



Feedback about Willoughby Council's Draft Housing and Local Centres Strategies

An independent review of feedback received during consultation

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Introduction

The purpose of this report

Between February and May 2019 Willoughby City Council asked their community to provide feedback about the changes proposed in the Draft Housing Strategy and Draft Local Centres Strategy. This feedback has been collected to complement the 2,000 responses received during previous consultation that Council have used to develop these strategies.

This report contains an independent assessment of the feedback Council received from the community during this phase of engagement.

What Council asked for feedback about

The City of Willoughby is growing. The population of the Willoughby Local Government Area is expected to increase by 18 per cent in the next 20 years to more than 89,000 people. Council estimates that these new residents will require around 6,700 new homes and is therefore planning for these future housing needs and position local centres for growth and change. This may include changing the rules for development, so Council has invited community feedback on a Draft Housing Strategy and Local Centres Strategy for eight existing centres across the local government area and the possibility of a new centre in the west of the LGA

The Draft Housing Strategy describes how Council is planning to accommodate this growth including areas that may be rezoned to develop these additional homes and changes they propose to make to development rules to allow for it. The Draft Local Centres Strategy outlines the Council's plans to revitalise nine Local Centres positioning them for this growth. The local centres include:

1. Artarmon
2. Castlecrag
3. East Chatswood
4. High Street
5. Naremburn
6. Northbridge
7. Penshurst Street
8. Willoughby South
with the potential for a new centre at
9. West ward west of Pacific Highway (referred to here as West Chatswood)

The Council invited input on the key elements of the Draft Housing Strategy and the key ideas and scenarios proposed for the nine local centres in the Draft Local Centres Strategy. A single scenario (Scenario 4) and master plan were proposed for each local centre, with the

exception of Willoughby South which included two scenarios and the potential new centre in West Chatswood where three scenarios were shown for consultation.

The consultation period

The consultation period ran from 5th February to 16th April of 2019. This period was extended at the request of residents until 28th April 2019.

Prior engagement

This was the third phase of engagement on the Draft Housing Strategy and Local Centres Strategy. The other phases were:

Phase 1: In February 2017, Willoughby Council started a conversation with the community about how they could plan for future growth. Position statements were published on Employment Lands, Housing and Local Centres as part of the Willoughby Planning Strategy to 2036. The Draft Chatswood Commercial Business District (CBD) Planning and Urban Design Strategy was also on public exhibition.

Engagement activities during Phase 1 included surveys and face-to-face events including seven round table discussions, a Community Business Forum, and nine drop-in Information sessions across Willoughby City. Council also held stakeholder meetings targeted to reach youth, aged care and culturally diverse groups.

Council received around 3000 comments during events and had 336 survey responses during this consultation. [This report](#), prepared by Macquarie University, summarises the input received during this phase of engagement.

Phase 2: Between November 2017 through to January 2018, the community were invited to discuss planning concepts with council and provide input into the design of seven potential key centres. Council received nearly 200 submissions during this second phase of engagement and prepared this [report](#) summarising feedback received. Through these submissions the community told Council that they would like to see village centres revitalised without a loss of character, heritage or scale and that some of the Centres needed additional parking.

The Council's planning team used input received during the second phase of engagement to refine plans for each Centre so that a single scenario could be taken to the community in the most recent, third, phase of engagement. A potential ninth local centre was added in West Chatswood following feedback during the second phase of engagement.

The engagement process

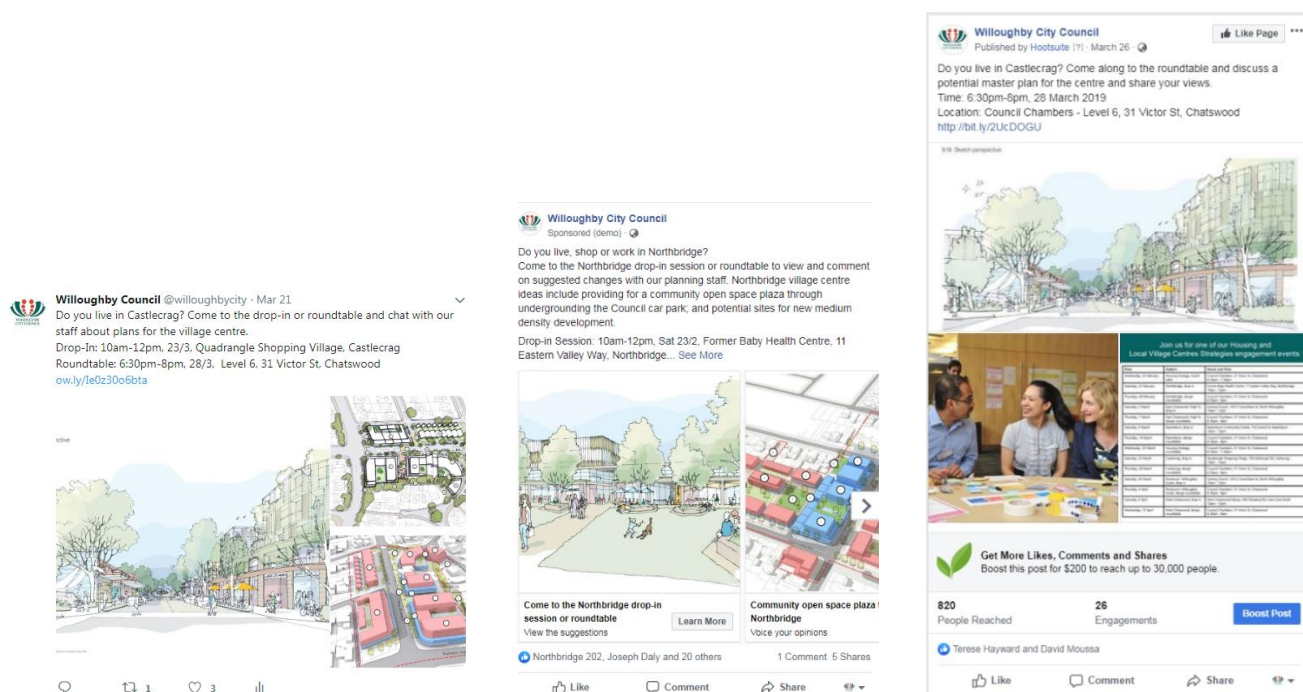
Willoughby City Council informed the community about the draft strategies and promoted the opportunity to provide feedback about them through its website, local media, social media and direct emails.

The [Have Your Say platform](#) of the [Council's website](#) hosted a page for each Local Centre and another for the Housing Strategy, each with its own survey and registration form for events.

Engagement on the project was also promoted through correspondence sent out with rate notices at the beginning of 2019, Council's What's On Newsletter which was sent to the 8,000 recipients, and two direct emails were sent to those who had participated in previous phases of engagement on the project. Content was also shared with local progress associations and Willoughby City News for promotion in their newsletters and newspapers.

Advertisements were posted in local papers and social media. A series of posts were made on Twitter and Facebook to encourage participation in the drop-in session and round table events.

Figure 1: Example of social media posts



Twitter post 21Street March 2019

Facebook advert 26 March 2019

Facebook post 26 March 2019

The community were also invited to attend drop in sessions to get more information about the draft documents and proposed changes from Council's planning team. These sessions were held at local shopping centres, church halls and libraries to raise awareness about the project and so that anyone passing by could drop in for more information.

Feedback was invited through the online submission forms, face-to-face discussions at round table events and by email or post. Ten round table events were held, two on the Draft Housing Strategy and eight on the Local Centres with Penshurst Street and Willoughby South local centres combined into one round table session, as were events for High Street and East Chatswood.

engage2's role on this project

engage2 is a boutique community and stakeholder engagement consultancy based in Sydney.

We have been hired by Willoughby Council to independently assess feedback provided by the community during this third phase of engagement.

The outputs of our work

This report includes engage2's independent analysis of feedback provided during this consultation period. It includes a summary of who participated in the engagement process, their feedback about the three focus areas proposed in the Draft Housing Strategy and the key ideas, and scenarios and draft master plan for each of the nine Local Centres included in the Draft Local Centres Strategy.

How feedback was collected and analysed

How data was collected

Feedback was collected through three methods:

- Responses to Have Your Say surveys
- Discussions at nine round table events
- Emails and attachments (reports and letters) sent via email and Council's correspondence system

The feedback provided to engage2 included both qualitative and quantitative data. Personal data was also collected from participants as part of the process (including name and email address). This data has only been used by engage2 to detect multiple submissions across the three collection methods. Participants who indicated that they did not want their feedback published have not been quoted in this report.

The data was then provided to engage2 for analysis via download from the Have Your Say Willoughby website, handwritten notes were also collected from the round tables, and emails received by council were forwarded to engage2.

Comments made during drop in sessions and on social media were not captured as feedback on this project. Instead Council encouraged those attending drop in sessions and commenting on social media to provide feedback through other methods.

Figure 2: Example of social media engagement



Have Your Say survey submissions

Ten surveys were set up on Have Your Say (HYS) website platform, one for each of the nine local centres in the Draft Local Centres Strategy and another about the Draft Housing Strategy. Each survey contained a series of questions about the key ideas and scenarios proposed for the local centre and key elements of the Draft Housing Strategy. Almost all questions asked participants to rank their agreement with each statement on a Likert scale (i.e. from Strongly Agree, Agree, Neither Agree/Disagree, Disagree, or Strongly Disagree). Participants were then invited to add comments about the reasons for their response to each of these questions.

This report contains graphs of the quantitative responses and a summary of key themes emerging from qualitative responses across related questions. Detailed qualitative responses have also been provided to Council as a set of outputs to complement this report.

Once the window for submissions had closed the project pages on the Have Your Say Willoughby website were archived by the Willoughby Council. Responses were then downloaded by engage2 for data processing.

Round Table discussions

During the round table events, discussions were hosted at seven tables by a facilitator and scribe provided by Council. engage2 provided input into the templates used to capture feedback provided at these events and attended each round table to observe the collection of this data. The templates matched questions to those asked on HYS and were used to encourage consistent discussion across tables and different round table events.

When participants arrived at the round table events, they were given three red and three green dots and invited to sit at the table of their choice. During the events, facilitators encouraged discussion inviting responses to key questions. Participants used the red dots to demonstrate key features and recommendations they disagreed with and green dots for those they agreed with. Some participants tore their dots in half, these have been counted as half responses. Comments were also recorded by scribes using the templates provided.

A register of who attended each round table was maintained, however, the responses were not tracked to individuals. After each round table, engage2 collected data recorded at the tables and created digital records of notes taken and images of dots on maps. These records have also been provided to Council.

