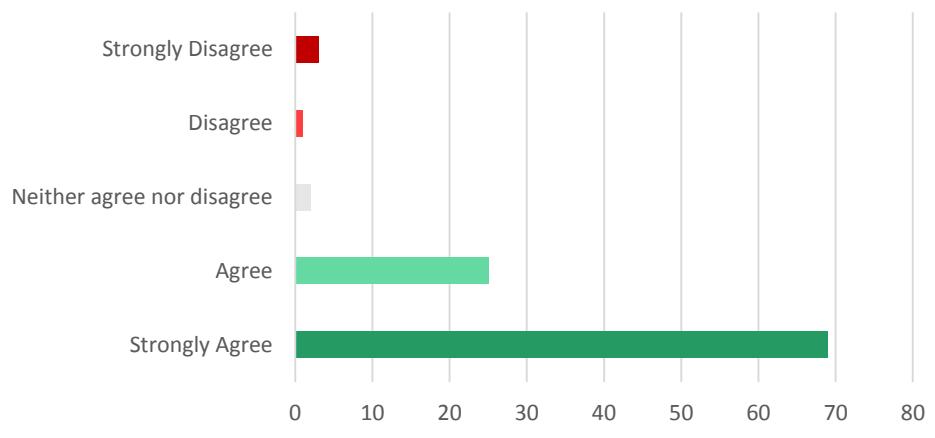
**Recommendation 4: Promoting design excellence and higher building sustainability standards**



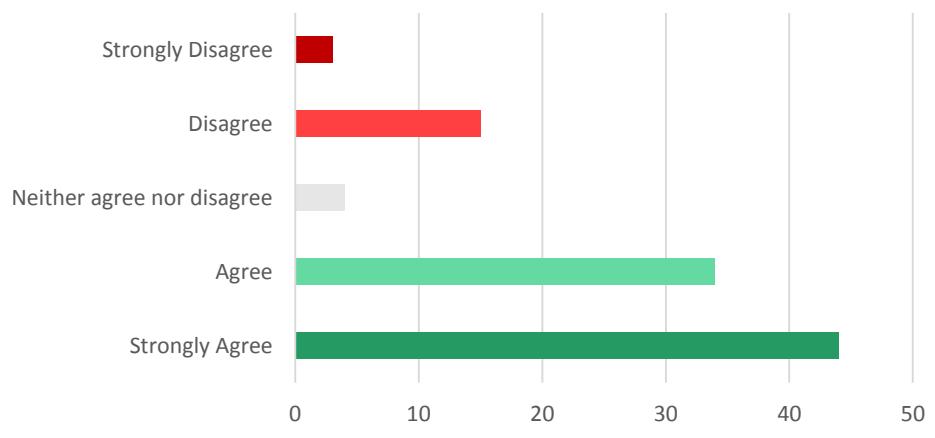
**Recommendation 5: Simplify floor space ratios**



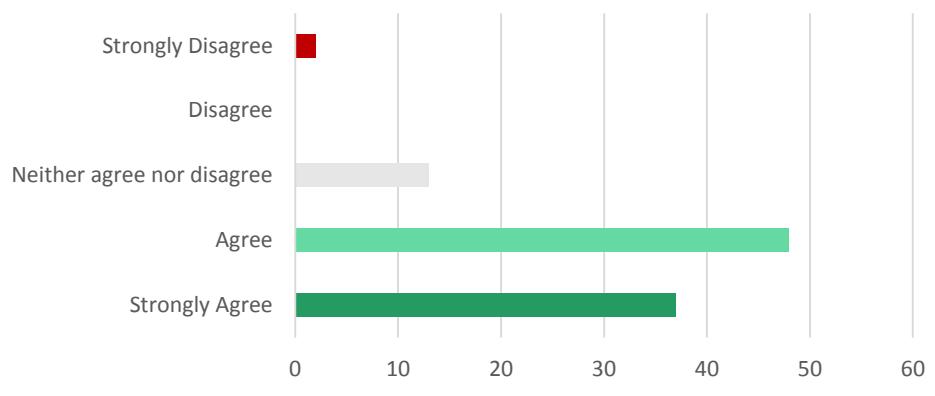
### Recommendation 6: Ensuring sunny access to key public spaces is protected



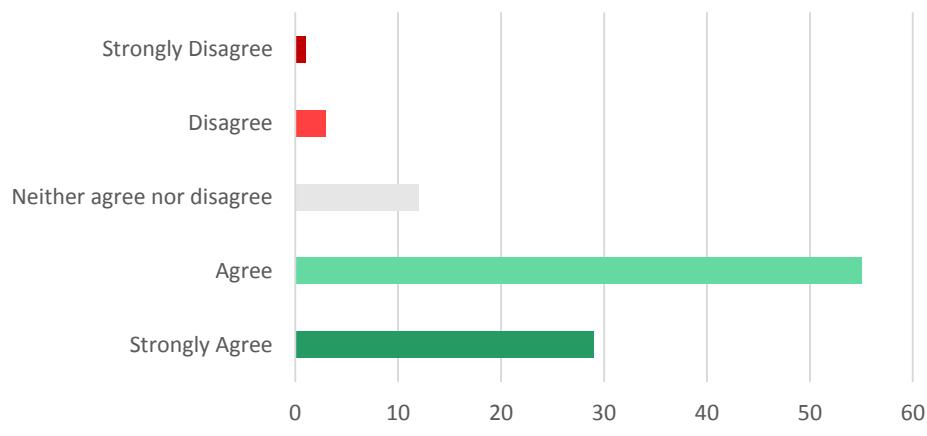
### Recommendation 7: Establish appropriate building heights



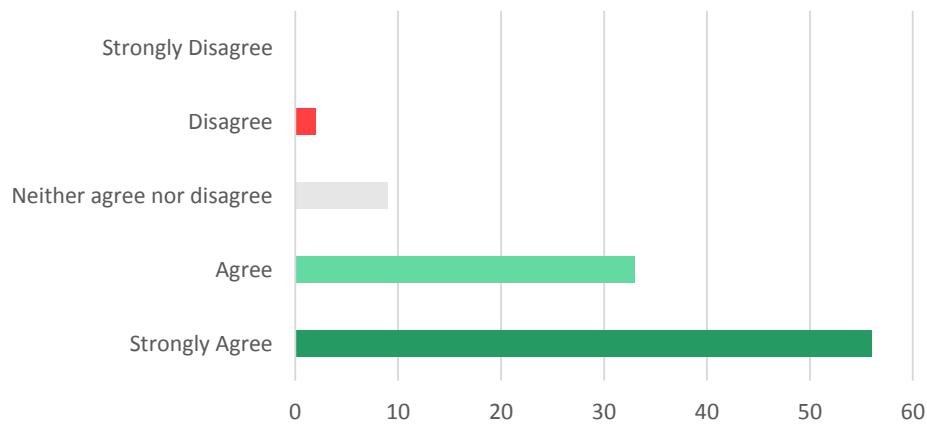
### Recommendation 8: Encourage active street frontages and encourage appropriate frontage height controls



### Recommendation 9: Establish appropriate built form controls



### Recommendation 10: Promote links, open space and landscaping



At the end of the survey, participants were asked whether they had any comments or suggestions to offer the Council relating to its Chatswood CBD Draft Planning and Urban Design Strategy. There was a total of 55 comments (below).

Comments
Expand residential usage along CBD fringe. Encourage apartment development to relief property prices
this plan is fantastic. need to be implemented as soon as possible to help Chatswood grow as 2nd biggest CBD in Sydney
Great idea, more housing desperate required to bring prices down
Make the area more bike friendly - Amsterdam is a great model and the cheese shops could be copied too.
Not enough parking, over capacity
Developers will not be able to afford to develop any office buildings in the CBD core and nothing will happen. You need to allow mixed development as long as existing office plus say 15% are generated within the development
Short term decisions based on immediate profit need to be reconsidered. Aesthetics and future lifestyle are far more important to community living
The strategy doesn't address traffic congestion within the CBD. The single lanes of Victoria Ave are bad now and over the next 20 years will not be sustainable. I think Council should seriously consider closing Victoria Ave as far

as Archer St.
Provide schooling options, currently unacceptable to have one school for the area.
becoming a very hot, disconnected place to visit. The apartments are mostly empty and have not contributed to the housing shortage supply. Controls need to be put in place to reverse this. More large shade trees need to be planted to cool the surrounding
Lack of football facilities during lunch. Support startup functions.
Maintain simple, clean aesthetic forms of design to maximise sunlight and open spaces.
i like to see more tree planted and also vegetation growing around the multi-storey building like the Central Park, Railway Park. Proper planning to make it sustainable for the environment. Fountains and water way. This give oxygen especially intense area
No more high rise residential towers please. They are ugly and bring pollution and high density to the extreme.
We need more public transport. It is easier to get to Chatswood from Gosford than Willoughby!! No buses on Sunday or after 6pm is crazy, Willoughby residents have to leave Willoughby to get to Chatswood by public transport on Sunday's and after 6pm.
More apartments urgently required within 800m of the station
The draft document fails to address the lack of an annular road which would allow traffic to both access the CBD and avoid the area. It is madness to present idealist images of Albert Ave and other roads in the CBD which are the only vehicle access.
Of continuing concern is the removal of established trees from the general area. To replace one established tree with a token shrub is a cynical way to overcome planning requirements.
Chatswood is a commercial and transport hub. There are many schools in CBD. It should have bigger CBD and more high rise buildings to accommodate the more people.
Support rezoning of housing within 800m radius of Chatswood CBD
I noticed not a lot of big international or local company would base its head office in Chatswood CBD. Why aren't we enticing them to move here in Chatswood. Woolworths plan to build a store in Chatswood was knocked back. this creates local employment.
Please address parking and other supporting infrastructure (e.g. kids day care) when designing for more residential development. Also please address the aesthetics of each building constructed.
Important to have a clear Strategy going forward to retain Chatswood's commercial viability
The strategy notes that commercial development is not viable, even with the suite of controls being proposed. A mixed use approach which caps residential in the CBD will encourage provision of office space in the short to medium term as opposed to no develop
Restricting and CBD redevelopment to commercial will endure no new activity occurs in Chatswood. Appropriate mixed use zones need to be created with a minimum commercial component.
If a move to rezone Chatswood West to high density is taken, it should be done without delay so as to be fair to the current residents. If protracted, this would be very unsettling for all concerned.
Lived in Chatswood West for years and observed the over development, traffic congestion, stress on schools and infrastructure and disregard for residents wishes, it is hard to agree that further development will improve living in Chatswood at all.
There is a predominantly Asian culture at Chatswood, it needs more diversity.
I note: (1) Council have no control over regional planning imposing high rise residential on Chatswood. (2) dot id demographic forecasts are very wrong! They assume low rates of family occupancy in apartments but 20% of new apartments taken by families!
Absolutely essential that residential development within the CBD be curtailed, thence to facilitate commercial/office developments.
Open space, set backs, green landscaping, and a varied transport system essential, including bike lanes, footpaths, reliable bus service essential
More links around the CBD for pedestrians and bikes, more usable public open space (i.e. grass, parks), tall building to be set back, thinner buildings, open spaces protected from overshadowing
Please provision for school overcrowding and children play amenities as less public space will now be available for children to have non-indoor play time.
Additional development in Chatswood CBD would create even worse traffic and traffic flow. A more controlled traffic management flow should be established if Council wish people to the CBD