Figure 3: A photograph of a round table discussion



Figure 4: Example of data captured at round table discussions



Email and posted submissions

Participants could email or post submissions directly to Willoughby Council who forwarded them in digital formats to engage2. Details about the email submissions were entered in a register and saved for analysis. The length and detail of these submissions varied greatly, many focused on a single local centre, key idea or recommendation or specific site. engage2 categorised each submission against questions asked in the HYS survey and round table discussions.

Types of data collected

Participants were asked to respond to the same questions in the round table events and the Have Your Say surveys but participants who responded through email submissions provide open comments. In these email submissions, some participants chose to respond to specific questions asked in the Have Your Say surveys and at round table events while others provided more general or site-specific comments.

Table 1: Data types per collection method

Collection method	Qualitative Data Captured	Quantitative Data Captured	Personal / Demographic Data	Level of Aggregation
Have Your Say surveys	Comments per each question	Likert Scales [‡] for most questions Yes / No questions for others	Name Email Age & Sex Years in the area Suburb Interaction with the area*	Recorded at an individual submission level
Round table discussion	Summary of discussion captured by a scribe at each table.	Agree (green dot) / Disagree (red dot) rating of each key feature. Participants could only choose three of each.	Name Email Suburb [†] Interaction with the area* [†]	Recorded at a round table level only. Tracking response to an individual not possible.
Email submissions	Text contained in the submission	Agree / Disagree rating of each key feature Not directly provided by submission, instead this was subjectively assessed by engage2	Name Email	Recorded at and individual submission level

Note: * The question regarding "interaction with the area" include if the participant lived, shopped, worked, own a business or planned on developing in the area.

[†] Participants who registered in person (not online) were not asked this question.

[‡] The Likert scale comprised of Strongly Agree, Agree, Neutral, Disagree, and Strongly Disagree options

Repeated responses

Responses to questions asked in the HYS survey were often repeated, especially in comments about the scenario for discussion and master plan sections. As a result, many participants either repeated the same comment, or stated “refer to previous comment” in their response.

Personal and demographic data

Demographic information was not collected with email submissions.

The survey submissions and registration for round tables were managed using Willoughby Councils Have Your Say online platform. This platform invites the community members to create an account so that they can be contacted about the outcome of projects and future engagements. Completing an account was not required for participants in the project surveys or when registering for round table events. Instead, personal and demographic data was asked as questions in the survey and registration form. This made the submission process simpler and meant that information collected was up to date, however, not requiring account registrations made it was possible for individuals to make multiple submissions. These duplicates were accounted for in our analysis.

How feedback has been analysed and reported

Data collected across the three collection methods was collated for comparative analysis against the questions asked by Council in the HYS surveys and round table events.

Language used

Throughout this document the word ‘submission’ is used to refer to emails and responses to HYS surveys only. Technically this term does not apply to feedback collected during round table discussion therefore to enable comparative analysis of qualitative data collected across methods, the word ‘responses’ has been used.

The term ‘West Chatswood’ refers to the portion of West Ward located west of the Pacific Highway. When this engagement was undertaken the term West Chatswood was used by Council in Draft Local Centres Strategies, at round table events and HYS surveys and is familiar to people who participated in this process.

Number of participants and responses

Participants could participate and provide responses through multiple methods. For example, a single participant could attend a round table, provide an email submission and also complete a HYS survey. An attempt has been made using the information collected to identify unique participants and consolidate their feedback.

This analysis has found that 722 unique participants provided feedback through this engagement process. Out of these participants:

- 27 people attended two round tables.
- Three people attended three round tables.
- 108 people used two different methods to participate in the engagement process.
- 17 people used all three methods (i.e. attended a round table discussion, completed a HYS survey and submitted an email).

Participants were also able to attend drop in sessions and comment on social media, but feedback provided through these methods was captured.

Nine email submissions were provided on behalf of member organisations. The Castlecrag, Willoughby South, Chatswood East and Northbridge Progress Associations each responded to proposed changes in their Local Centres. The Burley Griffin Society provided a submission about the Draft Local Centres Strategy for Castlecrag. The Historical Houses Association Australia and Willoughby District Historical Society provided a submission about the Draft Housing Strategy. The Friends of Sailors Bay and Baringa Road North Residents Group provided submissions about the Draft Local Centres Strategy for Northbridge. The key points made in these submissions have been highlighted separately in each of the relevant sections but these submissions have been counted as a single response in graphs throughout this report.

18 email submissions were provided by planners and architects commissioned to make submissions on behalf of participants.

Table 2 below outlines the number of participants from each collection method and subsequent number of unique participants across all methods.

Table 2: Number of participants and unique participants per location

	Number of participants				Total unique participants
	HYS	Emails	Round table	Total	
Housing Strategy	32 (excl. 2 duplicates)	24	74 (42 in 1st round) (28 in 2nd round)	130	110
Artarmon Local Centre	34 (excl. 2 duplicates)	8	37	79	75
Castlecrag Local Centre	155 (excl. 10 duplicates)	35	23	213	186
East Chatswood Local Centre	28	6	35 (including High Street)	69	62
High Street Local Centre	22 (excl. 1 duplicate)	4	35 (including East Chatswood)	61	58
Naremburn Local Centre	67	6	18	91	82
Northbridge Local Centre	59	15 (1 email with 34 names) (1 email with 13 names)	22	96	81
Penshurst Street Local Centre	22	2	26 (including Willoughby South)	50	46
West Chatswood	76 (59 in survey 1) (24 in survey 2)	12	25	113	100
Willoughby South Local Centre	22 (11 in survey 1) (11 in survey 2) (excl. 1 duplicate)	3	26 (including Penshurst Street)	51	47
Total	524	115	260[†]	890[†]	N/A
Total Unique Participants	501	112	216	N/A	722*

Notes: * Because one participant could provide feedback about the Draft Housing Strategy and / or multiple Local Centres this number is not equivalent to the sum of the column

[†] Because some round table events combined two Local Centres this number is not equivalent to the sum of the column

Attendees at drop in sessions

During the engagement period, Council ran drop in sessions to inform the community about the project and encourage participation and feedback through other methods. Attendees at these events were counted by Council staff but registrations and personal data were not collected. For this reason, attendees at these events have not been accounted for as participants in this report.

The number of people who attended a drop in sessions is presented as Table 3.

Table 3: Number of people who attended drop in sessions

Location	Number of People who Attended Drop In Sessions
Artarmon	72
Castlecrag	88
East Chatswood / High Street	34
Naremburn	49
Northbridge	34
Penshurst Street / Willoughby	24
West Chatswood	72
Total:	377

Have Your Say analysis

After submissions closed, engage2 downloaded all the responses and:

- Consolidated duplicate submissions
- Consolidated multiple surveys conducted on the one local centre
- Aggregated all quantitative data collected
- Manually reviewed all qualitative data collected in response to each question

Duplicate submissions

The HYS survey did not require participants to register an account. This resulted in several participants responding to the same HYS survey more than once. These responses were manually matched using the information provided. Where duplicated responses were identified, the first response for each question has been used and subsequent responses have been ignored. All comments from duplicated responses were retained and consolidated.

Consolidating multiple surveys

During the engagement period, Council continued planning on the centres, particularly Willoughby South and West ward, west of Pacific Highway (West Chatswood)

Some questions in the HYS survey for these centres were updated to reflect this and provide additional information.

Aggregate qualitative data

After duplicates were removed and multiple surveys consolidated, graphs were created using aggregates of data collected per question so that it could be compared to responses received through other methods.

Aggregated data reported as percentages has been rounded to the nearest whole percentage. As a result, some totals appear to sum to 99% or to 101% but is not actually the case.

Manual review of qualitative data

All qualitative data received was manually reviewed. Comments from duplicate submissions were consolidated.

This review found that several participants had repeated the same comments across the multiple questions, focusing on more general issues of concern rather than responding to questions asked.

Round table analysis

The dots and notes taken by table scribes at round table events have been used to create a single record of feedback per event / Draft Local Centres Strategy so that it can be correlated with data collected through submissions in this report. The “agree” (green dots) and “disagree” (red dots) responses collected during these discussions are compared against the relevant “agree” and “disagree” responses to the same questions asked through the HYS surveys’ Likert scale questions to create the graphs used in this report.

Each round table event is treated as one submission and no comparisons are made between tables at round table events.

Email analysis

An attempt has been made to use the sentiment of the text in email submissions to identify if the participants either “agree” or “disagree” to any relevant HYS survey and round table questions. This process is subjective and therefore may not be a complete representation of the submissions intent. This information, presented on graphs, should therefore be considered indicative only.

In addition, where possible the feedback provided in email submissions has been matched to the HYS survey questions, including why participants supported or did not support specific

recommendations proposed in the draft plans. Quotes from these submissions have also been extracted for inclusion in this report to demonstrate sentiment and highlight key points made in these submissions where relevant.

Email submissions have also been collated into a single excel spreadsheet per area for easy reference so that they can be used by Council when refining the draft planning documents.

What to expect in this report

The next section of this report, the executive summary, includes a summary of who participated in the engagement process and conclusions based on feedback received about the Draft Housing Strategy and each of the nine areas included in the Draft Local Centres Strategy.

Following that are ten sections, each dedicated to feedback about Draft Housing Strategy and each of the nine centres. These sections summarise responses received to each question asked about key ideas, scenarios and recommendations for each centre proposed in the Draft Local Centres Strategy and those outlined in the Draft Housing Strategy.

What's included in each section

Each section contains graphs showing the aggregated demographic details of participants who provided feedback.

Graphs show responses aggregated to the questions asked across the three collection methods.

Feedback provided by the participants in comment form including open fields in HYS, email responses and notes taken by scribes at round table events has been summarised with quotes selected to highlight frequently occurring themes and issues raised.

Key themes from submissions provided by associations on behalf of members have also been extracted in each relevant section.

What's not included

This report provides a summary and analysis of aggregated data only. Individual, site-specific and detailed feedback are not provided, and comparisons between or across unique individual submissions have not been made.

Other outputs

Along with this report, engage2 have provided the Council's planning team with the following outputs:

- An excel workbook of all the participants and which HYS survey they submitted, round table discussion they attended and what email they sent.

- An excel workbook for the HYS Surveys including surveys for each of the nine areas in the Draft Local Centres Strategy and the Draft Housing Strategy, with our analysis of data, including classification of qualitative data received for each open text question.
- An excel workbook for the round table discussions, including surveys for each of the nine areas in the Local Centre and the Draft Housing Strategy, with our analysis of data, including classification of qualitative data received for each open text question.

These outputs have been set up for use and reference by Council when refining these draft strategies, approving future developments, addressing issues raised and following up engagement with those who provided submissions on this project.

Executive summary

Engagement

This report includes an assessment of feedback provided by the community during consultation on Willoughby City Council's Draft Housing Strategy and Draft Local Centres Strategy. Council commissioned engage2 to undertake this assessment independently.

Council promoted the opportunity to provide feedback about the draft plans through their website, direct email, drop in events and social media.

Feedback was collected through surveys, emailed and posted submissions and at round table events. Participants were asked to respond to the same questions about the Draft Housing Strategy and Local Centres Strategy when providing submissions through the survey tool and at round table events. Email and posted submissions provided open text / general feedback about proposed changes to local centres or sites owned by landowners.

The feedback gathered across these methods has been correlated and summarised for analysis in this report which includes a summary of:

- who participated
- feedback about the Draft Housing Strategy and its three focus areas
- feedback about the key ideas and recommendations of proposed scenarios and master plans for each of the local centres
- a brief high-level description of the reasons participants responded the way they did.

The key issues raised per area are outlined below. engage2 have also provided detailed outputs of our analysis to the project team with input categorising against recommended changes to the Local Environment Plan (LEP) and Development Control Plan (DCP) so that the issues can be considered as these plans are finalised.

Who participated

There were 722 unique participants who provided feedback through the consultation process. Some of these participants provided feedback through multiple methods. Duplicate responses have been consolidated so that the findings of this engagement processes are representative of everyone who participated.

How people participated

501 people participated in the Have Your Say survey (HYS) surveys, 224 in the round table and 115 provided feedback by emails.

Table 4: Summary of the number of participants and unique participants

	Number of participants				Total unique participants
	HYS	Emails	Round table	Total	
Total	524	115	260	890	722
Total Unique Participants	501	112	216	N/A	

Of the total 722 participants, 108 people provided feedback through two methods and 17 people used all three methods to provide their feedback.

All the round table events except for Artarmon, Northbridge and Willoughby South were fully subscribed with more than 50 people registering to attend. The Artarmon round table received 40 registrations, Northbridge 40 registrations, and Willoughby South 32 registrations. Of the 216 people who attended the round table discussions, 27 people attended two round table events, and two people attended three events.

18 participants commissioned planners and architects to make submissions on their behalf.

Nine associations including progress association, historical society and resident groups provided submissions via email on behalf of their members.

Types of participants

Most people who participated in this phase of engagement live across the Local Government Area. Of the combined 649 unique participants from the HYS survey and round table discussions, 84% lived in the area, 28% came from Castlecrag, 13% from Chatswood, 12% from Northbridge, 12% from Naremburn. A map illustrating the number of unique participants is presented in Figure 5. Of the 501 participants who submitted a HYS survey, 65% had been living in the area for more than 10 years (See Table 6).

Figure 5: Number of HYS survey and round table participants from each suburb

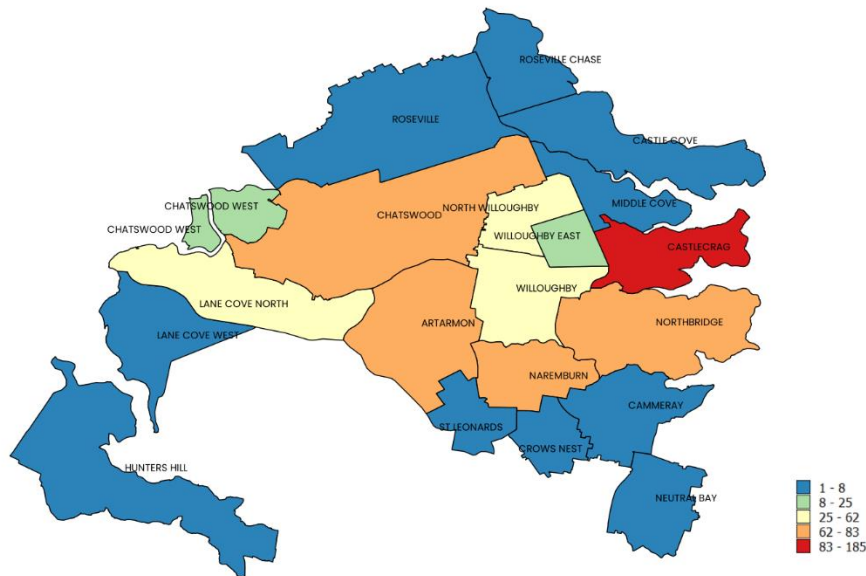


Table 5: Participants relationship to area

Participants	Round table	HYS Survey	Combined
Live in the area	55%	94%	84%
Own property / Looking to develop in the area	46%	7%	20%
Work in the area	13%	8%	10%
Own a business in the area	10%	4%	6%
Did not specify	22%	1%	N/A
Total Unique Participants	216	501	649*

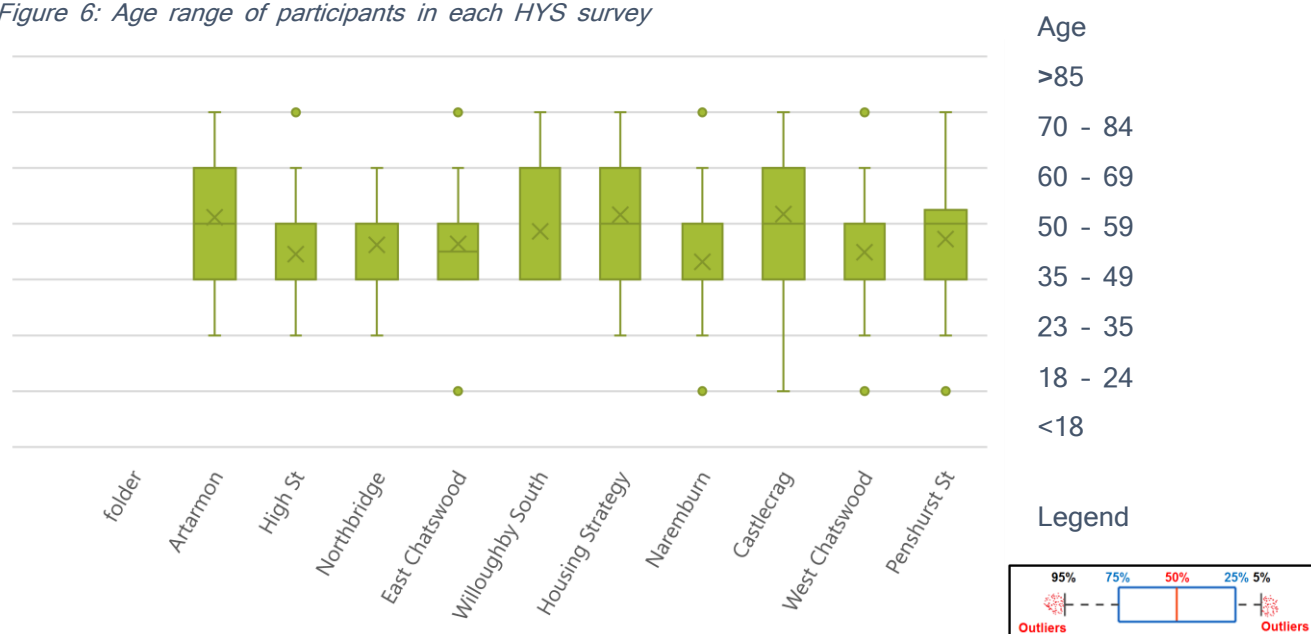
Note: * Because one participant could provide feedback in both Round table and HYS Survey this number is not equivalent to the sum of the round table and HYS survey participants

Table 6: How long participants had lived in the area

How long participants had lived in the area	HYS Survey Participants
Less than 1 year	1%
1 to 3 years	8%
3 to 10 years	26%
More than 10 years	65%
Total Participants	501

Most participants who made submissions via the HYS survey were between the ages of 35 and 69. Participants in High Street, Northbridge, East Chatswood, Naremburn and West Chatswood were younger than in other areas, with the majority between the ages of 35 - 59 years old.

Figure 6: Age range of participants in each HYS survey



Levels of awareness / involvement

This was the first time 43% of participants had heard of or participated in engagement about the Draft Housing Strategy and Draft Local Centres Strategy. 24% had been aware of the project or involved since the 1st round of consultation, and 32% had been involved since the second phase of engagement about the Concept Studies.

Table 7: Level of awareness / involvement

Level of awareness / involvement	HYS Survey responses
Was aware/involved from the 1st Round of Consultation on position papers beginning Feb - March 2017	24%
Was aware/involved from the 2nd Round of Consultation on Concept Studies beginning Nov 2017 - Feb 2018	32%
Had not been aware/involved in any of the Planning Strategies development process consultation.	43%
Did not specify	<1%
Total Participants	501

How participants heard about the engagement

5,856 people visited the Have Your Say (www.haveyoursaywilloughby.com.au) pages with the Draft Housing Strategy and Draft Local Centres Strategy on Willoughby City Council's website. Participants could download the draft documents, find out about drop in sessions, register for round table events and provide submissions on these webpages.

Visitors to this website discovered it through direct links, social media, email, internet searches and from other government websites. A breakdown of how visitors found these pages is provided below.

Table 8: HYS website visitor numbers

Direct Link	Via Social Media	Via Email	From Internet Search Engine	From .gov websites	Referrals
3,038	1,973	149	588	82	26

Conclusions

Feedback about the Housing Strategy

110 unique participants provided feedback about the Draft Housing Strategy. These participants wanted density to be spread out across centres and a mix of open space, public domain and community hubs and employment options in centres. Existing residents were concerned about the impact of heights on street scapes, residents, heritage value and the village atmosphere of centres. Many expressing their concern about shadowing. Participants also raised concerns about the impact of density on infrastructure and traffic.

Feedback about the Draft Local Centres Strategy

Artarmon

75 unique participants provided feedback about the Draft Local Centres Strategy for Artarmon. Participants generally agreed with the proposed vision, particularly the Key Ideas proposed, but many were concerned about some of the heights being recommended.

Most were keen to see the area refreshed but wanted to see the village atmosphere and character of the area retained. Many participants also said that they wanted a more attractive street scape but most were not wedded to existing façade. Some participants were even concerned that the façade would be protected at the expense of development.

Almost all participants agreed with recommendations suggesting the redevelopment of the library site and recommendations about increased housing around the train station were popular. A few participants also said that they would like to see more dual occupancy in the

area. Several participants wanted to see mixed use development in the area but there were mixed views about whether this should include a supermarket.