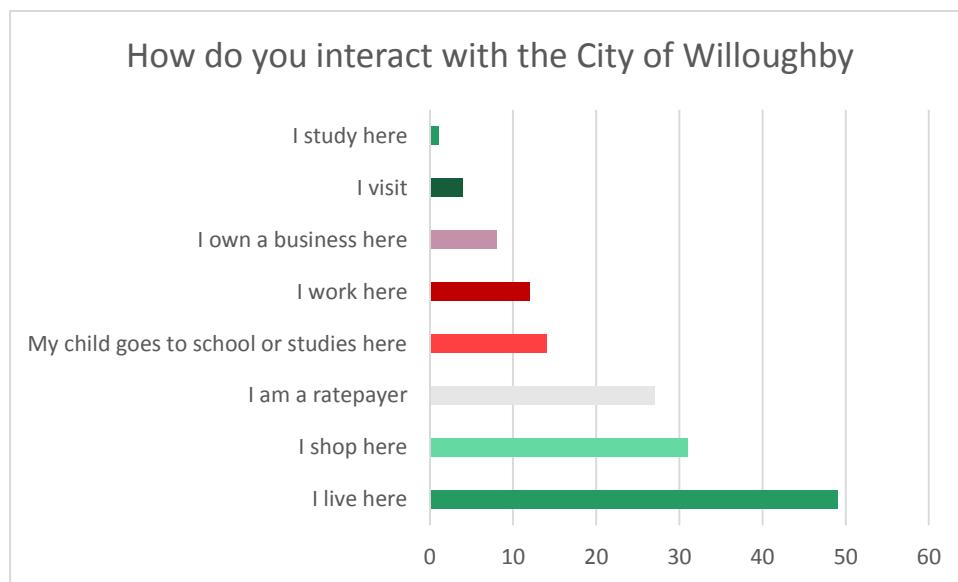
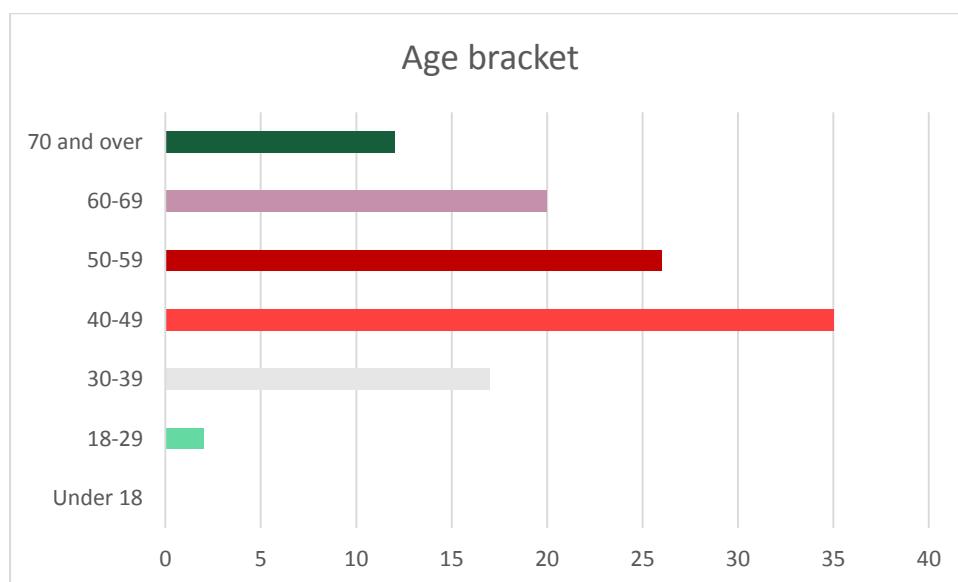
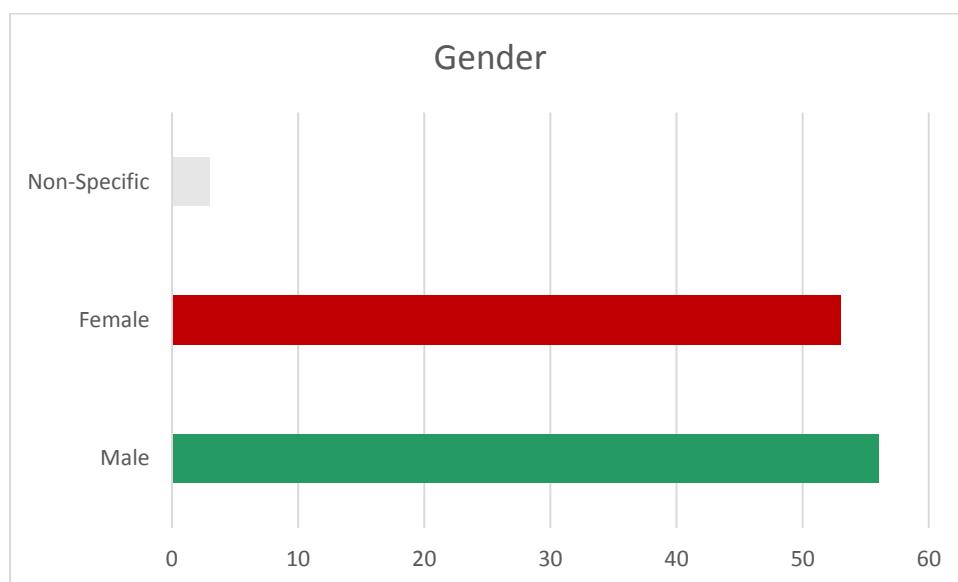
R2: There are no medical services between Albert Ave & Mowbray Rd: there should be. Shopping for bread means trip from Nelson St to CBD: major event for those with a cane. FSR of Ausgrid dive site should be similar to Nelson Estate, 9 Nelson St opposite.
We need small centres in places like lane cove north which provide residents with shops so that we don't have to go to lane cove/Chatswood all the time to buy groceries. Similar to High st or Northbridge. This will help reduce traffic in the area.
The plan is flawed as it doesn't address the public infrastructure required to support growth. Planning for schools is essential and can't be left to the state govt. More playing fields are required and must be treated separately to other open space.
Why are you looking at increasing residential density in areas with poor existing infrastructure and no room to add it? IE MOWBRAY ROAD is a disaster for road users already where as rail centers could be further built up
Insufficient free public parking. All new constructions must have additional parking spaces to improve parking space supply
Schools? Families? Despite best efforts to have Commercial use, residential dwellings will continue to be built. There is not enough classrooms or play space, Chatswood PS is in this catchment. Please help take families into account.
Chatswood CBD is quite bland and hasn't had much of a facelift except for Concourse. Council needs to promote place-making and diversity of usage, to foster diversity of social and commercial usage of the CBD areas.
More green space, from the money collected from developers!!
Highrise development restricted to eastern side of Pacific highway. Provide extra area for Chatswood Public school expand. Better road access to and from CBD. Future development to include upgraded infrastructure with increased offstreet park ratio/dwelling
Please see separate submission lodged. Would be good if there was room in this survey to lodge detailed comments
Residential development should be subject to design excellence as well not just office towers. Should replicate what City of Sydney Council does and offer incentives (more FSR etc) for design competitions, so we the community get a better design/outcome.
Chatswood needs to be more lively and cool with bars, cafes and restaurants. Compared to other parts of Sydney it lacks the cool factor. It is in the best location and is safe and clean but to be fun and lively - a destination want to visit.
Increase height limits near Artarmon Station to enable higher density development
Plan for occupied buildings, tax empty facilities
Strongly consider withholding approval of further residential developments until there is a long term plan for accommodating the growing school aged population. Currently there is only one public school in Chatswood which is overflowing and cannot cope.
Chatswood should halt further residential developments until the overcrowding at Chatswood public school is addressed with a long term solution. There is no consideration of this in the planning, plus traffic for surrounding homes like ours.
Have a traffic plan. Keep traffic out of Artarmon, Willoughby and Chatswood residential.
Mixed Use Residential development sites should be achievable on sites down to 1000 sqm or so depending on site conditions and meeting design requirements. Requirement for design competitions for every building over 25M high is overly onerous
Where is the infrastructure to support all this? It is currently most inadequate.

## HOUSING POSITION STATEMENT

### RESPONDENTS PROFILES

A total of 112 people responded to the Housing Position Statement online survey. Most participants (21) stated their suburb as Chatswood. Below is a list of the participants' suburbs:

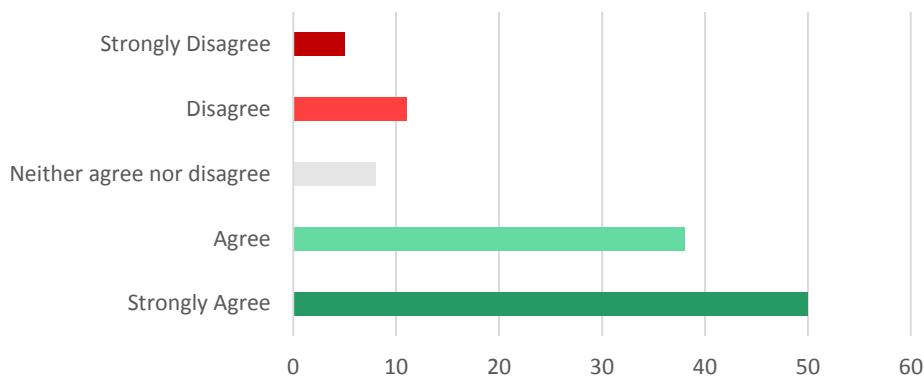
CHATSWOOD, NSW	21
WILLOUGHBY, NSW	16
NAREMBURN, NSW	14
ARTARMON, NSW	13
LANE COVE NORTH, NSW	11
NORTHBRIDGE, NSW	9
CASTLECRAG, NSW	6
NORTH WILLOUGHBY, NSW	4
CHATSWOOD WEST, NSW	2
CROWS NEST, NSW	2
ST LEONARDS, NSW	2
WILLOUGHBY EAST, NSW	2
WILLOUGHBY NORTH, NSW	2
CAMMERAY, NSW	1
CASTLE COVE, NSW	1
LILYFIELD, NSW	1
MIDDLE COVE, NSW	1
ROSEVILLE CHASE, NSW	1
ROSEVILLE, NSW	1
WEST CHATSWOOD, NSW	1
WEST PENNANT HILLS, NSW	1



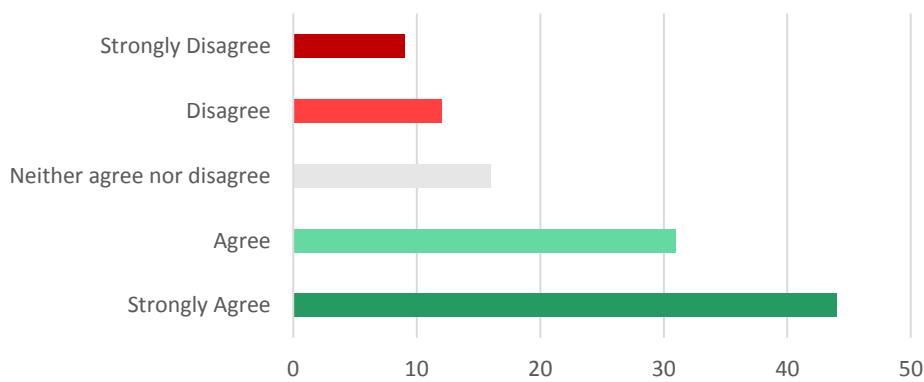
## SURVEY RESPONSES

The survey used a Likert scale whereby respondents were asked whether they 'Strongly Agree', 'Agree', 'Neither agree nor disagree', 'Disagree' or 'Strongly Disagree' to a series of statements on what the Willoughby City Planning Strategy should provide for housing.

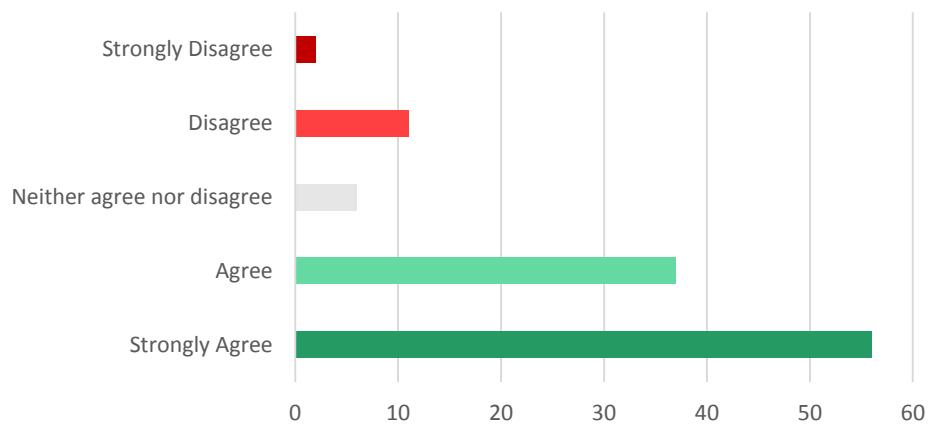
### The expected future growth in demand for residential housing in the Willoughby Local Government Area



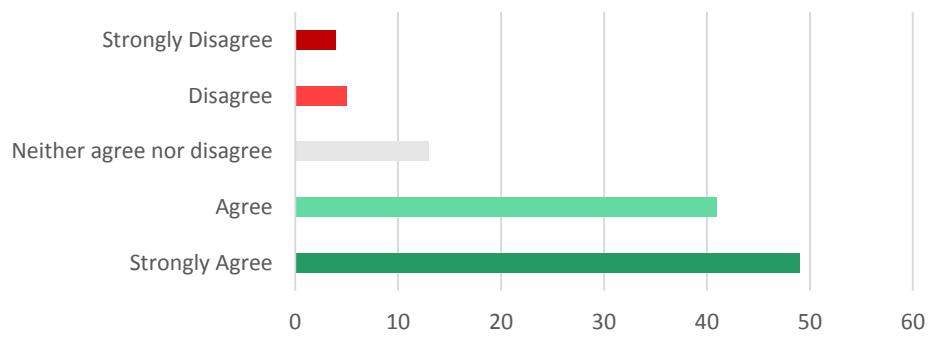
### New housing being located close to larger centres and within walking distance (400m) of local centres



A mix of housing types is required to meet the various needs of our future residents

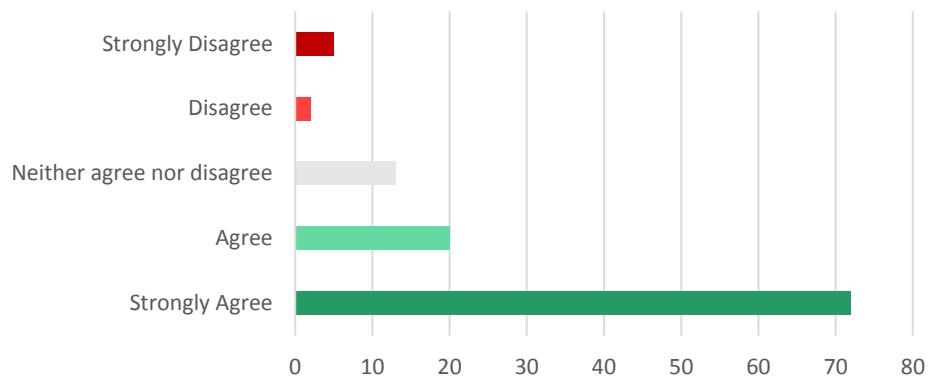


A focus on delivering a range of smaller housing types close to services and amenities to suit older residents as well as provide convenience for all age groups



NOTE: The largest growth demand is expected in single person households over the age of 70.

The protection of the heritage values in residential areas when planning for growth and change



At the end of the survey participants were given the opportunity to make any comments. 75 comments were made with the majority (30) regarding planning controls in residential areas

generally about planning controls in residential areas:	30
specifically relating to Chatswood (edge):	11
specifically relating to Willoughby:	9
specifically relating to St Leonards / Naremburn:	9
specifically relating to Artarmon:	6
specifically relating to Northbridge:	5
specifically relating to Castlecrag:	4
specifically relating to Penshurst Street / Victoria Avenue:	1

A full list of comments can be found below.

Category	Comment
I have comments or suggestions specifically relating to Willoughby	If more housing is required for our area, older residents, such as ourselves, should be given a financial incentive to move to other accommodation
I have comments or suggestions specifically relating to Willoughby	High rise should be limited to Chatswood. Willoughby build up areas should be limited to 3 stories high.
I have comments or suggestions specifically relating to Willoughby	I would like to see stricter controls around new houses being built to retain Willoughby's heritage architecture (Californian Bungalows, Federation, etc) and minimise new ugly Kit-Homes/Mc-Mansions. I don't want Willoughby turning into Kellyville.
I have comments or suggestions specifically relating to Willoughby	Please don't over develop this area. We don't want concrete termite mounds/units and overcrowding.
I have comments or suggestions specifically relating to Willoughby	We all understand that with new housing comes many more private vehicles and already there is a paucity of street parking spaces. Perhaps a parking station in a less accessible area and serviced by shuttle buses can be considered.
I have comments or suggestions specifically relating to Willoughby	The Willoughby Road, Willoughby Shops need to be redeveloped to provide new retail shopping and housing. It can accommodate high rise as it located on a busy transport route.
I have comments or suggestions specifically relating to Willoughby	The 'local area' I live near has few daily use shops- mostly hardware and cafes. I live in a heritage listed building and I envisage high rise intrusively near us, so I am not convinced of the merit of keeping heritage and rezoning aggressively around it.
I have comments or suggestions specifically relating to Willoughby	Agree with R3 zoning between M;bray and Julian. Should allow existing small dwellings and "duel occupies" buildings to be retained. Too hard to downsize to/ and find a place with a small garden. Allow & encourage Terraces.
I have comments or suggestions specifically relating to Willoughby	Any planning with respect to higher density housing in Willoughby must be in sync with the State Govt, who have responsibility for schools. Willoughby Public and Willoughby Girls already suffer from record and well-reported overcrowding
I have comments or suggestions specifically relating to St Leonards / Naremburn	Parking needs to be restricted as the streets are not wide enough to cope with more cars
I have comments or suggestions specifically relating to St Leonards / Naremburn	Living quite close to St Leonards station I am concerned about the amount of high rise and the occurrence of "spot developments", ie. with no residential consultation. Also the quality of build is sometimes poor. I am concerned about the loss of quality o