Recommendations about additional public domain, better use of green space and pedestrian and cycle ways were well received.

Castlecrag

186 unique participants provided feedback about the Draft Local Centres Strategy for Castlecrag.

Castlecrag residents are not entirely opposed to development. Residents would like to see some additional housing options including smaller properties for those downscaling. Many liked the suggestion of shop top housing and a few also suggested council encourage dual occupancy.

The main concern among participants is the conservation of the village character and Burley Griffin's design. A large percentage would also like to see the Griffin Centre protected and participants had mixed views about development of the Quadrangle and Edinburgh Road.

Many were unhappy with the scale and height of the development proposed, suggesting 2 or 3 storeys instead of heights proposed. Shadowing was a concern and the idea of graduated heights and transitions in development zones were popular.

Participants were concerned about the impact of increased density on traffic flow and parking in the area, which they felt was already an issue. Most were also keen to make sure the area is accessible and safe for residents of all demographics.

Chatswood East

62 unique participants provided feedback about the Draft Local Centres Strategy for Chatswood East.

Many participants feel that the centre is outdated and want to see this area developed, but most disagreed with the heights and FSR being proposed, expressing concerns about the pressure increased density will have on infrastructure and traffic congestion. Shadowing of neighbouring properties is also a concern.

High Street

58 unique participants provided feedback about the Draft Local Centres Strategy for High Street.

Participants in the High Street Local Centre had mixed views about development. Many were concerned about the impact of increased density, particularly on parking, traffic and shadowing on neighbouring properties and a few felt that infrastructure should be provided before more homes are developed. Some participants wanted to see specific streets and spaces activated, particularly at night and on weekends. Most agreed that pedestrian crossings and safety could

be improved but some did not agree with the access routes, connections and laneways proposed.

There were also mixed views about whether an extension to the shopping centre could be supported and the impact on existing businesses.

Naremburn

82 unique participants provided feedback about the Draft Local Centres Strategy for Naremburn.

Participants were keen to see some development, but most only supported heights between 3-4 storeys, and development that included open space and public domain in this area. Many participants also expressed a concern that increased density would affect traffic flow, parking and the village feel of the area. A couple of participants also said that they were unsure about the viability of commercial developments in the area, including the supermarket.

Northbridge

81 unique participants provided feedback about the Draft Local Centres Strategy for Northbridge.

Participants in Northbridge were generally positive about the proposed changes, especially upgrades to the town centre, but responses to questions about the heights being proposed for the area were mixed.

Almost everyone who participated wanted improvements to parking, pedestrian access and safety around the plaza. Although some were concerned about the impact of addition parking and commercial vehicles access would have on the area if development occurred.

Residents wanted shop top housing but also had concerns about height impacting the village atmosphere, affecting solar access and creating wind tunnels.

Local businesses owners wanted to see height increased and mixed use development encouraged.

Penshurst Street

46 unique participants provided feedback about the Draft Local Centres Strategy for Penshurst Street.

Feedback about the Local Centres Strategy in Penshurst Street was mixed. There was some support for the potential to redevelop sites along Penshurst Street and recommendations to build on the strength of the existing local centre but many participants strongly disagreed with the 5 storey heights and FSR being proposed. Residents wanted 'more places to hang out' not just shops so were pleased to see plans for public domain and open space. Some participants said that they did not like shared driveways.

West Chatswood (West Ward west of the Pacific Highway)

100 unique participants provided feedback about the Draft Local Centres Strategy for West Chatswood.

Participants were not sure whether this area should be a local centre, and did not agree with heights up to 4 storeys. The majority of participants did not want to see the existing LEP and DCP controls changed. Of the proposed key features of Scenario 3, the ones suggesting increased heights of building to 4 storeys were the least supported by participants.

A few participants were keen to see dual occupancy encouraged.

Almost all participants expressed concern about the impact of density on existing parking and traffic congestion. Some also said that they would like to see new infrastructure before housing, and mentioned schools, public transport and community facilities in their reasons for disagreeing with proposed changes.

Willoughby South

47 unique participants provided feedback about the Draft Local Centres Strategy for Willoughby South.

Participants felt that this area was rundown and needed a refresh. Many said that the current centre was not servicing the area but a few questioned the viability of new businesses. Others said that it needed new dining and entertainment areas instead of a new shopping centre, plaza and lot amalgamated lots that would make it possible.

The heights proposed were not well received and the impact of density on the area was a concern. Recommendations about 4 storeys were more positively received than those including 6 storeys. The existing traffic and parking issues were raised by many participants as a reason for their disagreement with recommendations and some said that infrastructure was needed before the proposed changes.

Feedback about the Draft Housing Strategy

Participants

110 people provided feedback about the Draft Housing Strategy. Of these people 32 submitted a HYS survey response, 24 sent email submissions and 74 attended round table events.

Table 9: Number of participants for Draft Housing Strategy

	Number of participants				Total unique participants
	HYS Survey	Emails	Round Table	Total	
Housing Strategy	32 (excl. 2 duplicates)	24	74 (42 in 1st round) (28 in 2nd round)	130	110

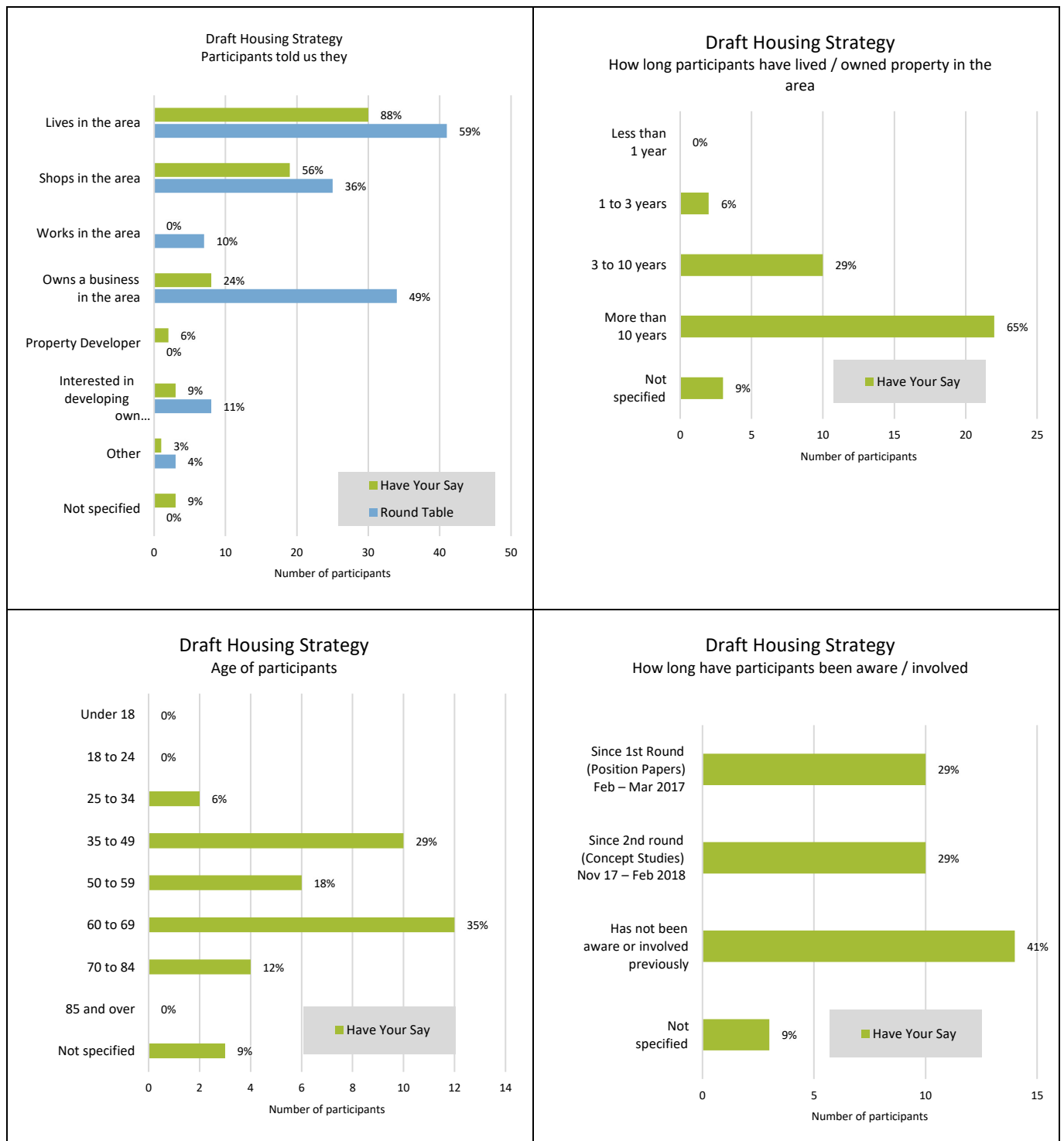
Types of participants

Out of the 32 people who provided a submission on the Draft Housing Strategy via the HYS survey almost 88% lived in the area. 65% of these participants had lived in the area for more than 10 years, 29% for 3-10 years and 6% for 1-3 years. 6% of the HYS participants were property developers.

Out of the 74 people who participated in the two round table events 59% lived in the area, 49% owned businesses in the area and 10% of these participants were interested in developing their property.

47% of participants in the HYS survey were male and 44% Female, 9% did not specify. 84% of participants in the survey were between the ages of 35 and 69 years old, 29% between 35 - 49 and 18% between 50 - 59, 35% of these between 60 - 69.

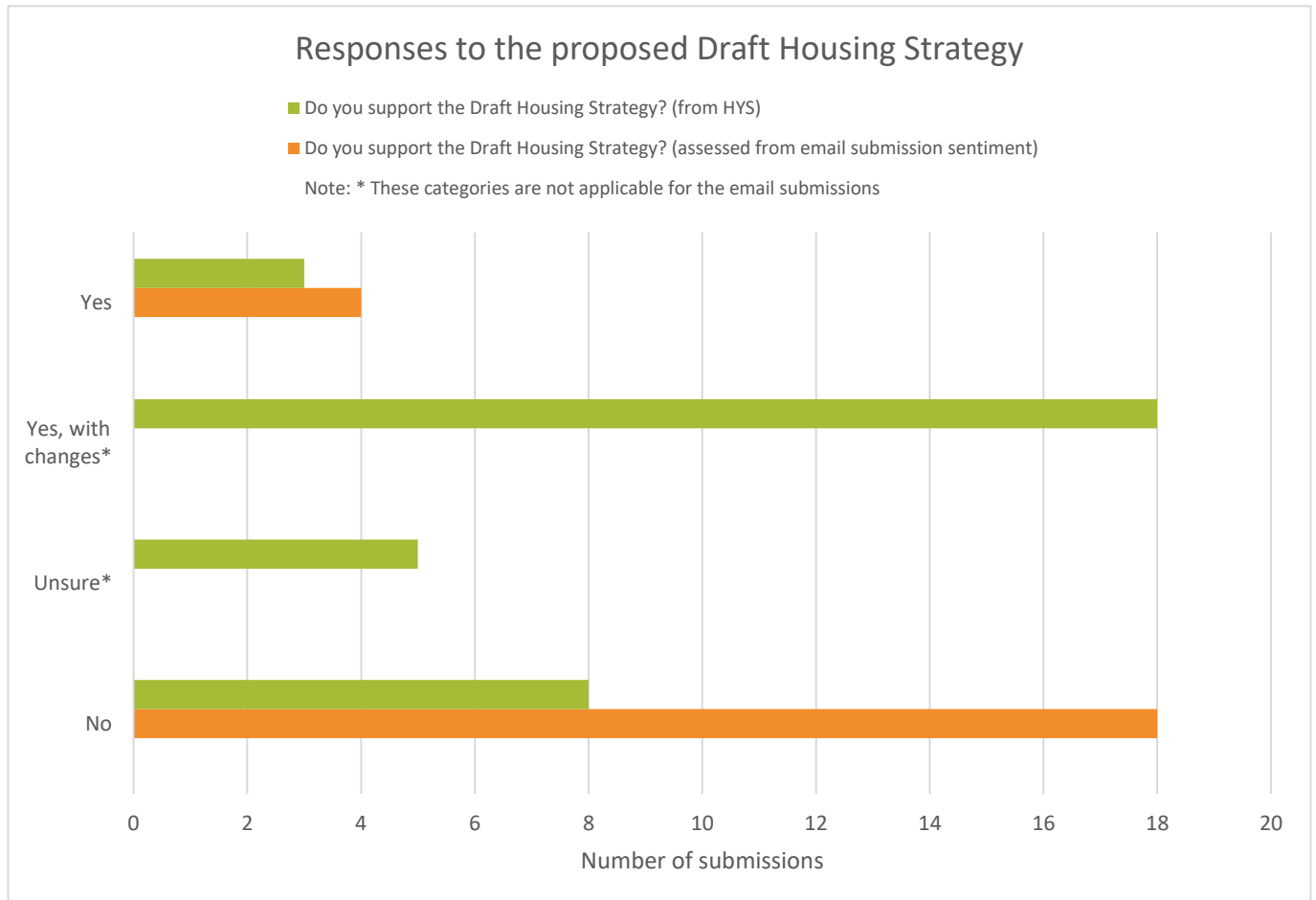
Figure 7: Draft Housing Strategy Aggregated Demographics



General Sentiment

Participants in the HYS survey were asked if they supported the Draft Housing Strategy overall. Of the 32 participants who responded to the survey, 2 supported the strategy, 18 supported the strategy if there were changes, 8 did not support the strategy and 5 were unsure (see Figure 8).

Figure 8: Support for the Draft Housing Strategy



The next HYS survey question offered participants the opportunity to detail the reasons for their response regarding the proposed Draft Housing Strategy. Of the three HYS participants who supported the Draft Housing Strategy, only one person provided more detail. They stated:

“Yes, with increased attention to the missing middle”

Out of the 17 participants who responded “yes with changes”, 15 provided reasons. The most common reasons provided included:

- Density - one person said that more density was needed to make projects financially viable, another said that they would like to see transitions from low to high density, a third said that changes in density might not be appropriate in certain areas due to loss of character of the area.

- Character and atmosphere- three people felt that local amenity and atmosphere of villages should be retained.
- Diversity of housing and dual occupancy - two people requested the inclusion of dual occupancy in planning, one person said that they would like to see a range of housing options to encourage social and economic diversity.
- Traffic - one person said that traffic flow from outside Willoughby needed to be considered, another was concerned about the impact of additional housing on traffic conditions.

Other issues raised included the provision of infrastructure, open space and green space.

All but one of the eight participants who did not support the Draft Housing Strategy provided comments about the reason for their response. Their concerns included:

- The heights being proposed
- Protection of heritage buildings, conservation areas and character of villages
- The hard edge, transition from high rise buildings to lower heights
- Traffic and parking issues
- The need for additional infrastructure including schools, , open space and green space.

Emails submissions were also examined to assess the overall support for the Draft Housing Strategy. Out of the 24 email submissions received, four supported the draft strategy and 18 did not. It was unclear whether two emails supported or did not support the draft strategy, however, one of these participants said that they might support the strategy after the development of the Northern Beaches tunnel was completed.

Some of the reasons provided in email submissions for support included:

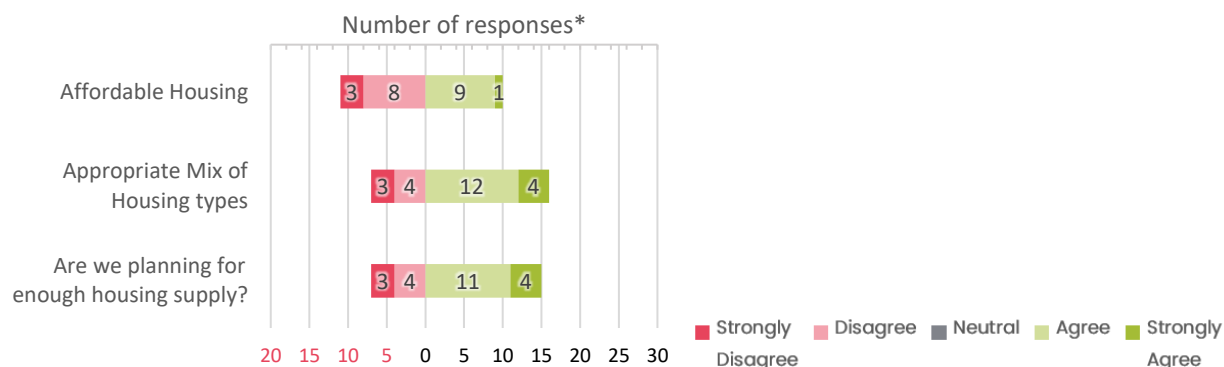
- The needs for housing diversity
- Design of heights around Chatswood Central District (CBD)
- Increased quantity and quality of public spaces

Emails that did not support the Draft Housing Strategy raised the following issues:

- Heights - too high, scale disparity between areas / hard edges across the road from conservation areas/ transition zones, the impact of wind tunnels and shadowing
- Conservation areas - the impact on existing homes and conservation areas, particularly with heights proposed in the CBD
- Traffic and parking - impact on roads, existing parking issues and residents
- Infrastructure - the need for additional infrastructure before more housing

HYS participants were also asked whether the following issues had been adequately covered in the Draft Housing Strategy: The results are presented as Figure 9

Figure 9:



Note: *the Neutral answers have been removed

Most participants felt that Council were planning enough supply and that the mix was good but that there could be more affordable housing.

Focus Areas

Participants in the HYS survey and round table events were also asked to provide feedback about three Focus Areas:

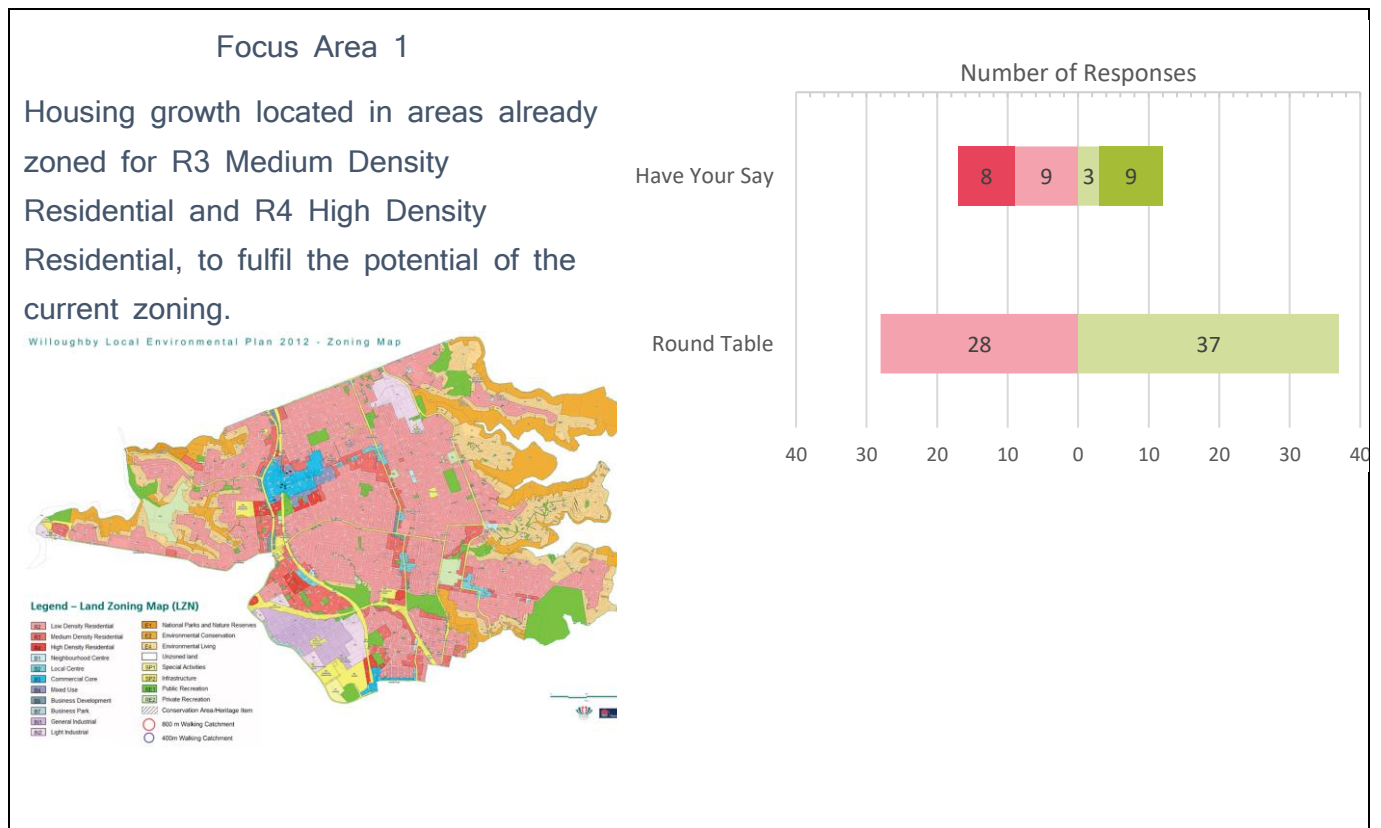
- Focus Area 1 related to housing in areas already zoned R3 and R4.
- Focus Area 2 about housing surrounding the Chatswood CBD.
- Focus Area 3 about whether additional housing should be located in proposed local centres.