I have comments or suggestions specifically relating to St Leonards / Naremburn	investigate the Donnelly Road, Brook Street, Merrenburn Ave housing pocket for higher density housing. One of few locations for apartments in naremburn. Within the the naremburn shops and new crows nest station metro catchments
I have comments or suggestions specifically relating to St Leonards / Naremburn	Naremburn has some wonderful housing pockets (as do some other Willoughby CC suburbs) that need to be preserved. However, agree areas around shops and transport must be developed to cater for increased population.
I have comments or suggestions specifically relating to St Leonards / Naremburn	St Leonards has a large number of high rise units already and parts of Naremburn. Additional units would not be supported by new infrastructure which is non existent. Roads are narrow, traffic is heavy and parking is at capacity levels.
I have comments or suggestions specifically relating to St Leonards / Naremburn	People who live in the area do so because they like the village feel. Too many units will detract from that feel. Too many shops will do so too. There are other shops nearby. Leave the houses as they are.
I have comments or suggestions specifically relating to St Leonards / Naremburn	I attended the drop in session. I support the suggestion that dual occupancy of existing structures be considered. Let's use the housing stock we have. I support using existing R3 zoning to accommodate new townhouse style development and not rezoning.
I have comments or suggestions specifically relating to St Leonards / Naremburn	buildings too high, units too small; not enough parks, schools, parking; traffic needs to be coordinated RMS and other councils; multi use buildings only suit developers - retail, commercial and residential each need their own community and solutions
I have comments or suggestions specifically relating to St Leonards / Naremburn	I would like to submit a further supporting letter which I will email to you. i think there is a strong justification for rezoning an area along Dalleyes Road, Naremburn to R3 - 800m walk to Metro, St Leonards and 400m to local centre. More to come ;-)
I have comments or suggestions specifically relating to Penshurst Street / Victoria Avenue	Don't allow high rise development (ie > 2 stories) along Penshurst St between Victoria Avenue and Ashley Street. Retaining streetscape with domestic homes complements the integrity of the area as being family oriented.
I have comments or suggestions specifically relating to Northbridge	Higher density in the suggested area in Northbridge will add to the already congested main route out of the suburb and the lack of parking.
I have comments or suggestions specifically relating to Northbridge	Northbridge shopping centres and the peninsula cannot cope with any expansions of high rise buildings or more concentrated living due to the existing and atrocious traffic volumes and lack of public parking.
I have comments or suggestions specifically relating to Northbridge	We need better public transport to Chatswood!! Currently there is NO way to get to Chatswood on Sunday's or after 6pm, this means our kids can't get work in Chatswood and everyone is more dependent on a car.
I have comments or suggestions specifically relating to Northbridge	More opportunities for aged persons housing required near the shopping centre and opportunities for 1-2 bedroom apartments for downsizing residents
I have comments or suggestions specifically relating to Northbridge	It is our opinion that any future expansion of R3 and R4 developments should be located in close proximity to areas serviced by "express rail" – diminishing the escalation in road based traffic congestion issues and demand for street parking.
I have comments or suggestions specifically relating to Chatswood (edge)	More housing desperately needed close to CBD
I have comments or suggestions specifically relating to Chatswood (edge)	De-list the South Chatswood Heritage Conservation Area and rezone for high density housing. It is not unique or well preserved. Provides new housing close to transport and shops (highly walkable), and takes residential conversion pressure off the CBD.

I have comments or suggestions specifically relating to Chatswood (edge)	If the Chatswood golf club aged care development proceeds, Council will have to widen Beaconsfield Road as it is too narrow with too many cars parked. Buses and work vehicles will not get through
I have comments or suggestions specifically relating to Chatswood (edge)	Additional housing should be concentrated here
I have comments or suggestions specifically relating to Chatswood (edge)	I strongly urge Council to rezone the land around and including Dardanelles Road to high density to give us current residents certainty about the future. It is unfair to let the cat out of the bag and then don't proceed
I have comments or suggestions specifically relating to Chatswood (edge)	There needs to be more opportunity for residents of the Chatswood West area to do food shopping.
I have comments or suggestions specifically relating to Chatswood (edge)	All conservative area should be protected.
I have comments or suggestions specifically relating to Chatswood (edge)	Should allow more townhouses or units developments around Chatswood edges, some big blocks of land around the Chatswood edge are free and its only 10 mins walk to the station. This would help with traffic congestion & affordability in Chatswood
I have comments or suggestions specifically relating to Chatswood (edge)	The plan is flawed as it doesn't address the public infrastructure required to support growth. Planning for schools is essential and can't be left to the state govt. More playing fields are required and must be treated separately to other open space.
I have comments or suggestions specifically relating to Chatswood (edge)	Farran St/Mowbray Rd has been lobbied for R4 rezoning. Mowbray Rd has been rezoned by LC council. Infrastructure cannot cope with increased traffic and limited public transport. There is no rear lane access to units. Locals are overwhelmingly against it.
I have comments or suggestions specifically relating to Chatswood (edge)	Halt housing developments until school crowding and traffic problems have long term solutions.
I have comments or suggestions specifically relating to Castlecrag	I believe Castlecrag has important local heritage to preserve and that the suburb should retain its natural setting. Current reserves should be retained and the vision for the suburb should be maintained through single residential dwellings
I have comments or suggestions specifically relating to Castlecrag	Abolish the ridiculous "Heritage Conservation Area" and only preserve Burley Griffen residences. The idea of heritage value of a house built in the fifties with limited materials and bad design being "preserved" based on a line drawn on the map is stupid.
I have comments or suggestions specifically relating to Castlecrag	Look at putting high rise above existing shops/commercial properties
I have comments or suggestions specifically relating to Castlecrag	Please ensure that current zoning is maintained, so that density is preserved, and not compromised to make way for more residents.
I have comments or suggestions specifically relating to Artarmon	More Tiny houses for greater community and affordability.
I have comments or suggestions specifically relating to Artarmon	Area within 200-400m from station should be allowed for mixed housing development to cater for increasing housing pressure and demand. Higher density in these areas will ensure affordable housings are available for first home buyers and down graders.

I have comments or suggestions specifically relating to Artarmon	High rise at end of Broughton, Kitchener, rimmington and French streets rezone
I have comments or suggestions specifically relating to Artarmon	Too many high density apartments bunched together is not the way forward to make the suburb look nice. Many R2 areas can and should be transformed into R4 should be considered despite greater than 400m away of local centre
I have comments or suggestions specifically relating to Artarmon	If schools are already overcrowded, how is it planned that the existing ones cope with 18% increase of population?
I have comments or suggestions specifically relating to Artarmon	5000 m2 required to do a dual occupancy in the heritage and conservation areas is a joke. This is a complete waste of ink on any planning document. Bring on council amalgamation as this council can't do it right by the residents.
I have comments more generally about planning controls in residential areas.	One possible area that could take increased density is Eastern Valley Way A wonderful parkland has just been finished by Council
I have comments more generally about planning controls in residential areas.	Promote tiny houses and partner in a pilot tiny house village especially for key workers.
I have comments more generally about planning controls in residential areas.	The hideous over population along the rail corridor in northern suburbs serve as a warning to Willoughby. Please don't do it!!
I have comments more generally about planning controls in residential areas.	We don't want more people in Willoughby. But if we do there needs to more terrace, duplex options. New homes need to have flexibility built in so they can be converted to two residences once the kids have left instead of starting from scratch. Empty flats
I have comments more generally about planning controls in residential areas.	Higher density housing should be restricted to corridors along major road and rail arteries
I have comments more generally about planning controls in residential areas.	We need proper planning for residents who are surrounded with neighbourhood. They have the right to live in peace in that complexity. To help live in harmony free from harassment. Integrity for the environment.
I have comments more generally about planning controls in residential areas.	Population will only increase if new housing is built or incentives are provided to move singles or elderly into smaller new housing within the same area.
I have comments more generally about planning controls in residential areas.	Stop approving new apartment blocks !!!
I have comments more generally about planning controls in residential areas.	Work with State Government to ensure WCC receives new schools to enable it to sustainably grow. Then the community will support increased housing density.
I have comments more generally about planning controls in residential areas.	Except for Chatswood CBD or current industrial areas keep height limits as they are
I have comments more generally about planning controls in residential areas.	please allow dwelling houses to be permissible in medium density areas and as such remove the need for existing use rights applications to existing dwellings, which because of the permissibility issue removes the CDC option.

I have comments more generally about planning controls in residential areas.	medium density should be limited to 3 stories. Affordable housing should be mandatory in all new medium density and high density developments. No exemptions from planning or building codes. even with voluntary contributions.
I have comments more generally about planning controls in residential areas.	Council refers to diversity when it should refer to planning for Chinese newcomers' requirements. As Australians we feel Council's regard is not inclusive for Australians - only developers catering for new arrivals and lack of concern for infrastructure.
I have comments more generally about planning controls in residential areas.	Preserve open space, trees, quiet places, critical to healthy living and growing. The majority of new residential housing should be on railway lines, rail is critical. Keep shopping centres contained. Preserve individual character of our different suburb areas.
I have comments more generally about planning controls in residential areas.	Our schools are overcrowded. Council should push back to the state govt and not approve any further dwellings unless state govt builds new schools, not just stacking more demountables on already overcrowded playgrounds. Also, no new parking=no new apartments
I have comments more generally about planning controls in residential areas.	Transport and cars are an essential part of home living. Please examine street parking and child safe streets. This means timed restrictions to control "rat runs ", 4 hr maximum parking on one side of a street, especially where boats park, parking over rail
I have comments more generally about planning controls in residential areas.	Any further attempts to rezone additional R2 areas to R3 or higher should be strongly resisted until those areas already zoned R3 but not yet redeveloped have been completed.
I have comments more generally about planning controls in residential areas.	Medium density housing close to CBD, smaller town house developments further out but without destroying natural environment or encroaching on existing open space and heritage listed homes. Also need to demolish some older homes to increase open space
I have comments more generally about planning controls in residential areas.	Development needs to be spread further than St Leonards and Chatswood CBD core, need multiple types of new homes from apartments to townhouses, investigate affordable housing moving from 4% of developments to 10% per GSC North plan suggestion
I have comments more generally about planning controls in residential areas.	The Regional Planning event at Chatswood stated a clear desire that some areas should be recognised as being low density homes with backyards. Peninsula suburbs should be designated as such. Not everyone desires to live in Medium or High density housing
I have comments more generally about planning controls in residential areas.	a small cluster of shops in the north lane cove area would help with logistics & clam traffic
I have comments more generally about planning controls in residential areas.	Why is there no mention of schools? Where do you get your demographic information from? Families are moving into the area and the schools are already busting at the seams. In the 21st Century Apartments = Families = Education. Don't forget our Children
I have comments more generally about planning controls in residential areas.	More flexible use and density zones required in Willoughby to foster more diversity and multi-dwelling housing. Fringe areas around local shops and main roads especially
I have comments more generally about planning controls in residential areas.	please see separate submission from the Federation of Willoughby Progress Associations
I have comments more generally about planning controls in residential areas.	The current controls have taken some time to realise. To have this Government and Liberal council now trash the lot is unacceptable

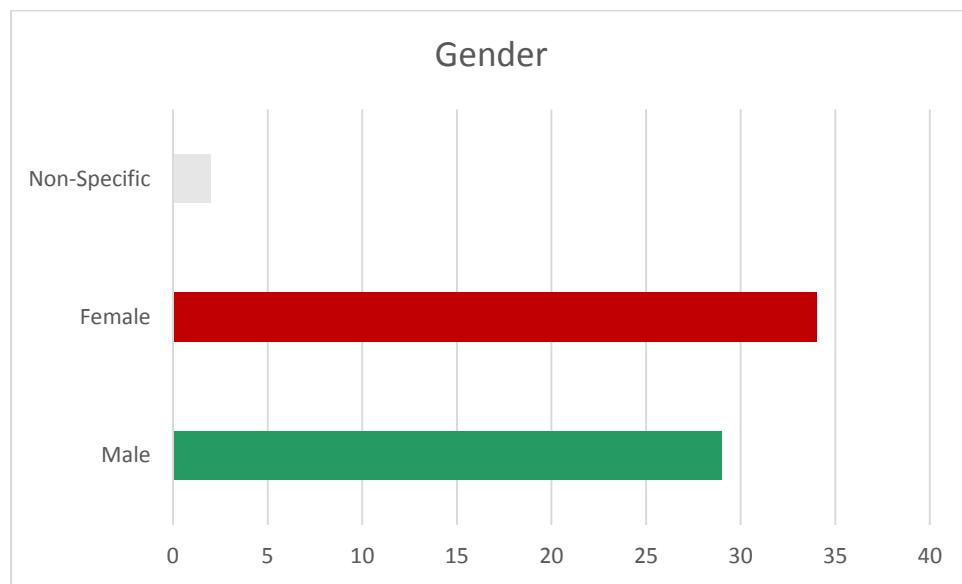
I have comments more generally about planning controls in residential areas.	We need to increase the number of affordable housing options that are provided by developers to allow local nurses, teachers, social workers & who work in this area. Home owners on 600m2 blocks should be allowed to develop dual occupancy to allow for 2
I have comments more generally about planning controls in residential areas.	Many developments excavate entire block leaving no natural ground for trees. Planning requirements to include percentage of natural ground or contribution for a house block sized park in each R3/R4 street. Street planting for shade and cooling.
I have comments more generally about planning controls in residential areas.	There needs to be more planning around services to support the housing - in particular schools and recreational areas. Schools are already overcrowded and we have an acute lack of sportsgrounds for the local clubs (and indoor options too)
I have comments more generally about planning controls in residential areas.	The increased high rise apartments in Chatswood CBD & resultant increase in population is causing strain on roads & education. More needs to be done urgently to address the serious overcrowding at Chatswood PS before any more new developments are approved.