Most email submissions about the Housing Strategy related to Focus Area 2. Issues raised in these submissions are provided alongside quotes extracted from HYS responses.

Focus Area 1

Participants in the HYS survey and round table events were shown the map in Figure 10 and asked how much they support Focus Area 1. They were then asked the reasons for their response.

Figure 10: Focus Area 1



Support for Focus Area 1 was mixed. When asked why participants supported the Focus Area 1, they said:

“Development of these current zonings will provide sufficient additional housing without needing to rezone additional land parcels.”

Those who did not support the Focus Area 1 said:

“Housing growth should be immediately suspended and not resumed for as long as it takes to complete expansion of capacity of existing public schools, public parks and off-street parking to extinguish congestion and restore amenity to the zoned areas.”

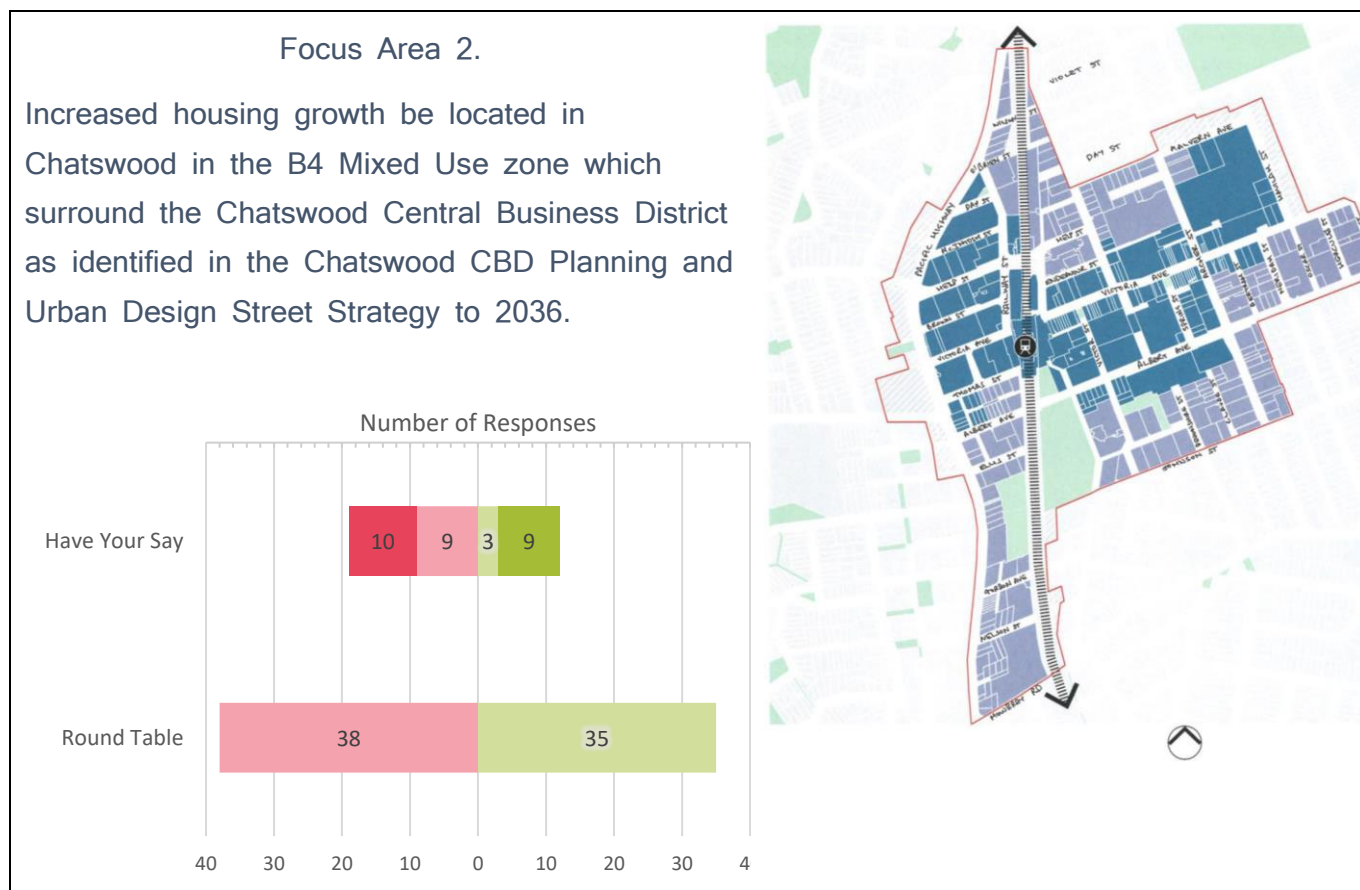
“Some of these R3, R4 zones are assigned over a decade ago, not necessarily the right suitability for today or next 10 years. Some of these zones should be reviewed, other R2 areas should be lifted.”

“Chatswood and surrounds already bares more than its fair share of high density.”

Focus Area 2

Participants in the HYS survey and round table events were shown the map in Figure 11 and asked how much they support Focus Area 2. They were then asked the reasons for their response.

Figure 11: Focus Area 2



Support for Focus Area 2 was also mixed. When asked if they supported Focus Area 2, participants said:

"Since building sites in Chatswood are in short supply, I support the new focus of increasing housing in a new mixed-use zone in Chatswood CBD, with extended boundary to Mowbray Road, as endorsed by Willoughby Council."

Those who did not support the Focus Area 2 said:

"The 30 storey height for buildings in Albert Street and Johnson Street areas are too high and will impact adversely on too many houses in the shadow of these buildings. There needs to be terracing of heights from the CBD (which should not be unlimited) cascading down to much lower levels, as get closer to Johnson Street."

Many of the email submitted about the Draft Housing Strategy objected to the proposed 90m height controls adjacent to the single storey conservation area. The need for transitional height

was also raised as a way to alleviate overshadowing and impact on the conservation area properties.

Feedback from the Chatswood East Progress Association

Chatswood East Progress Association expressed concern about proposed heights in the mixed use zoning area in Chatswood CBD across the road from R2 residential zoning. They said that they would be especially concerned if this area was to be part of the Heritage Conservation LEP and felt a 'buffer zone' should apply. Some streets were named in their submission as were the towers opposite the Police Station.

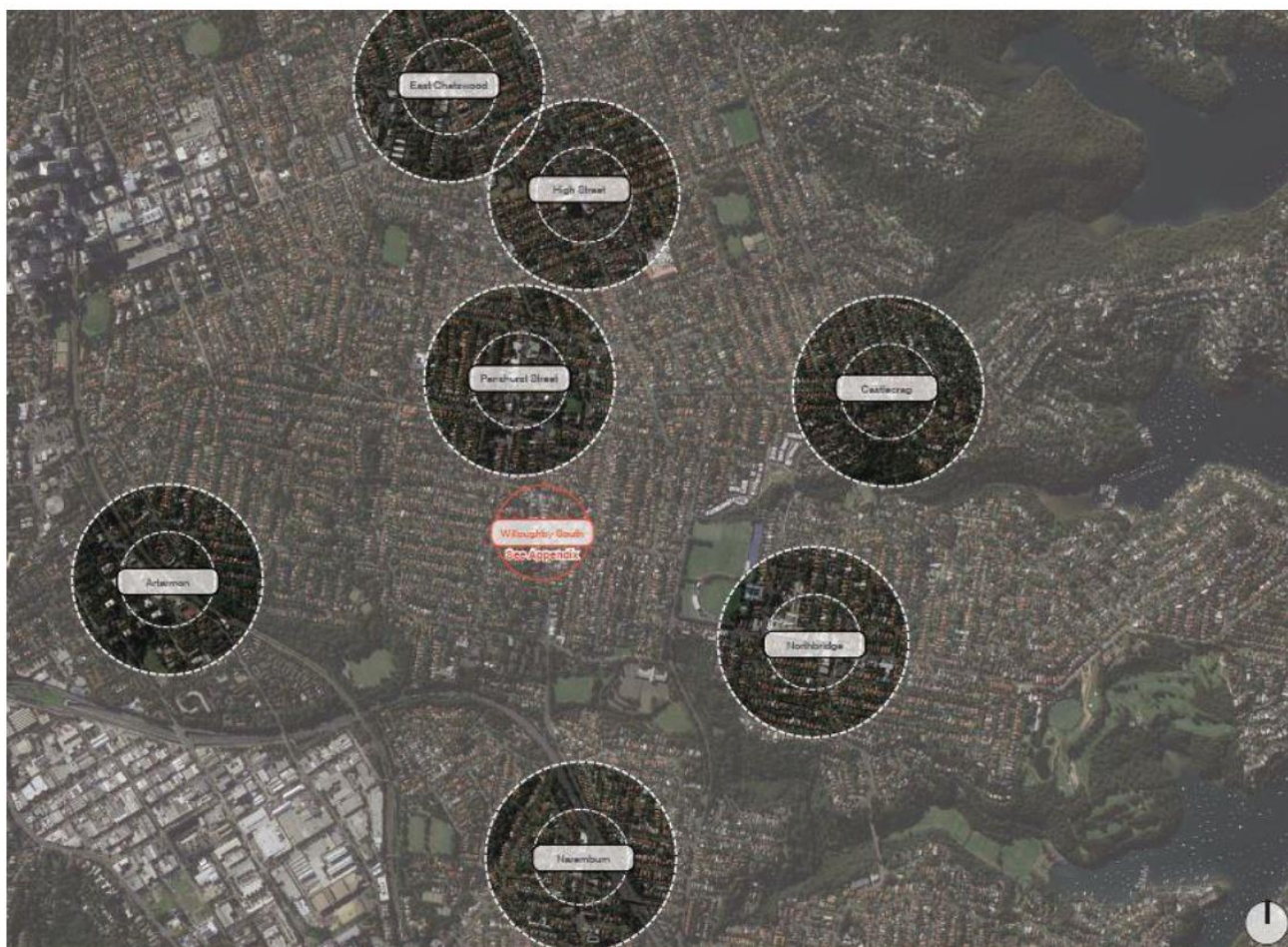
Focus Area 3

Participants in the HYS survey and round table events were shown the map in Figure 12 and asked how much they support Focus Area 3, and housing growth in the following Local Centres:

- Artarmon
- Northbridge
- East Chatswood
- Penshurst
- High Street
- Castlecrag
- Naremburn
- Willoughby South

Figure 12: Focus Area 3 Locations

Focus Area 3 - Do you support housing growth in the following Local Centres identified in the Draft Local Centres Strategy?