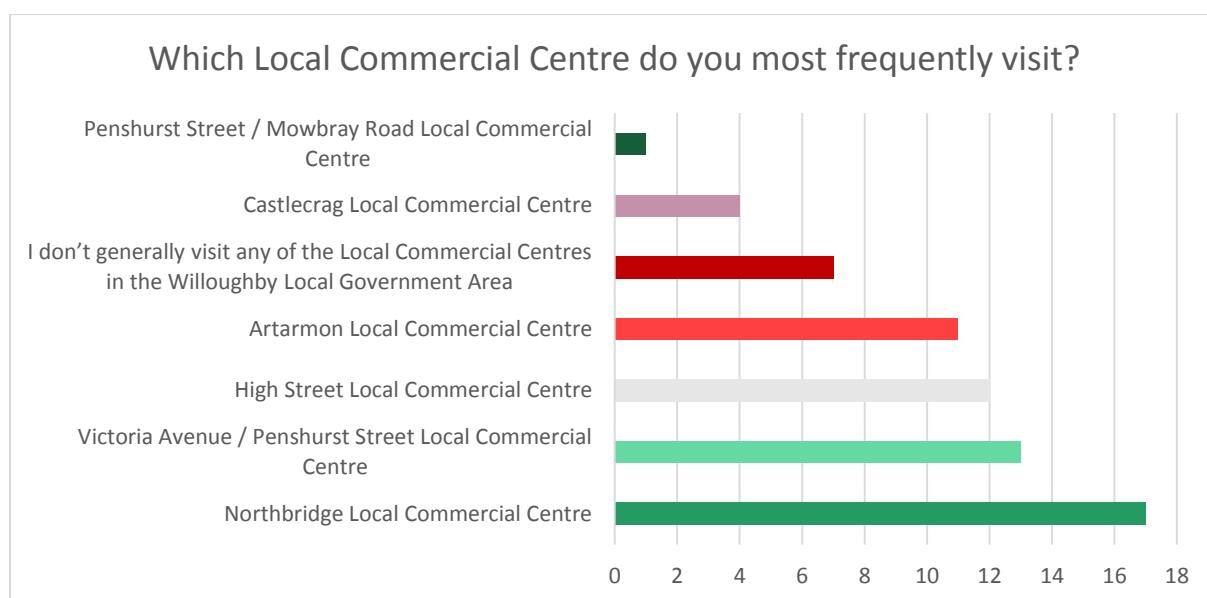
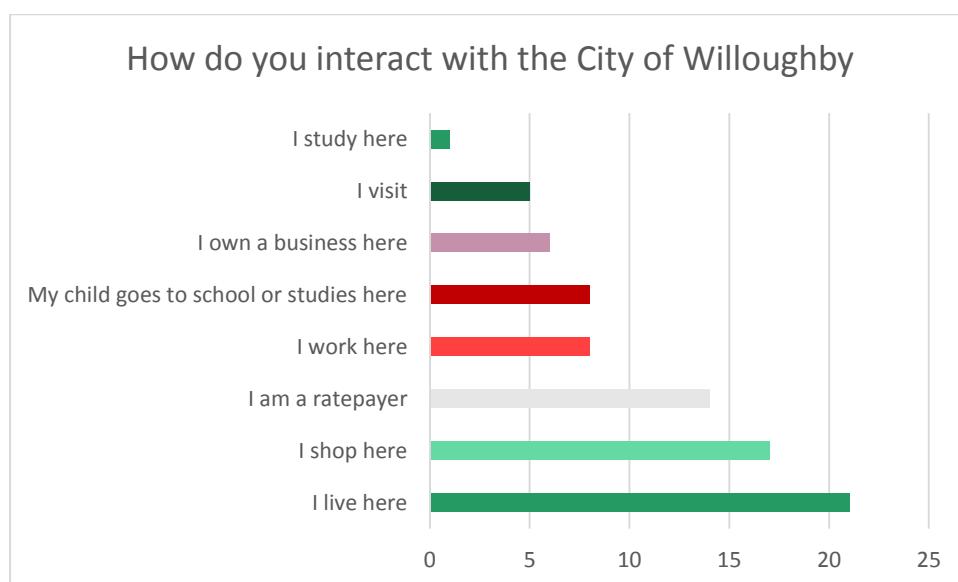
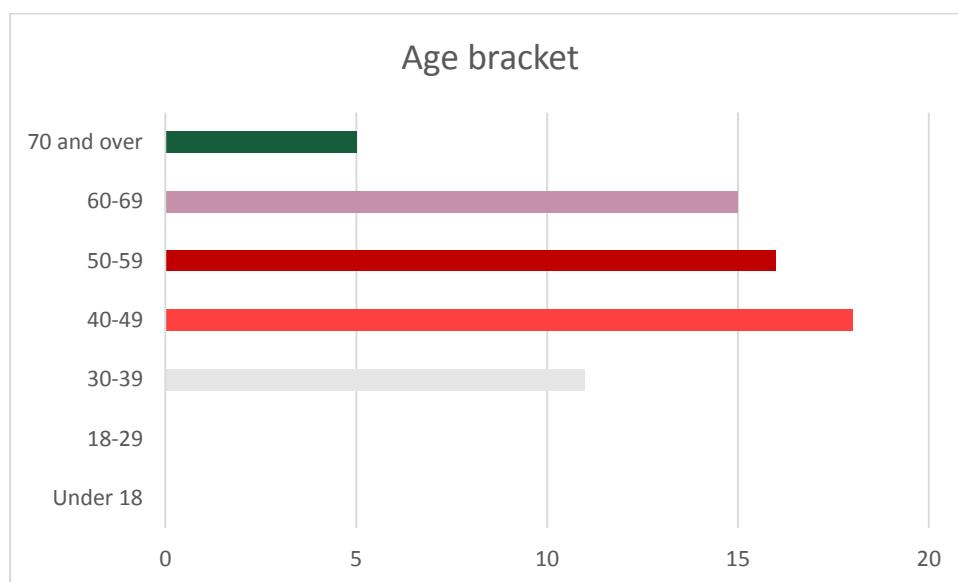
## LOCAL CENTRES POSITION STATEMENT

### RESPONDENTS PROFILES

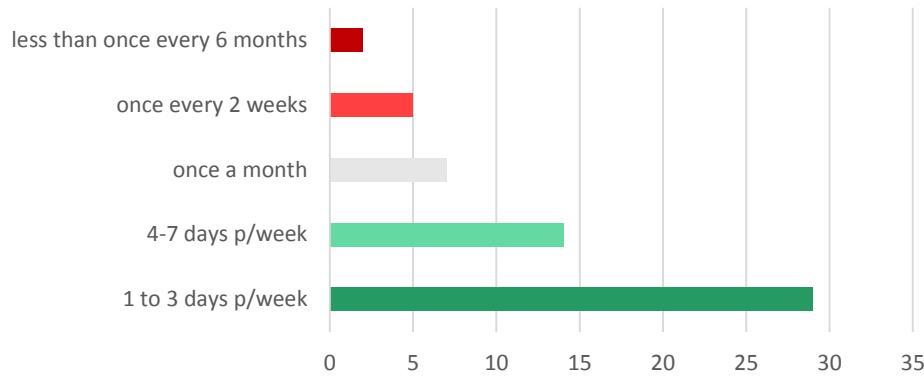
A total of 65 people responded to the Local Centres Position Statement online survey. Most participants (18) stated their suburb as Chatswood. Below is a list of the participants' suburbs:

CHATSWOOD, NSW	18
WILLOUGHBY, NSW	9
ARTARMON, NSW	7
NAREMBURN, NSW	7
NORTHBRIDGE, NSW	6
LANE COVE NORTH, NSW	5
CASTLECRAG, NSW	4
NORTH WILLOUGHBY, NSW	2
WEST CHATSWOOD, NSW	2
CAMMERAY, NSW	1
CROWS NEST, NSW	1
LILYFIELD, NSW	1
NORTH BONDI, NSW	1
ROSEVILLE CHASE, NSW	1



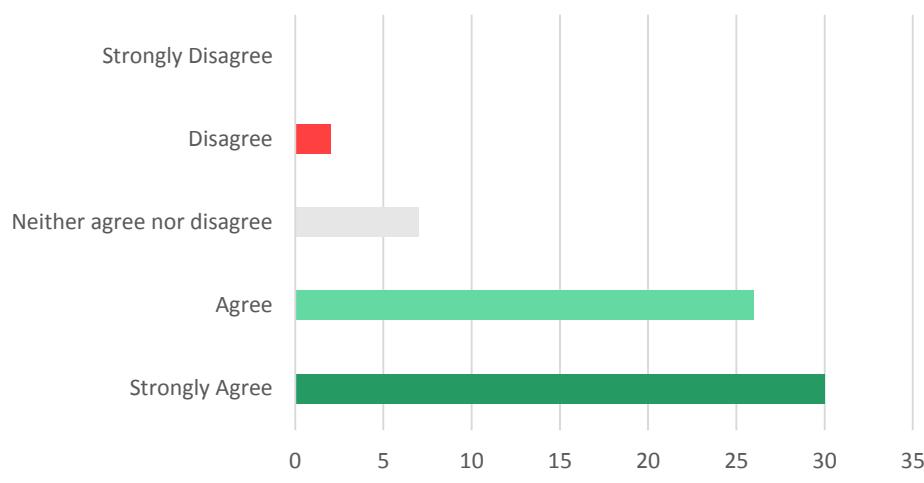


On average, approximately how frequently do you visit the Local Commercial Centre you selected?

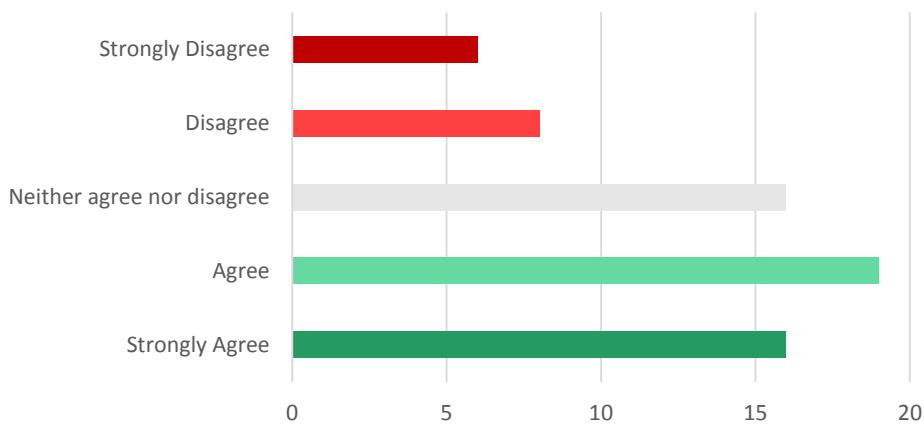


#### SURVEY RESPONSES

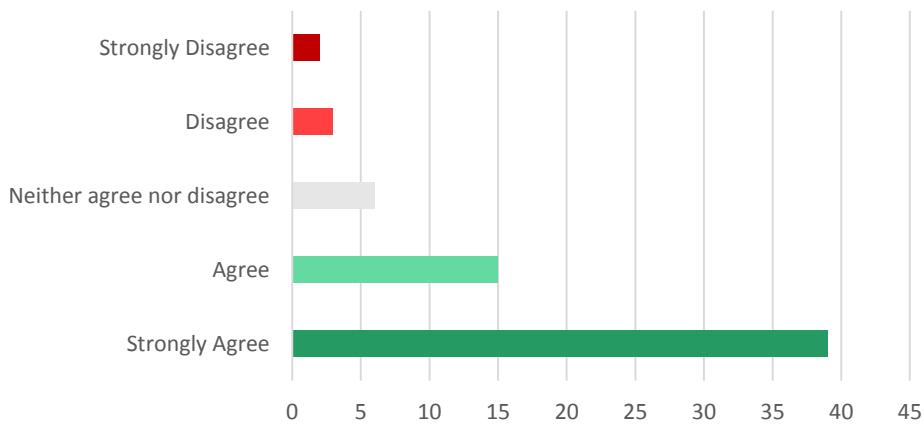
An important source of local employment



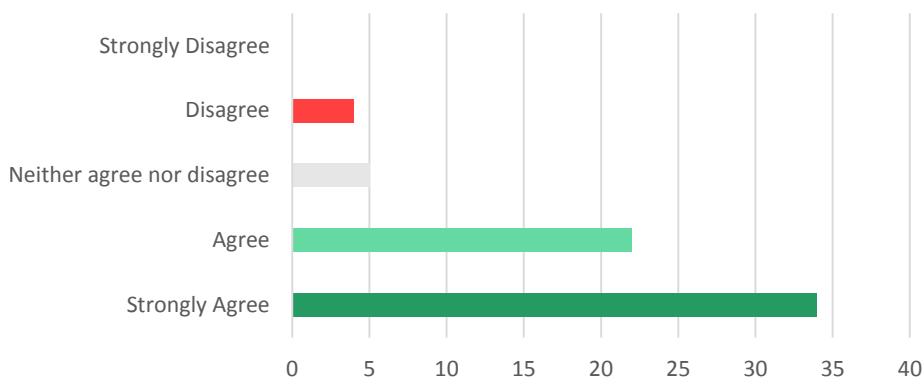
A location for new housing – in particular housing development above the shops in local centres



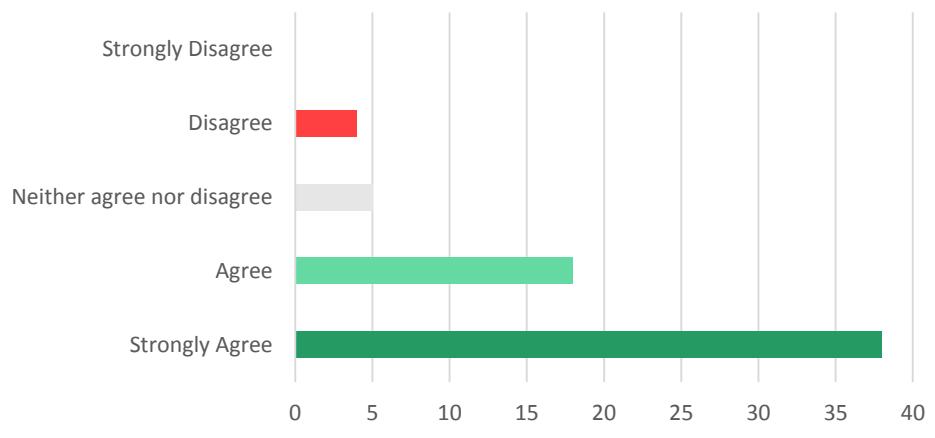
Protection of the heritage values of local centre when planning for growth and change



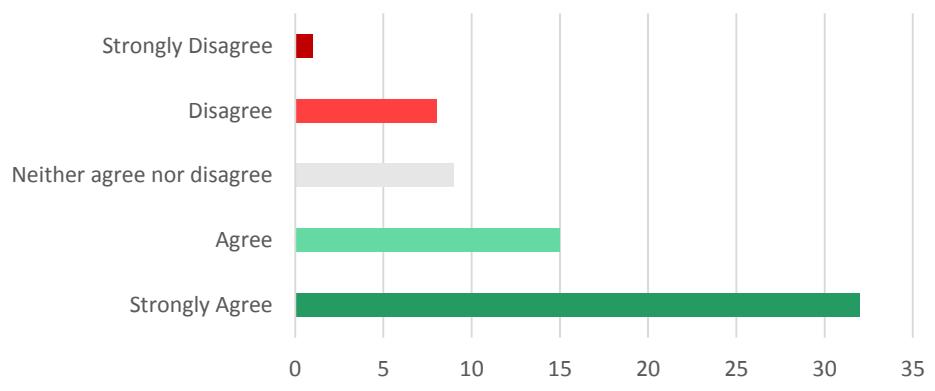
Flexibility for local businesses, in our smaller centres, to grow and stimulate interest through storefront and pavement displays and seating



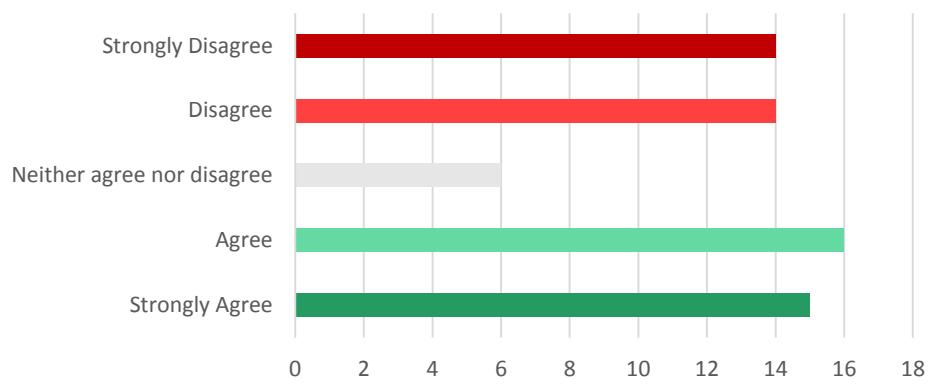
Improved accessibility to public areas with better footpaths and cycling opportunities



Opportunities to establish new local centres in parts of the LGA where local services and amenities are currently scarce



Increased density and height of development in our local centres, if appropriate planning controls are put in place.