Participants in both the round table events and the HYS surveys were then asked how much they supported growth in each of the Local Centres in Focus Area 3.

Figure 13 Did participants support growth in the following areas

Did participants support growth in the following areas:



Note: * In the round tables, some participants did not specify which area they liked / disliked in Focus Area 3. These have been put in the Focus Area 3. This option was not available in the HYS survey

Participants in the Draft Housing Strategy round table events supported growth in Artarmon and Willoughby South. In all other areas, round table participants support for growth was mixed.

When asked why participants responded that way they said:

“Good opportunity to increase housing stock and meet housing targets close to transport and shops while revitalising the local centre.”

Most participants in the HYS survey for the Draft Housing Strategy did not support growth in any of the proposed areas, especially in Artarmon or Willoughby South. When these participants were asked why they did not support this growth, they said:

“8-10 Storey buildings are too high in proposed area and will impact adversely on the character of the area.”

Growth in East Chatswood was also unpopular with participants in this survey saying:

“The area is overburdened with traffic, both local, passing, and shopping. The proposals will see further imposition on all surrounding areas, severely adversely impacting existing residents and businesses”

However, when asked whether increased housing growth should be located somewhere else in Willoughby City not mentioned in the focus area locations 44% of participants said that it should not, 21% did not answer and 35% said yes.

Of those that said yes, West Chatswood / Chatswood West was the most popular choice. In response to the results of this Draft Housing Strategy HYS survey, an additional round table discussion was scheduled for West Chatswood.

Feedback from The Historic Houses Association of Australia

HHA do not support the rezoning and increased heights proposed up to the residential fringe / boundary of the heritage South Chatswood Conservation Area (SCCA) and said that the SCCA needed a buffer area. Their concerns include shadowing of heritage houses and gardens, the visual impact of high-rise, and loss of privacy due to overlooking apartments.

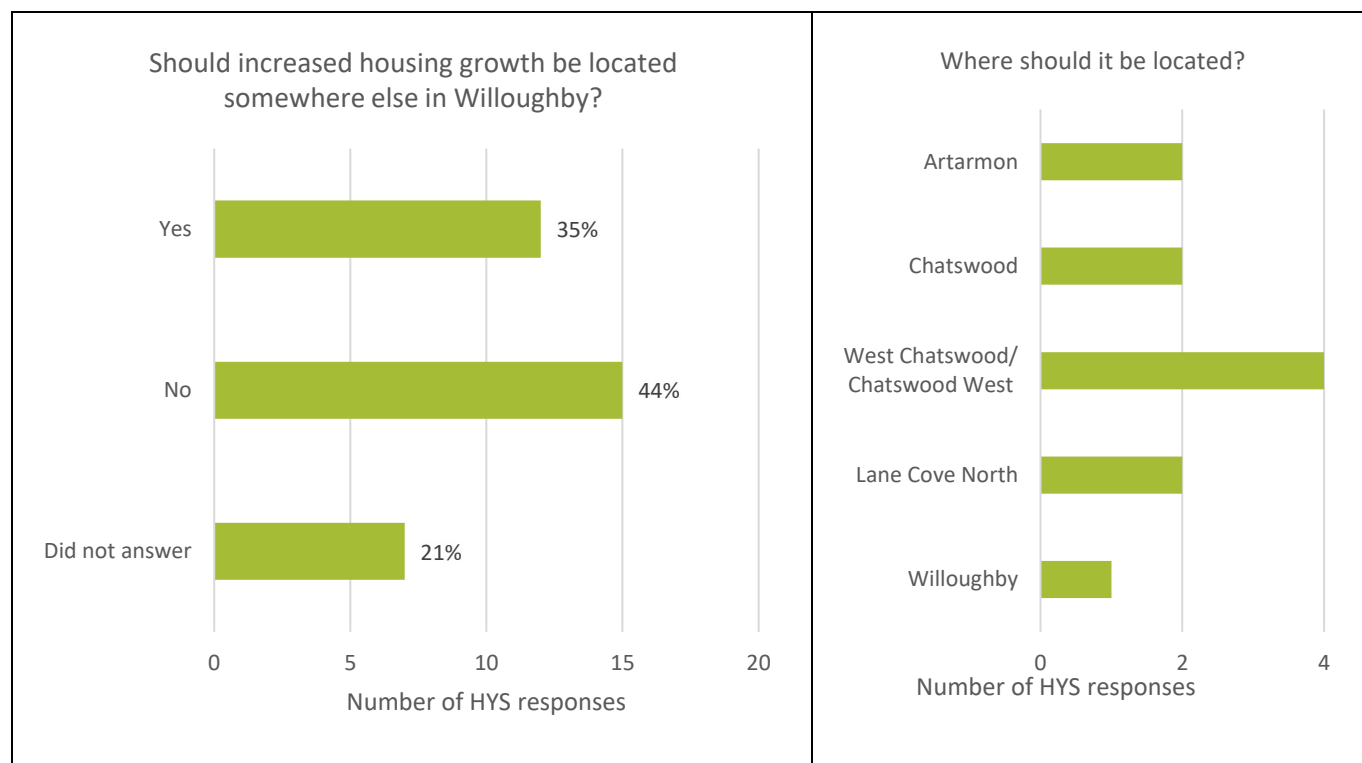
Feedback from The Willoughby District Historical Society and Museum

This group expressed concerns about the impact of heights, rezoning of buffer areas, hard edged planning approaches on the conservation area. The impact of shadowing on their property was also raised.

Other locations for additional housing

HYS participants were invited to suggest other areas for housing growth. Only 11 participants responded to this question. Four of these participants suggested West Chatswood, two suggested Lane Cove North, two suggested Artarmon, another two suggested Chatswood and one suggested Willoughby.

Figure 14: Proposed locations of housing growth



Conclusions

Participants said that they wanted density to be spread out across centres and a mix of open space, public domain and community hubs and employment options in centres.

Existing residents were concerned about the impact of heights on street scapes, residents, heritage value and the village atmosphere of centres. Many expressing their concern about shadowing.

Many participants also expressed concerns about the impact of density on infrastructure and traffic, and a few cited existing traffic issues. The tension between parking, cycle lanes and pedestrian access was also apparent among responses.

Feedback about the Draft Local Centres Strategy for Artarmon

Participants

74 people provided feedback about the Draft Local Centres Strategy for Artarmon. Of these people 34 participated in the HYS survey, 8 submitted emails and 37 attended a round table event.

Table 10: Number of participants for Artarmon

	Number of participants				Total unique participants
	HYS Survey	Emails	Round Table	Total	
Artarmon Local Centre	34 (excl. 2 duplicates)	8	37	79	75

Types of participants

Out of the 34 people who provided a submission about the Draft Local Centres Strategy for Artarmon using HYS almost 100% lived in the area. 79% of these participants had lived in the area for more than 10 years, 15% for 3-10 years and 6% for 1-3 years. 3% of these participants were property developers.

The Draft Local Centre Strategy for Artarmon was also of interest to people who did not reside in the area. Out of the 37 people who participated in the round table event 49% lived in the area, 38% shopped in the area and 57% owned a local business. 19% of these participants said that they were interested in developing their own properties.

91% of participants in the Have Your Say survey for Artarmon were aged between 35 and 69 years old, 59% were over 50 years old. 59% of these participants were female, 38% were male 3% did not specify their gender.

Out of the 34 people who provided a submission using HYS on this project, 38% said that they were not aware of or involved in any previous engagement about this project. 35% said that they had been engaged from the start of the process and 26% said that they were involved in the second phase of engagement.

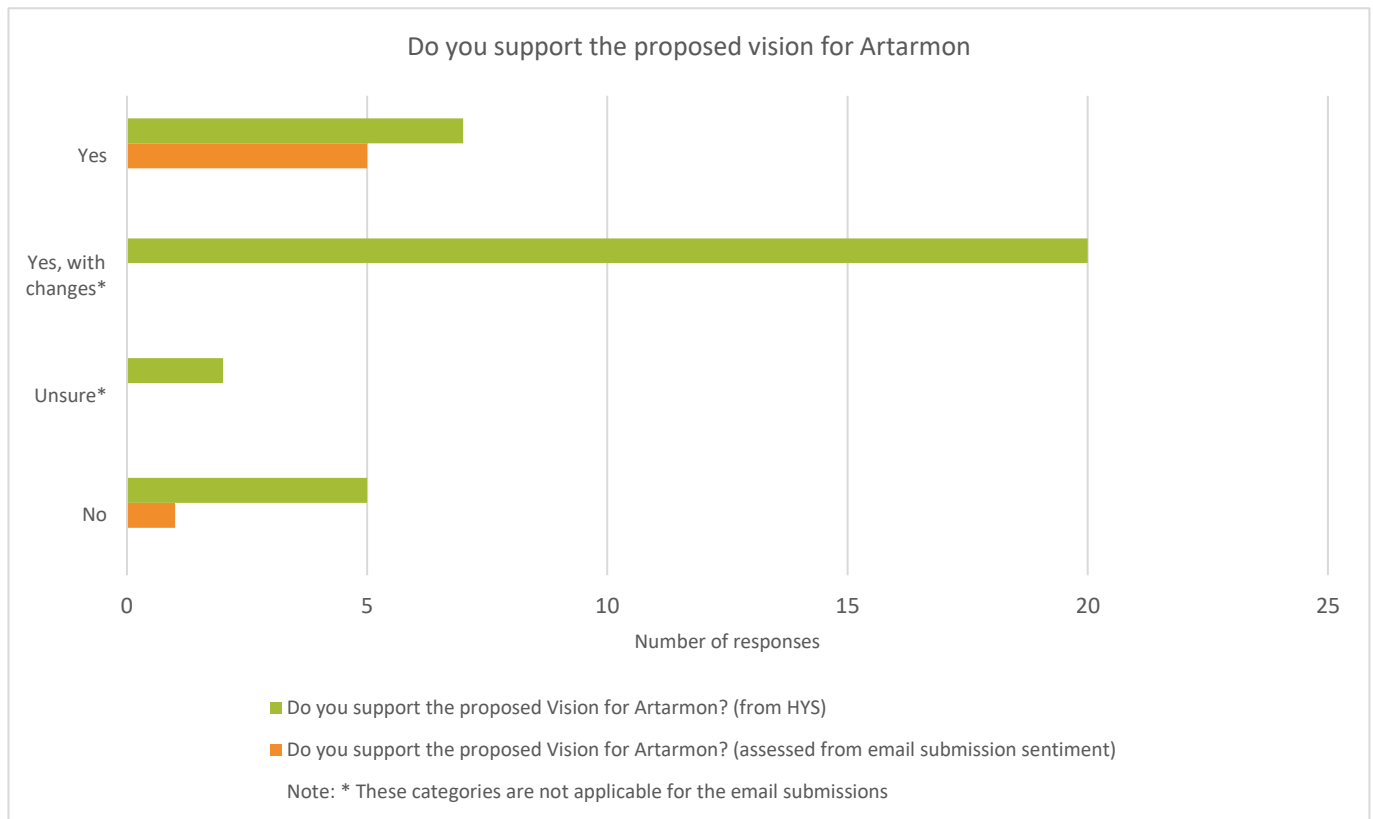
Figure 15: Types of Participants for Artarmon submissions



Proposed Vision

Out of the 34 people who participated in the HYS survey, 7 supported the proposed vision, 20 supported it with changes, 2 were unsure and 5 did not support the proposed vision for Artarmon.