At the end of the survey participants were given the opportunity to make any comments. A full list of comments and suggestions from respondents is provided below.

Category	Comment
I have comments specially relating to the Victoria Avenue / Penshurst Street Local Centre	Penshurst Street needs complete upgrade
I have comments specially relating to the Victoria Avenue / Penshurst Street Local Centre	I am concern that it getting more congested and more intense. Think long-term solution to proper planning and sustainable for the environment. To live in harmony. Go about with better surrounding. Harmonious activities and the community
I have comments specially relating to the Penshurst Street / Mowbray Road Local Centre	While supporting local businesses I believe parking on Mowbray between Willoughby and Penshurst is a hazard at a busy junction and should be removed for better traffic flow
I have comments specially relating to the Penshurst Street / Mowbray Road Local Centre	There is a difference between Northbridge and my 'local area' in terms of shops and this should be considered, that is some local areas are more useful than other local areas. Unless council will mandate what shops or services are available?
I have comments specially relating to the Northbridge Local Centre	Traffic congestion is a major consideration in any planning, especially in Northbridge where access to the peninsular is restricted and Eastern Valley Way and Sailors Bay Rd are throughfares to the city elsewhere.
I have comments specially relating to the Northbridge Local Centre	Lack of public parking facilities and narrow roads overparking by non residential commuters.
I have comments specially relating to the Northbridge Local Centre	Carparking needs to be addressed, to provide better flow through the area, to improve the grading and paving standards, and increase provision.
I have comments specially relating to the Northbridge Local Centre	Parking is close to diabolical - need a multi-story, or underground carpark
I have comments specially relating to the Northbridge Local Centre	I work, live, own a business and need the services from the centre. Should be a LOCAL centre and not draw from a large radius as it attempts to do. Traffic is poorly serviced and frequent conflicts with schools and peak hour
I have comments specially relating to the Castlecrag Local Centre	Castlecrag Set of Edinburgh Rd has no apartments/over 55s living and it should. Apartments at the commercial centre is a good idea.
I have comments specially relating to the Castlecrag Local Centre	I think you should consider higher density in the current areas occupied by shops
I have comments specially relating to the Artarmon Local Centre	This is by far and away the worst local centre in the LGA. Much of it is like something out of the 1970s - Wilkes Avenue side is better. Need more vibrant shops and community spaces, better parking, cycling amenity and less massage parlours.
I have comments specially relating to the Artarmon Local Centre	It is very unfortunate that the place does not attract enough patronages to the local shops. Regular events like night market and monthly weekend special to bring people back.
I have comments specially relating to the Artarmon Local Centre	West side requires attention to highlight Heritage and create a more lively environment
I have comments specially relating to the Artarmon Local Centre	Artarmon has been disgracefully neglected for years. It has the potential to be a world class modern, local, metropolitan village. but it needs lots of work starting now.
I have comments specially	Needs revitalisation, residential development above to be scaled to suit.

relating to the Artarmon Local Centre	Parking zones for quick stops (shopping) & longer for appointments. Parking and transport opportunity for convenience retail and professional suites. Enhanced pedestrian spaces.
I have comments specially relating to the Artarmon Local Centre	I believe that it is essential the Artarmon village shopping strip is improved so that businesses are viable and that they are attracted and stay in the area. This can only occur if the following problems are addressed traffic, parking, and development cer
I have comments specially relating to the Artarmon Local Centre	In the Artarmon area higher residential developments could be increased say one or two FSR closer to the freeway and school but certainly not as high as the ugly ones currently closer to the railway station /behind the local shops.
I have comments more generally about planning controls in Willoughby Local Commercial Centres	I would like to see council plans relating to Naremburn shops
I have comments more generally about planning controls in Willoughby Local Commercial Centres	Ensure shops etc are built into the large blocks of units. Not enough amenities in mowbray precinct.
I have comments more generally about planning controls in Willoughby Local Commercial Centres	Willoughby road need more work. Artarmon, whilst better, is too sub scale.
I have comments more generally about planning controls in Willoughby Local Commercial Centres	There is no local commercial centre to the west of pacific highway. Even something small like artarmon would be a great addition to that neglected part of Willoughby council and create a sense of community in that area.
I have comments more generally about planning controls in Willoughby Local Commercial Centres	It is important to increase housing density in Willoughby, to prevent urban sprawl and enable development of sustainable mass transit systems for a growing city. However, this cannot be done without building more public schools first. Work with State Gov
I have comments more generally about planning controls in Willoughby Local Commercial Centres	More open air dining areas
I have comments more generally about planning controls in Willoughby Local Commercial Centres	I live in Lane Cove North and there are no commerical centres nearby. I go to Lane Cove for most shopping and once week travel all the way to Willoughby for frui and veg
I have comments more generally about planning controls in Willoughby Local Commercial Centres	We need better infrastructure and public transport within Willoughby, it is unbelievable that there is no bus service to Chatswood on Sunday or after 6pm. Why build up local areas if you can't get there?
I have comments more generally about planning controls in Willoughby Local Commercial Centres	Restrict entry of any more large supermarkets as they damage small business which employs more people.
I have comments more generally about planning controls in Willoughby Local Commercial Centres	doh - i live in naremburn, but apparently the naremburn / st leonards commercial areas do not exist. although the huge crows nest commercial area is adjacent in the nth sydney area, it does not exist either for planning purposes. what a tragic joke it is!
I have comments more generally about planning controls in Willoughby Local Commercial Centres	I think the history of Willoughby should be an influence in the architecture and interior design. Some parts feel 1980s-dated but they could be refurbished with 1880s trends.
I have comments more generally about planning	where are the West Chatswood local strip shops - West Pymble??

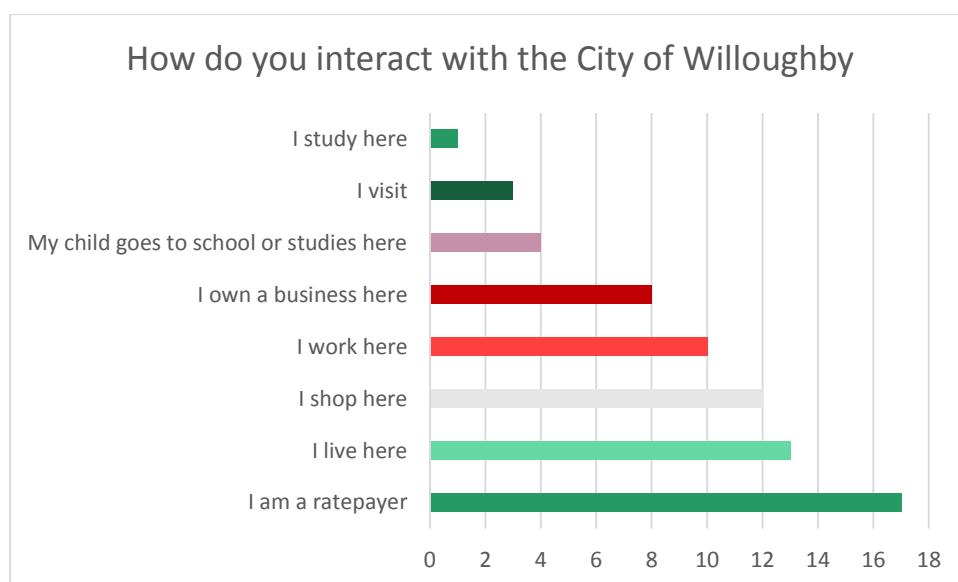
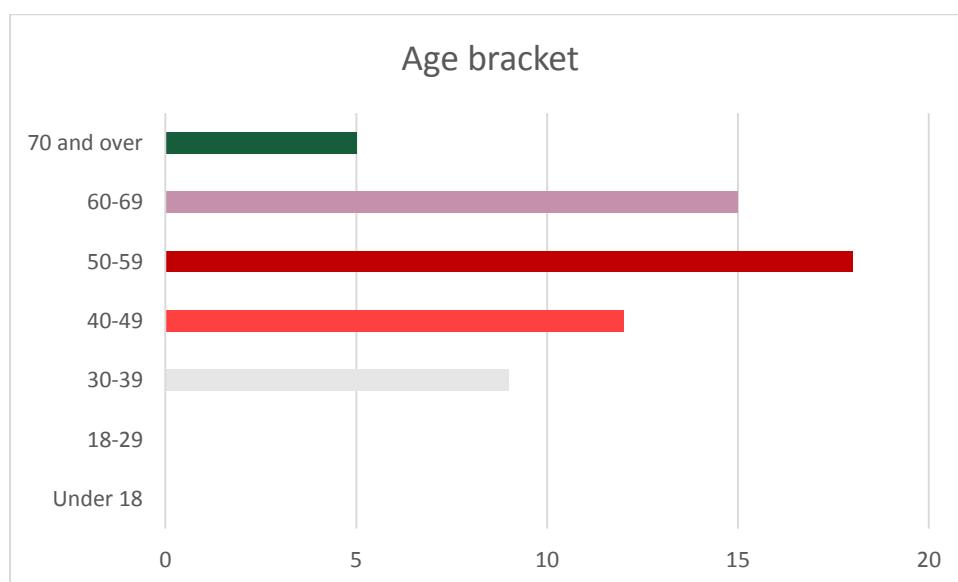
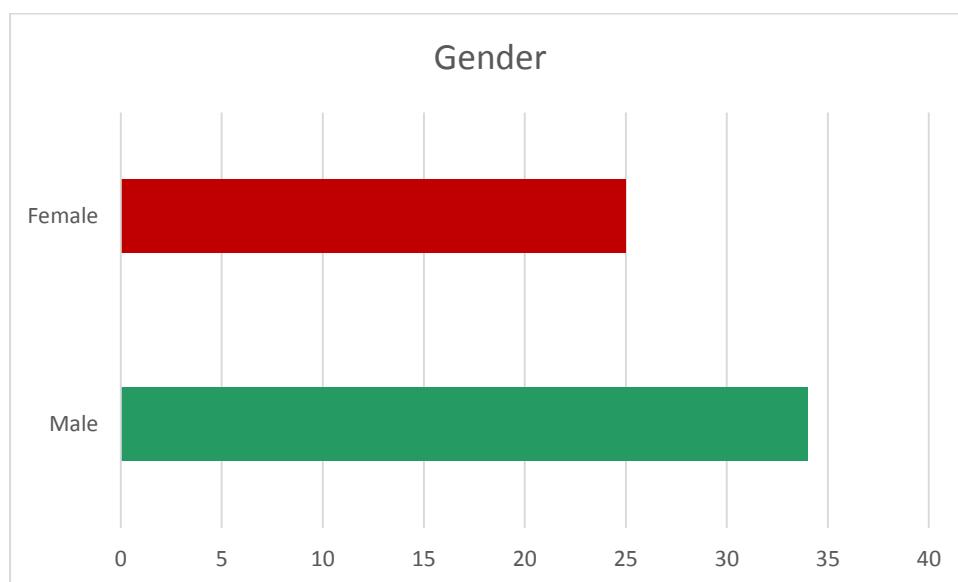
controls in Willoughby Local Commercial Centres	
I have comments more generally about planning controls in Willoughby Local Commercial Centres	Preserve the distinctive character of the different commercial centres. Do not let commercial centres expand into residential areas. Shopping spaces should, where possible, be separate from cars/road, keep them as quiet as possible, more trees, grass etc
I have comments more generally about planning controls in Willoughby Local Commercial Centres	Naremburn is not separately listed! The Willoughby Local Commercial centres need to be preserved and nurtured against the pressures of medium and higher density residential development.
I have comments more generally about planning controls in Willoughby Local Commercial Centres	I live in West Ward, Consider a local community center in West Ward
I have comments more generally about planning controls in Willoughby Local Commercial Centres	general endorse planning around resources ie office space around transport, food around retail, industry around like industry.
I have comments more generally about planning controls in Willoughby Local Commercial Centres	Lane Cove North needs a centre similar to High Street where residents can avoid having to drive to lane cove or chastwood to get groceries. This will help reduce the amount of traffic and the local centres can become a place where residents see each other
I have comments more generally about planning controls in Willoughby Local Commercial Centres	A few more local centres to promote walking not driving would be good
I have comments more generally about planning controls in Willoughby Local Commercial Centres	Schools?? Families? All these wonderful plans about stimulating the economy, looking after small businesses provide medium density housing. Where are the kids going to go to school or Play???? Put Education on this agenda.
I have comments more generally about planning controls in Willoughby Local Commercial Centres	I think there need to be more community and open spaces available for gatherings, social groups to meet and have them located near to or within the local commercial spaces to foster more village/ community interaction. AT the moment it is just shops
I have comments more generally about planning controls in Willoughby Local Commercial Centres	please see separate submission lodged

## INDUSTRIAL LANDS POSITION STATEMENT

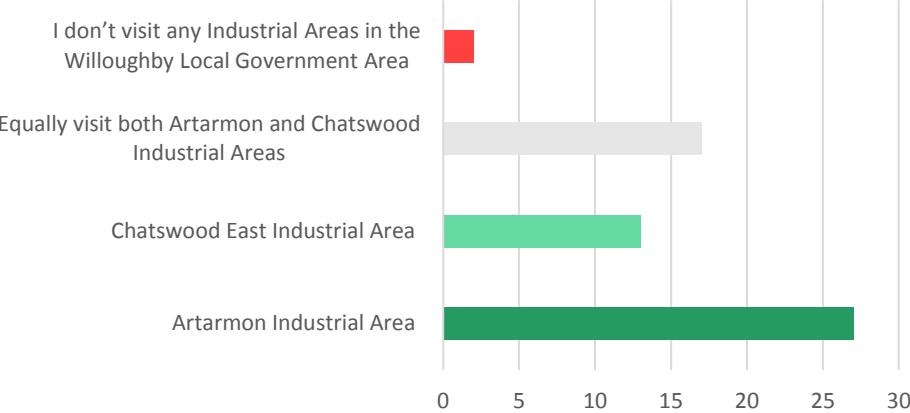
### RESPONDENTS PROFILES

A total of 59 people responded to the Industrial Lands Position Statement online survey. The majority of participants (10) stated their suburb as being Chatswood. Below is a list of the suburbs:

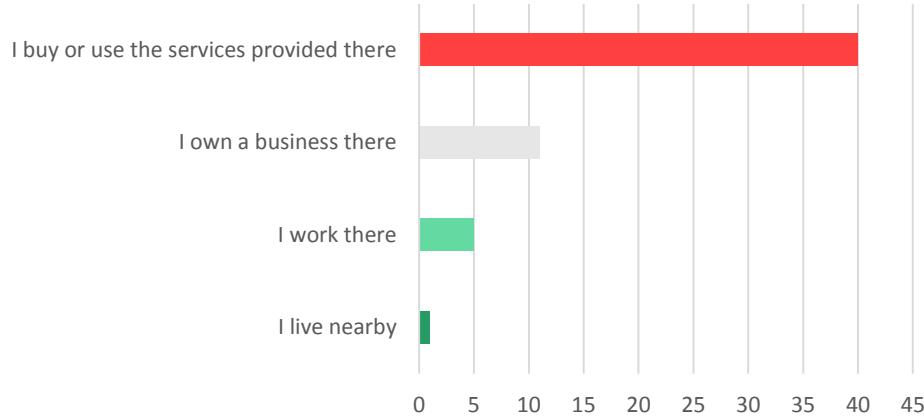
CHATSWOOD, NSW	10
ARTARMON, NSW	7
NAREMBURN, NSW	6
CASTLECRAG, NSW	4
WILLOUGHBY, NSW	4
CASTLE COVE, NSW	2
CHATSWOOD WEST, NSW	2
LANE COVE NORTH, NSW	2
LANE COVE, NSW	2
NORTH WILLOUGHBY, NSW	2
NORTHBRIDGE, NSW	2
TENNYSON POINT, NSW	2
BALGOWLAH HEIGHTS, NSW	1
BAULKHAM HILLS, NSW	1
BRONTE, NSW	1
CAMMERAY, NSW	1
CROWS NEST, NSW	1
EAST LINDFIELD, NSW	1
EMPIRE BAY, NSW	1
FAIRLIGHT, NSW	1
LILYFIELD, NSW	1
MIDDLE COVE, NSW	1
MOSMAN, NSW	1
ROSEVILLE CHASE, NSW	1
ST IVES, NSW	1
WEST CHATSWOOD, NSW	1



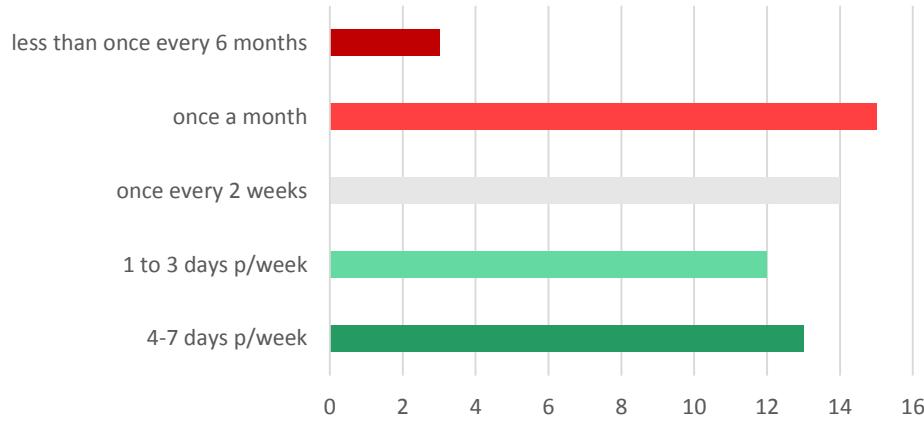
### Which Industrial Land Area do you most frequently visit?



### What is the main reason that brings you to the industrial area/s you selected?

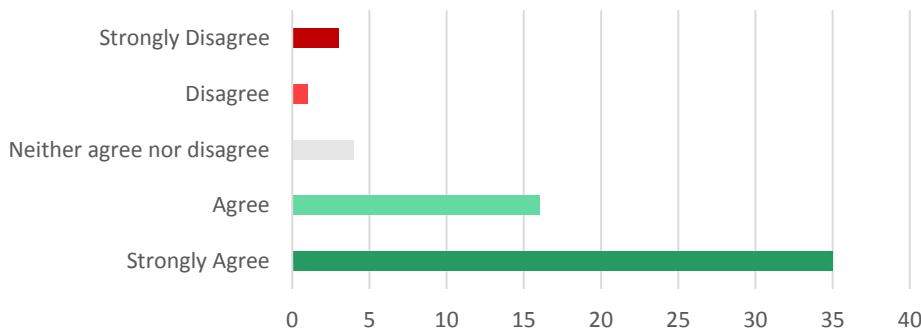


### On average, approximately how frequently do you visit the industrial area/s you selected?

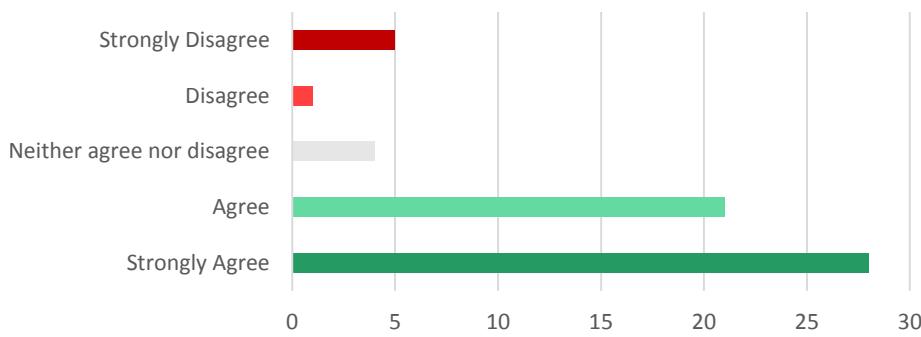


**SURVEY RESPONSES**

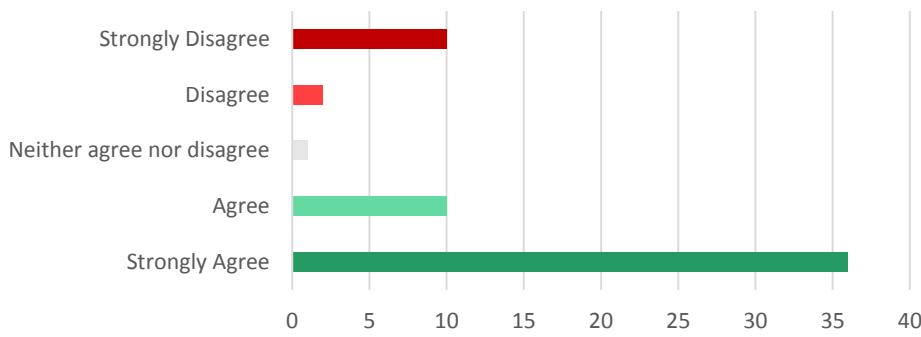
Future diverse employment opportunities provided through Willoughby's three main Industrial areas: Artarmon, East Chatswood and Epping Road, Lane Cove North



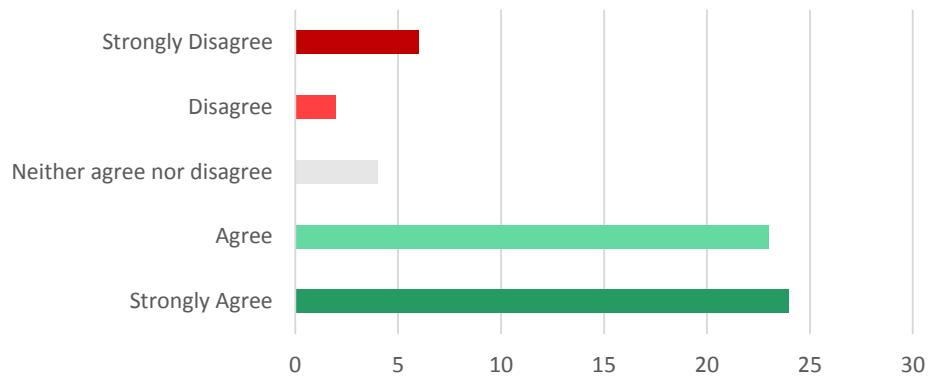
Appropriate locations in our region for fundamental urban services such as waste recycling, concrete batching and motor vehicle service providers



Protection of the Willoughby City Industrial areas from other kinds of development applications such as retail and residential developer applications



## Appropriate planning controls to carefully manage bulky goods operations in industrially zoned land



At the end of the survey participants were given the opportunity to make any comments. 14 comments were made as below.

Category	Comment
I have comments or suggestions specially relating to the East Chatswood Industrial Land Area	This area is massively underutilised as it is. The development of more bulky good shopping can reduce traffic into Chatswood. Councils attempt at stalling of Woolworths Chatswood East was disgraceful.
I have comments or suggestions specially relating to the East Chatswood Industrial Land Area	Any further developments should be carefully considered for impact on traffic. The Smith and Lower Gibbes intersection is already so overcrowded at peak hour that cars block the roundabout and break traffic rules
I have comments or suggestions specially relating to the East Chatswood Industrial Land Area	The current Woolworths development would have been better used as multi level office/warehouses which are in short supply houses
I have comments or suggestions specially relating to the East Chatswood Industrial Land Area	There is a need for more opportunity for services that relate to the needs of workers eg take away shops, service stations,
I have comments or suggestions specially relating to the East Chatswood Industrial Land Area	If the Woolworths development is to go ahead please ensure adequate traffic, parking and through fare arrangements are made to avoid bottlenecks down smith st and onto eastern valley way
I have comments or suggestions specially relating to the East Chatswood Industrial Land Area	I own an older industrial building in East Chatswood with 4 commercial tenants that is now struggling to make a reasonable return due to higher outgoings. To allow me to consider redevelopment, I need surety on zoning and ideally some revision to the FSR
I have comments or suggestions specially relating to the East	A large food shopping centre at the perimeter of this dead area to be provided for

Chatswood Industrial Land Area	
I have comments or suggestions specially relating to the Artarmon Industrial Land Area	The industrial services of Artarmon are important to me and I don't want them relocated just so land developers can build more units. I don't want to have to drive to Bankstown to get my car serviced.
I have comments or suggestions specially relating to the Artarmon Industrial Land Area	Promote 'new' economy business there e.g. high tech, start-ups and co-working spaces with affordable rents. And promote youth employment.
I have comments or suggestions specially relating to the Artarmon Industrial Land Area	Areas too focused on low grade jobs. Should revamp to support high tech / higher education.
I have comments or suggestions specially relating to the Artarmon Industrial Land Area	Modern employment requires hi-tech land use options, less parking & more people per sqm, with affordable residential, together with recreation, dining & shopping facilities, access to public transport, & higher population density to make it economic
I have comments or suggestions specially relating to the Artarmon Industrial Land Area	Make sure it continues to provide diverse local employment and premises affordable to tradespeople useful to the city.
I have comments or suggestions specially relating to the Artarmon Industrial Land Area	flexibility = more jobs. who knows what industries will flourish. We should not choose. Allow greater range of uses and Higher FSR to enable adaptation to future industry needs.
I have comments or suggestions specially relating to the Artarmon Industrial Land Area	I'm still struggling to understand why there won't be any Sydney Metro station in the Artarmon Industrial area.
I have comments or suggestions specially relating to the Artarmon Industrial Land Area	We still need urban services nearby. It creates jobs and allows businesses to utilise these services and keep the costs down due to lower transport costs. There are enough units elsewhere.
I have comments or suggestions specially relating to the Artarmon Industrial Land Area	Industrial area should be dedicated to household improvement businesses such as furniture shops, Bunnings, Garden improvements.
I have comments or suggestions specially relating to the Artarmon Industrial Land Area	Area is very small. Any encroachment by residential or office/retail uses will eventually dominate the area and drive out the industrial type service businesses which service the northern areas of Sydney as well as the CBD.
I have comments or suggestions specially relating to the Artarmon Industrial Land Area	Need a far greater FSR if going to improve off-street parking. Need coffee shops/restaurants and some retail for workers to access at lunchtime.
I have comments or suggestions specially relating to the Artarmon Industrial Land Area	This should be mixed use, ie some residential/retail, so workers can access restaurants & coffee shops. Greater FSR needed to alleviate cost of more parking is essential.
I have comments or suggestions specially relating to the Artarmon Industrial Land Area	Artarmon Industrial area needs to be modernised with a combination of high rise affordable apartments with lower ground service centres. Retail and dining facilities and better access to public transport are also required in the area.
I have comments or suggestions specially	Council need to encourage state gov to fund a new high school in the area

relating to the Artarmon Industrial Land Area	
I have comments more generally about planning controls in Willoughby Industrial Land Areas	The majority of buildings are inefficient, 30-40 years old with little parking. Incentives are needed to bring the areas into the 21st Century: 2;1 site cover, bulky goods permitted everywhere, 100% office/high tech permitted.
I have comments more generally about planning controls in Willoughby Industrial Land Areas	I like to see more recycling centres. More tree planting and surrounding of trees around the industrial zone to help provide oxygen. Water ways and fountains. Sustainable industry to help make this environmentally friendly. Provide the appropriate resource.
I have comments more generally about planning controls in Willoughby Industrial Land Areas	We need better public transport within Willoughby, there are next to no buses on Sunday's or after 6.30pm, this means everyone has to have a car and most people in Willoughby look for work in the city, kids can't get local work due to poor or no transport
I have comments more generally about planning controls in Willoughby Industrial Land Areas	The industrial areas are very important for jobs and provide important local services, the opening of big box retail stores (I.e. Bunnings, Woolworths) in Industrial areas needs to be carefully managed

## APPENDIX 2 RESULTS FROM OTHER CONSULTATIONS

Table 2 details the attendance for each consultation event. A total of 504 people participated in the consultation events running from February 14, 2017 to March 16, 2017.

TABLE 2 LIST OF CONSULTATION EVENTS

Date	Consultation Event	Location	Discussion	Representation	Number of Participants
11/02/17	CBD Drop in	Chatswood Dougherty Centre	Chatswood CBD	Local Residents	3
14/02/17	Breakfast Event	Chatswood Concourse	CBD Roundtable	Councillors, Property Developers, Chatswood Chamber of Commerce, Northbridge PA, Willoughby Progress Association Federation, Shed Residential, URBIS, local residents, Willoughby Police, local business owners.	107
17/02/17	Culturally and Linguistically Diverse Meeting (CALD)	WCC	Chatswood CBD		15
17/02/17	Artarmon Round Table	Artarmon Library	Artarmon local centre	Local head of basketball, local residents	4
18/02/17	Artarmon Drop in	Artarmon Library	Artarmon local centre	Local residents, local councillor	28
18/02/17	Northbridge Drop in	Northbridge Library	Northbridge Local Centre	Local residents	4
22/02/17	Northbridge Round Table	Northbridge Library	Northbridge local Centre	Local residents	2
23/02/17	Dougherty Centre Round table	Dougherty Centre	Chatswood CBD	Local residents, developers, local business owners	11
23/02/2017	Clanwilliam St Round Table	Clanwilliam St Church	Victoria ave/Penshurst st	Local residents, Castlecrag Progress	10
25/02/17	Clanwilliam St Drop In	Clanwilliam St Church	Victoria ave/Penshurst st	Local residents	7
4/03/17	Castlecrag Drop In	Castlecrag Library	Castlecrag	Local residents	10
4/03/17	Naremburn Drop In	Naremburn community centre	Naremburn local centre	Local residents, progress association	9
6/03/17	Mercy College Yr 7	WCC	Chatswood CBD	Mercy College students	90
7/03/17	Naremburn RT	Naremburn community	Naremburn local centre	Local residents, football club	22

		centre			
<b>8/03/17</b>	Dougherty Centre DI	Dougherty Centre	Chatswood CBD	Local residents, real-estate, Investment group director, Councillor	8
<b>9/03/17</b>	Artarmon Industrial Round Table	SBS	Industrial lands	Local business owners, developers	47
<b>13/03/17</b>	Senior citizens meeting	WCC	All	Local residents, Elder Women's Network, Seniors advisory commission, Willoughby aged care services, Dougherty centre services team leader, Seniors knitting and crocheting group, Northside, Uniting community care services	7
<b>14/03/17</b>	East Chatswood Industrial Round Table	Council Depot	Industrial Lands	Local business owners, developers	23
<b>15/03/17</b>	Primary and High School Kids	WCC	Chatswood CBD	School students, Teachers	12
<b>16/03/17</b>	Artarmon Progress Association	WCC	All	Local residents	6
	Email Submissions	Online	Various	Various	79
				<b>Total Participants</b>	<b>504</b>

A total of 1479 comments were collected across all the consultation events (as above). The data has been summarised into 6 themes (also colour coded): Growth and Development; Transport; Public open space and facilities; Society and culture; Environmental; and Government and Communication) within which subordinate topics were identified (Table 3).

TABLE 3 LIST OF ALL THEMES AND SUBTHEMES FOR THE 1479 SUBMISSIONS REPORTED AND A SUM OF THEIR OCCURRENCE

	Total number of submissions
<b>Growth &amp; Development</b>	<b>656</b>
Housing	145
Residential/commercial mix and viability	128
Urban Design	112
Industrial	92
Retail Space	57
Local Centres	50
Infrastructure	39
Heritage	33
<b>Transport</b>	<b>286</b>
Parking	83
Public Transport	73
Traffic	68
Active Transport	62
<b>Public open space &amp; facilities</b>	<b>247</b>
Community Space/Facilities	105
Green/Open Space	95
Quality Public Space	47
<b>Society &amp; Culture</b>	<b>135</b>
Society	71
Safety	24
Culture	22
Community	18
<b>Government &amp; Communication</b>	<b>78</b>
Communication	43
Governance	35
<b>Environmental</b>	<b>77</b>
Urban Sustainability	64
Environmental	13
<b>Grand Total</b>	<b>1479</b>

Further coding of the data aimed to show the planning implications for each of the comments (Table 4). Most of the planning implications concerned zoning, followed by infrastructure and urban design controls.

**TABLE 4 LIST OF PLANNING IMPLICATIONS CATEGORIES AND THEIR COUNT FOR DATA COLLECTED IN CONSULTATIONS**

<b>Planning implications</b>	<b>Total number of comments</b>
<b>Zoning</b>	412
<b>Infrastructure</b>	265
<b>Urban design controls</b>	220
<b>Development Controls</b>	205
<b>Services</b>	106
<b>Communication</b>	76
<b>Infrastructure &amp; Streetscape Design</b>	62
<b>Community</b>	44
<b>Maintenance standards</b>	31
<b>Services &amp; Infrastructure</b>	18
<b>Planning Agreements</b>	17
<b>Infrastructure &amp; Urban Design Controls</b>	15
<b>Health</b>	8
<b>Total</b>	1479

## DRAFT CHATSWOOD CBD STRATEGY

A total of 1226 comments were collected across the various events which involved discussion of the draft CBD strategic document. Tables 5, 6 and 7 summarises the data of those consultations which looked at the draft CBD Strategic document or considered issues affecting or impacting on the CBD as part of the broader planning discussion.

From Table 5 it is evident that the largest proportion of submissions was concerned (positively or negatively) with Growth & Development (403 or 32.8% of total comments) followed by Transport, Public Open Space & Facilities, Society and Culture, Government and Communications and finally Environment issues.

**TABLE 5 DRAFT CHATSWOOD CBD STRATEGY LIST OF THEMES AND SUB-THEMES AND TOTAL NUMBER OF COMMENTS FOR EACH**

	Total number of comments
<b>Growth &amp; Development</b>	<b>403</b>
Residential/commercial mix and viability	128
Urban Design	106
Housing	69
Retail Space	57
Infrastructure	39
Heritage	4
<b>Transport</b>	<b>286</b>
Parking	83
Public Transport	73
Traffic	68
Active Transport	62
<b>Public open space &amp; facilities</b>	<b>247</b>
Community Space/Facilities	105
Green/Open Space	95
Quality Public Space	47
<b>Society &amp; Culture</b>	<b>135</b>
Society	71
Safety	24
Culture	22
Community	18
<b>Government &amp; Communication</b>	<b>78</b>
Communication	43
Governance	35
<b>Environmental</b>	<b>77</b>
Urban Sustainability	64
Environmental	13
<b>Grand Total</b>	<b>1226</b>

When all the issues from the consultation (less on-line survey) that were concerned with the CBD and or related to the CBD were aggregated the top four issues were (Table 6):

- wanting improved streetscape and design excellence (7%)
- improved private car infrastructure for parking (6.8%)
- more green & open spaces (6.4%), and
- improved public transport infrastructure (5.5%).

**TABLE 6 LIST OF COMMENTS TOPICS DISCUSSED IN CONSULTATIONS ADDRESSING THE DRAFT CHATSWOOD CBD STRATEGY**

Submission topic	% of comments
Want improved streetscape and design excellence	7.0%
Want Improved private car infrastructure (Parking)	6.8%
Want more green/open spaces	6.4%
Want Improved public transport infrastructure	5.5%
Want Improved private car infrastructure (Traffic)	4.9%
Support maintaining commercial over residential development	3.8%
Want improved pedestrian transport	3.7%
Concerned about viability of maintaining commercial areas	3.3%
Want improved social recreation and attractions (things to do and see.)	3.3%
Support the 'greening of the city'	3.1%
Concerned about schools and social infrastructure	2.9%
Happy with current standing of retail	2.9%
Happy with current standing of social recreation (things to do and see.)	2.0%
Concerned about lack of attention to youth and youth facilities	1.8%
Concerned about alignment with other governments	1.7%
Encouraged by current, and willing to embrace further cultural diversity	1.7%
More information to be provided by council	1.7%
Support increasing residential development over commercial	1.7%
Concerned about lack of technology	1.6%
Happy about proximity to services and infrastructure	1.5%
Access to sporting facilities	1.4%
Concerned about building 'up'	1.4%
Want more community centres/spaces	1.4%
Concerned about population growth of Willoughby	1.3%
Happy about Willoughby area safety and low crime rates	1.3%
Want better maintained/quality community centres and spaces	1.3%
Concerned about lack of attention to seniors and senior facilities	1.2%
Want more sustainable infrastructure and housing	1.2%
Concerned about viability of 'greening of the city'	1.1%
Want better maintained/quality green and open spaces	1.1%
Want improved bike transport	1.1%

NOTES:

- Issues that represent less than 1% of the comments are not included
- The number of submissions by topic can be calculated by multiplying the % by the total (1226)

When these issues were further broken down to those pertaining to land use zoning, and specifically related to residential/commercial concerns, or building and design codes the dominant themes included (Table 7):

- Support for maintaining commercial over residential development (3.9% or 48 counts)
- Concern about the viability of maintaining commercial areas (3.3% or 41 counts)
- Supporting the greening of the city (3.1% or 38 counts)
- Support for increasing residential development over commercial (1.7% or 21 counts).

**TABLE 7 LIST OF COMMENTS ISSUES RELATED TO LAND USE ZONING AND BUILDNG CONTROLS RELATED TO THE DRAFT CHATSWOOD CBD STRATEGY**

Category	Issue	Count	%
CBD and Housing	Support maintaining commercial over residential development	48	3.9
CBD and Housing	Concerned about viability of maintaining commercial areas	41	3.3
CBD only	Support the 'greening of the city'	38	3.1
CBD and Housing	Support increasing residential development over commercial	21	1.7
CBD only	Concerned about lack of technology	19	1.5
CBD and Local Centres	Want more community centres/spaces	17	1.4
CBD and Local Centres	Concerned about population growth of Willoughby	16	1.3
CBD and Local Centres	Want better maintained/quality community centres and spaces	16	1.3
CBD and Local Centres	Concerned about lack of attention to seniors and senior facilities	15	1.2
CBD only	Concerned about viability of 'greening of the city'	14	1.1
CBD only	Concerned about city pollution	12	1.0
CBD and Housing	Believe increased density should occur inside Chatswood CBD	12	1.0
CBD only	Concerned about lack of retail diversity	10	0.8
CBD only	Improve solar access	10	0.8
CBD and Local Centres	Want increased retail space	9	0.7
CBD only	Supports mixed use on the outskirts of the CBD	5	0.4
CBD only	Support extending of Victoria Avenue Mall	3	0.2
CBD and Local Centres	Support population growth of Willoughby	3	0.2
CBD only	Happy about high density of schools/school life	2	0.2
CBD only	Supports growth north and south of the rail line	2	0.2
CBD only	Want smaller floor plates for developments	2	0.2
CBD only	Happy about Chatswood's 'modern' look	1	0.1

<b>CBD only</b>	Supports removal of serviced apartments as permissible use for B3 commercial	1	0.1
<b>CBD only</b>	Supports simplification of FSR	1	0.1
<b>CBD only</b>	Wants planning proposal for Victor street / Victoria Ave approved	1	0.1
<b>CBD and Housing</b>	Believe increased density should occur outside Chatswood CBD	1	0.1

Note % may be rounded up or down and may vary when compared to Table 6

## HOUSING POSITION STATEMENT

A total of 544 comments were recorded and categorised in consultations discussing the Housing Position Statement or considered issues affecting or impacting on housing as part of the broader planning discussion. Tables 8 shows a significant of comments were categorised under the theme of Growth and Development (406) followed by Government & Communication, Public Open Space & Facilities, Society& Culture, Environmental and finally Transport.

**TABLE 8 HOUSING POSITION STATEMENT LIST OF THEMES AND SUB-THEMES AND NUMBER OF COMMENTS FOR EACH**

	Total number of comments
<b>Growth &amp; Development</b>	<b>406</b>
Residential/commercial mix and viability	123
Housing	119
Urban Design	106
Heritage	33
Industrial	23
Infrastructure	2
<b>Government &amp; Communication</b>	<b>59</b>
Governance	35
Communication	24
<b>Public open space &amp; facilities</b>	<b>41</b>
Community Space/Facilities	24
Green/Open Space	17
<b>Society &amp; Culture</b>	<b>19</b>
Community	18
Culture	1
<b>Environmental</b>	<b>13</b>
Environmental	13
<b>Transport</b>	<b>6</b>
Public Transport	6
<b>Grand Total</b>	<b>544</b>

When all the issues from the consultation (less on-line survey) that were specifically concerned with housing and or related to housing more broadly were aggregated the top four issues were (Table 9):

The top four issues raised in the comments indicated:

- a need for improved streetscape and design excellence (15.8 %),
- support for commercial over residential development (8.7%),
- concern over the viability of commercial areas (7.4%) and
- support of the protection of heritage locations (5.4%).

**TABLE 9 LIST OF TOPICS RAISED IN CONSULTATIONS DISCUSSING HOUSING POSITION STATEMENT**

Submission topic	% of total comments
Want improved streetscape and design excellence	15.8%
Support maintaining commercial over residential development	8.7%
Concerned about viability of maintaining commercial areas	7.4%
Support protection of heritage locations	5.4%
Concerned about alignment with other governments	3.9%
More information to be provided by council	3.9%
Support increasing residential development over commercial	3.9%
Supports introducing residential development into industrial lands (rezone mixed use)	3.5%
Happy about proximity to services and infrastructure	3.3%
Access to sporting facilities	3.2%
Concerned about building 'up'	3.2%
Want more affordable housing	3.2%
Want more sustainable infrastructure and housing	2.8%
Believe increased density should occur inside Chatswood CBD	2.0%
Need diversity of housing options (missing middle)	2.0%
Concerned about housing/Rent affordability	1.9%
Want to feel more like a community	1.9%
Happy about proximity to nature	1.7%
Supports increased HOB	1.7%
Support rezoning to high density in area concerning Dardennelles Rd	1.7%
Concerned about empty investment properties	1.5%
Need for subdivided housing	1.5%
Happy about feeling of 'being a community'	1.5%
Plan further into the future	1.5%
Wants uplift in base or max FSR	1.5%
Want more small (and aged) dwellings	1.1%

#### NOTES:

Issues that represent less than 1% of the comments are not included

The number of submissions by topic can be calculated by multiplying the % by the total (544)

When housing issues were further broken down to those pertaining to land use zoning, building and design codes or other restrictions the dominant four themes included (Table 10):

- Support to protect heritage locations (5.3% or 29 counts)
- Wanting more affordable housing (3.1% or 17 counts) and tied to this was concern about housing/rent affordability (2% or 10 counts)
- Believe increased density should occur inside Chatswood CBD (2.2% or 11 counts) (refer to discussion on CBD strategy)
- Need for diversity of housing options (missing middle/ medium density)( 2% of 11 counts) that may also tie in support for subdivisions to support housing (1.1% or 8 counts)

TABLE10 LIST OF SPECIFIC HOUSING ISSUES

Category	Issue	Count	%
Housing	Support protection of heritage locations	29	5.3
Housing	Want more affordable housing	17	3.1
CBD and Housing	Believe increased density should occur inside Chatswood CBD	12	2.2
Housing	Need diversity of housing options (missing middle)	11	2.0
Housing	Concerned about housing/Rent affordability	10	1.8
Housing	Support rezoning to high density in area concerning Dardennelles Rd	9	1.7
Housing	Concerned about empty investment properties	8	1.5
Housing	Need for subdivided housing	8	1.5
Housing	Want more smaller (and aged) dwellings	6	1.1
Housing	Want "mandated universal design for elderly and disabled access" in principles	5	0.9
Housing	Concerned about channel 9 development	4	0.7
Housing	Wants housing to be developed near social and transport infrastructure	4	0.7
Housing	Wants laurel street and Sydney street block rezoned to R3	3	0.6
CBD and Housing	Believe increased density should occur outside Chatswood CBD	1	0.2

Note % may be rounded up or down and may vary when compared to Table 9

## LOCAL CENTRES POSITION STATEMENT

In total 1032 comments were collected during consultations which discussed Local Centres either directly related to the Position Statement or more broadly within submissions.

Growth & Development was the major theme followed by Transport, Public open space and facilities, society and culture, Government and Communications and the Environment (Table 11).

TABLE 11 LIST OF THEMES AND SUB-THEMES BY SUM OF COUNT FOR LOCAL CENTRES

	Total number of comments
<b>Growth &amp; Development</b>	<b>302</b>
Urban Design	105
Housing	62
Local Centres	50
Retail Space	44
Infrastructure	37
Heritage	4
<b>Transport</b>	<b>286</b>
Parking	83
Public Transport	73
Traffic	68
Active Transport	62
<b>Public open space &amp; facilities</b>	<b>237</b>
Community Space/Facilities	105
Green/Open Space	95
Quality Public Space	37
<b>Society &amp; Culture</b>	<b>135</b>
Society	71
Safety	24
Culture	22
Community	18
<b>Government &amp; Communication</b>	<b>59</b>
Governance	35
Communication	24
<b>Environmental</b>	<b>13</b>
Environmental	13
<b>Grand Total</b>	<b>1032</b>

When all issues that were related to local centres were collated the top four topics for comments included (Table 12):

- improved streetscape and design excellence (8.3%)
- improved private car parking (8.1%)
- more green and open spaces (7.6 %) and
- improved public transport infrastructure (6.5%).

TABLE 12 LIST OF ALL ISSUES RELATED TO LOCAL CENTRES

Submission topic	% of total comments
Want improved streetscape and design excellence	8.3%
Want Improved private car infrastructure (Parking)	8.1%
Want more green/open spaces	7.6%
Want Improved public transport infrastructure	6.5%
Want Improved private car infrastructure (Traffic)	5.8%
Want improved pedestrian transport	4.4%
Concerned about alignment with other governments	3.9%
Want improved social recreation and attractions (things to do and see.)	3.9%
More information to be provided by council	3.4%
Concerned about schools and social infrastructure	3.4%
Happy with current standing of retail	2.4%
Happy with current standing of social recreation (things to do and see.)	2.1%
Concerned about lack of attention to youth and youth facilities	2.0%
Concerned about reinvigorating local centres	2.0%
Encouraged by current, and willing to embrace further cultural diversity	2.0%
Happy about proximity to services and infrastructure	1.7%
Access to sporting facilities	1.7%
Concerned about building 'up'	1.7%
Want more community centres/spaces	1.7%
Concerned about population growth of Willoughby	1.6%
Happy about Willoughby area safety and low crime rates	1.6%
Want better maintained/quality community centres and spaces	1.6%
Concerned about lack of attention to seniors and senior facilities	1.5%
Want more sustainable infrastructure and housing	1.5%
Want better maintained/quality green and open spaces	1.3%
Want improved bike transport	1.3%
Want improved access to community centres/spaces	1.2%
Concerned about the lack of attention given to less abled persons	1.0%
Want to feel more like a community	1.0%

#### NOTES:

Issues that represent less than 1% of the comments are not included

The number of submissions by topic can be calculated by multiplying the % by the total (1032)

When these issues were further broken down to those pertaining to local centres with respect to land use zoning, building and design codes or other issues affecting amenity the dominant themes included (Table 13):

- Need to better manage parking (83 counts or 8%) and local traffic (60 counts or 5.8%)
- Provide more (78 counts of 7.6%) and improve the maintenance of (16 count or 1.6%) green/open spaces
- Improve public transport to local centres (67 counts of 6.5%)
- Improve active transport through increasing pedestrian (45 counts or 4.4%) and bicycle 13 counts or 1.3%)

TABLE 13 LIST OF SPECIFIC ISSUES RELATED TO LOCAL CENTRES

Category	Issue	Count	%
CBD and Local Centres	Want Improved private car infrastructure (Parking)	83	8.0
CBD and Local Centres	Want more green/open spaces	78	7.6
CBD and Local Centres	Want Improved public transport infrastructure	67	6.5
CBD and Local Centres	Want Improved private car infrastructure (Traffic)	60	5.8
CBD and Local Centres	Want improved pedestrian transport	45	4.4
Local centres	Support reinvigoration of local centres	41	4.0
CBD and Local Centres	Want improved social recreation and attractions (things to do and see.)	40	3.9
CBD and Local Centres	Concerned about schools and social infrastructure	35	3.4
CBD and Local Centres	Happy with current standing of retail	35	3.4
CBD and Local Centres	Happy with current standing of social recreation (things to do and see.)	25	2.4
CBD and Local Centres	Concerned about lack of attention to youth and youth facilities	22	2.1
CBD and Local Centres	Encouraged by current, and willing to embrace further cultural diversity	21	2.0
CBD and Local Centres	Want more community centres/spaces	17	1.6
CBD and Local Centres	Concerned about population growth of Willoughby	16	1.6
CBD and Local Centres	Happy about Willoughby area safety and low crime rates	16	1.6
CBD and Local Centres	Want better maintained/quality community centres and spaces	16	1.6
CBD and Local Centres	Concerned about lack of attention to seniors and senior facilities	15	1.5
CBD and Local Centres	Want better maintained/quality green and open spaces	13	1.3
CBD and Local Centres	Want improved bike transport	13	1.3
CBD and Local Centres	Want improved access to community centres/spaces	12	1.2
CBD and Local Centres	Concerned about the lack of attention given to less abled persons	10	1.0

<b>CBD and Local Centres</b>	Want increased retail space	9	0.9
<b>CBD and Local Centres</b>	Concerned about smoking in public areas	8	0.8
<b>CBD and Local Centres</b>	Concerned about the safety in Willoughby area	8	0.8
<b>CBD and Local Centres</b>	Want improved transport for residents	8	0.8
<b>Local centres</b>	Concerned about reinvigorating local centres	5	0.5
<b>CBD and Local Centres</b>	Concerned about lack of water fountains	5	0.5
<b>CBD and Local Centres</b>	Happy about pedestrian connectivity	4	0.4
<b>CBD and Local Centres</b>	Want improved spread of services	4	0.4
<b>Local centres</b>	Want improved quality, signage, and maintenance of local centres	3	0.3
<b>CBD and Local Centres</b>	Support population growth of Willoughby	3	0.3
<b>CBD and Local Centres</b>	Want additional social recreation west of rail line (things to do and see.)	3	0.3
<b>CBD and Local Centres</b>	Want increased street art	3	0.3
<b>Local centres</b>	Proposed new local centre at Lane Cove North (Chatswood West)	1	0.1
<b>CBD and Local Centres</b>	Concerned about cafe fronts exceeding their boundaries (Naremburn LC)	1	0.1

Note % may be rounded up or down and may vary when compared to Table 12

## INDUSTRIAL LANDS POSITION STATEMENT

In total 379 comments were collected during consultations which related to the Industrial Lands Position Statement. Most of the 379 comments however were general in nature that had relevance to the other position statements.

As with other position statements Growth and Development was the major theme (Table 14) and was followed by Government and Communications, Public open space and facilities, Society and Culture, Environment and Transport.

**TABLE 14 LIST OF THEMES AND SUB-THEMES AND TOTAL NUMBER OF COMMENTS FOR THE INDUSTRIAL LANDS POSITION STATEMENT**

	Total number of comments
<b>Growth &amp; Development</b>	<b>241</b>
Urban Design	100
Industrial	92
Housing	43
Heritage	4
Infrastructure	2
<b>Government &amp; Communication</b>	<b>59</b>
Governance	35
Communication	24
<b>Public open space &amp; facilities</b>	<b>41</b>
Community Space/Facilities	24
Green/Open Space	17
<b>Society &amp; Culture</b>	<b>19</b>
Community	18
Culture	1
<b>Environmental</b>	<b>13</b>
Environmental	13
<b>Transport</b>	<b>6</b>
Public Transport	6
<b>Grand Total</b>	<b>379</b>

When all the issues from the consultation (less on-line survey) that were concerned with the industrial lands and or related to the industrial lands were aggregated the top issues was concern for streetscape and design excellence (22.6%). This comment reflects a general concern for the design and aesthetic of the urban area by residents, industry and business more broadly across the LGA (Table 15).

Of greater interest is an analysis of issues raised in the consultations that specifically related to industrial lands (Table 16). This reveals that increasing floor space ration (FSR) within industrial lands (31 comments or 8.2 %) was the issues of greatest concern. The question to continue to exclude residential development in the industrial areas was polarised with 19 submissions in favour of residential development in these lands and 17 supporting the ongoing prohibitions. The final area of notable concern was the opinion for a larger variety of industrial uses (16 counts or 4.2%).

TABLE 15 LIST OF ISSUES DISCUSSED IN CONSULTATIONS ADDRESSING INDUSTRIAL LANDS

Submission topic	% of total comments
Want improved streetscape and design excellence	22.6%
Support increasing industrial FSR	8.2%
Concerned about alignment with other governments	5.6%
More information to be provided by council	5.6%
Supports introducing residential development into industrial lands (rezone mixed use)	5.1%
Happy about proximity to services and infrastructure	4.8%
Access to sporting facilities	4.5%
Concerned about building 'up'	4.5%
Supports maintaining industrial lands	4.3%
Want a larger variety of Industrial uses in industrial zones	4.3%
Want more sustainable infrastructure and housing	4.0%
Want to feel more like a community	2.7%
Happy about proximity to nature	2.4%
Supports increased HOB	2.4%
Happy about feeling of 'being a community'	2.1%
Plan further into the future	2.1%
Wants uplift in base or max FSR	2.1%
Supports building up	1.3%
Want improved health services	1.3%
Support protection of Indigenous Heritage	1.1%
Want council to assist new small businesses	1.1%
Want improved streetscape and design excellence	1.1%

NOTES:

Issues that represent less than 1% of the comments are not included

The number of submissions by topic can be calculated by multiplying the % by the total (379)

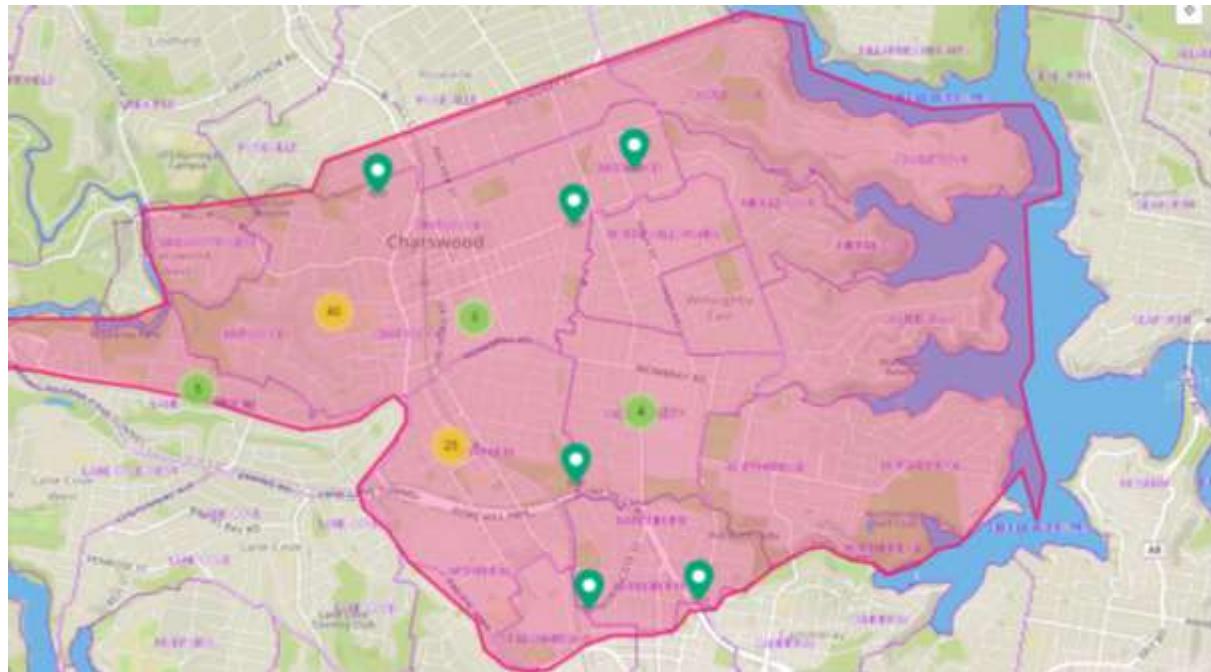
TABLE 16 LIST OF ISSUES DISCUSSED IN CONSULTATIONS ADDRESSING INDUSTRIAL LANDS

Category	Issue	Count	%
<b>Industrial lands</b>	Support increasing industrial FSR	31	8.2
<b>Industrial lands and housing</b>	Supports introducing residential development into industrial lands (rezone mixed use)	19	5.0
<b>Industrial lands</b>	Supports maintaining industrial lands	17	4.5
<b>Industrial lands</b>	Want a larger variety of Industrial uses in industrial zones	16	4.2
<b>Industrial lands and housing</b>	Want George PI Industrial area rezoned residential	4	1.1
<b>Industrial lands</b>	Want improved amenities in industrial areas	3	0.8
<b>Industrial lands</b>	Inclusion of 'doggy day care' in industrial zoning	2	0.5

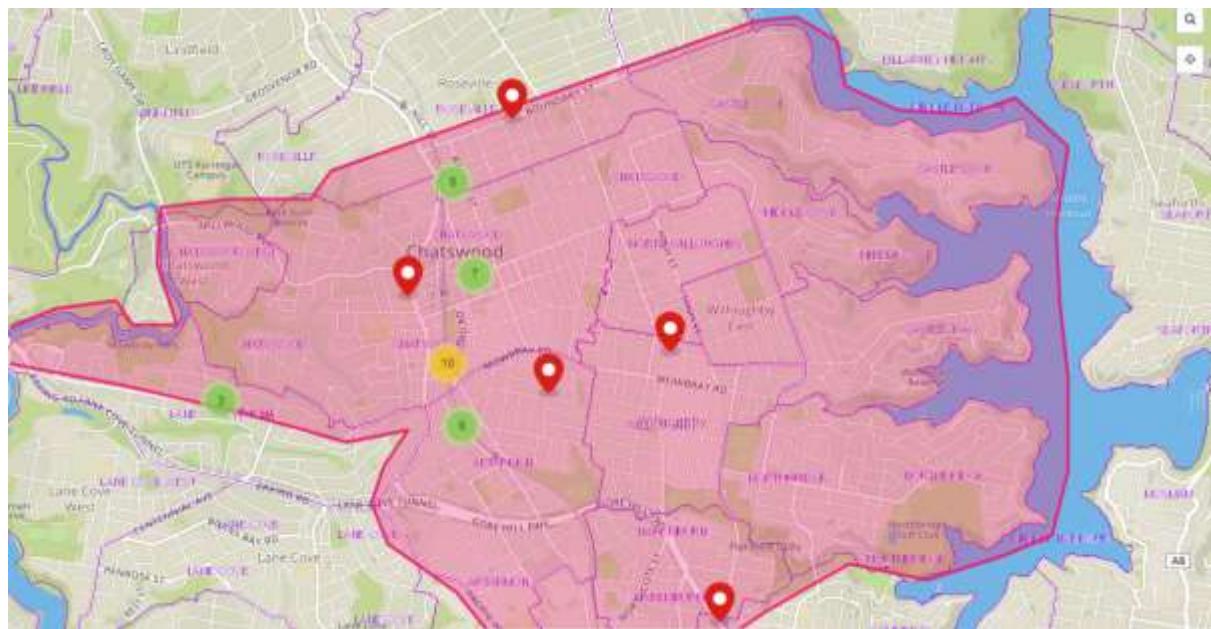
Note % may be rounded up or down and may vary when compared to Table 15

### APPENDIX 3 AREAS IDENTIFIED BY THE COMMUNITY FOR OR NO HIGHER DENSITY RESIDENTIAL DEVELOPMENT

Show us here where you COULD SUPPORT new housing or higher density housing in the Willoughby LGA. 63 contributors



Show us here where you WOULD NOT SUPPORT new housing or higher density housing in the Willoughby LGA. 31 contributors



Note: "The 'tear drop' icons represent one pin only. Where multiple pins were placed, a number appears