Figure 16: Support for the proposed vision for Artarmon



The next HYS survey question offered participants the opportunity to detail the reasons for their response regarding the proposed Draft Local Centres Strategy for Artarmon. 29 of the 34 HYS participants provided more detail.

19 of the 20 people who supported the draft strategy with changes said that they would like to see:

- Reduced heights and do not allow shop top housing
- Traffic reduced on Hampden Road
- That the village atmosphere is retained / no loss of character and heritage, retain shopfronts
- Design, pedestrian walkways, streetscape appeal considered
- Extension of proposed development along Hampden Road up to the roundabout
- Rezoning to allow mixed development

Out of the 8 email submissions received, 5 participants supported the proposed changes and 1 participant was unsupportive of the proposed changes. Participants in support of the proposed changes wanted to see the area renewed but not at the expense of the character of the area or current commercial centre.

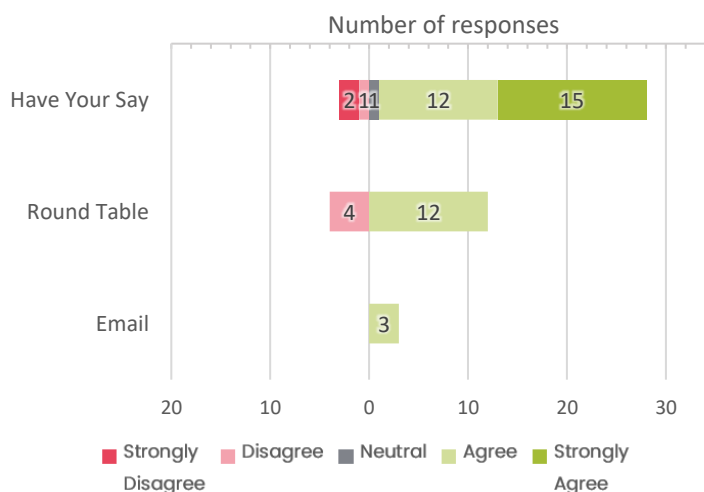
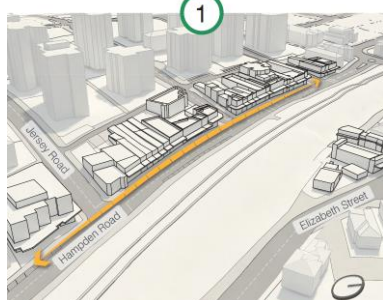
Key Ideas

Participants were asked to provide their feedback about 6 Key Ideas outlined in the Draft Local Centres Strategy for Artarmon. The following graphs show how many people agreed and disagreed with each idea. Where provided the reasons for these responses are also summarised below. Detailed responses on each of these key ideas has also been provided to the project team in a separate output.

Key Idea 1:

Improve public domain amenity
along the Western side of Hampden

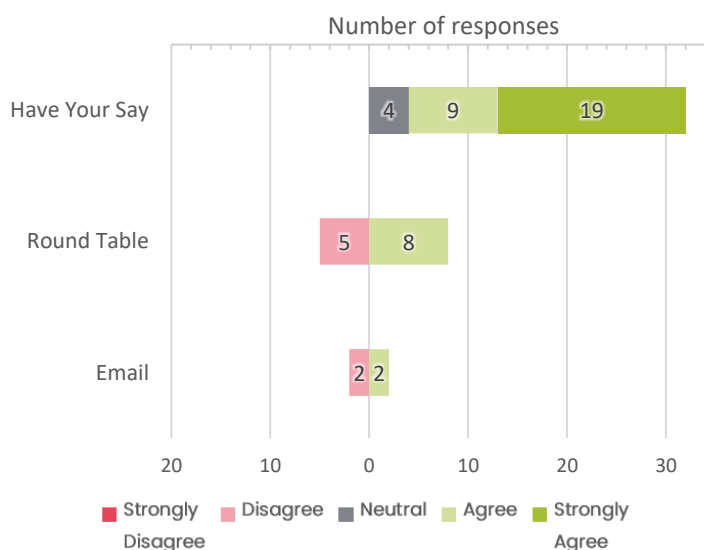
Road



Key Idea 2:

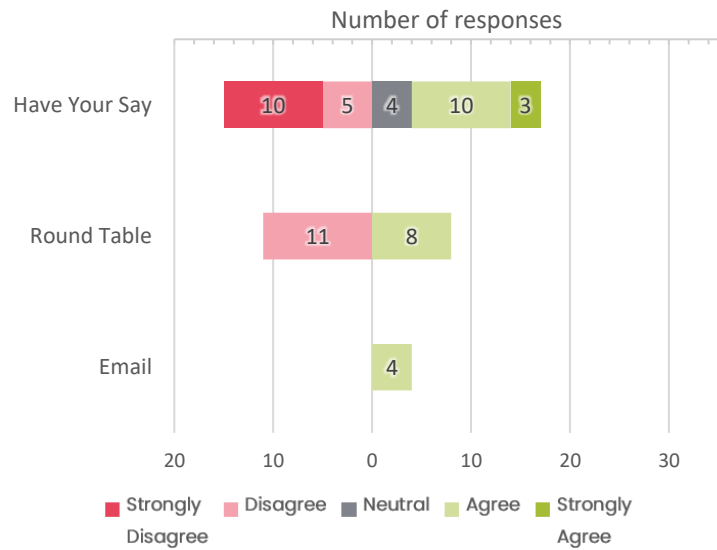
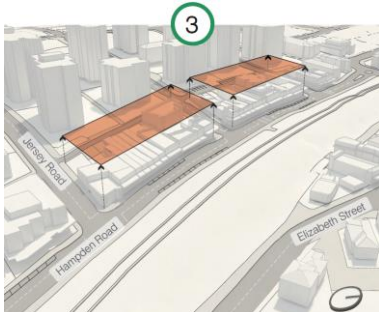
Maintain existing fine grain shop
fronts

Road



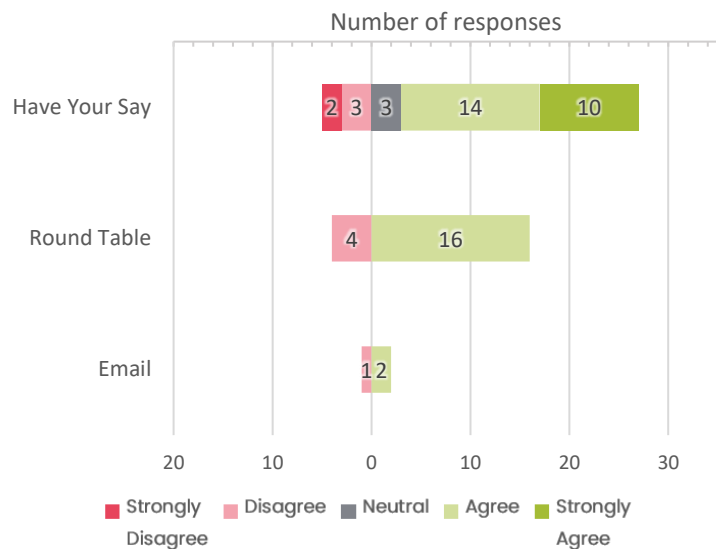
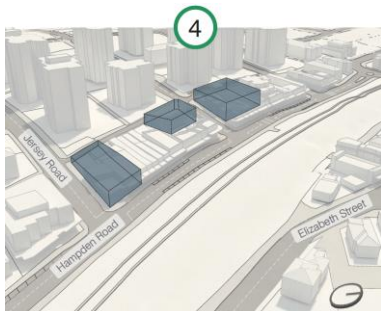
Key Idea 3:

Investigate opportunities to provide additional 'shop-top' residential apartments along Hampden Road



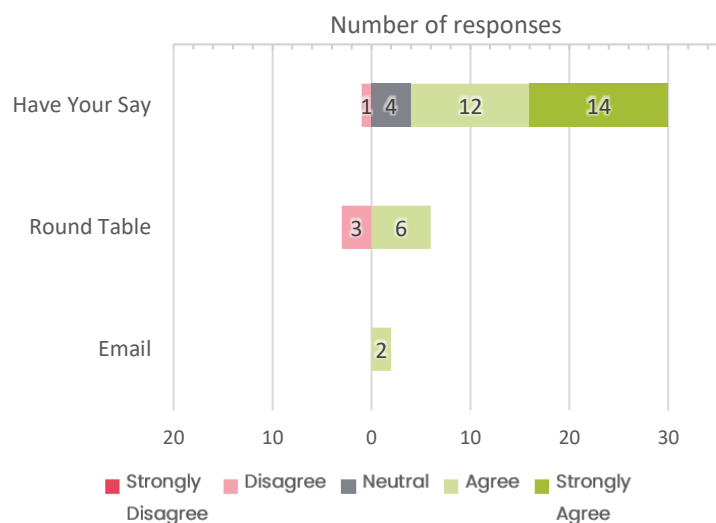
Key Idea 4:

Investigate potential sites for a small supermarket / grocery store



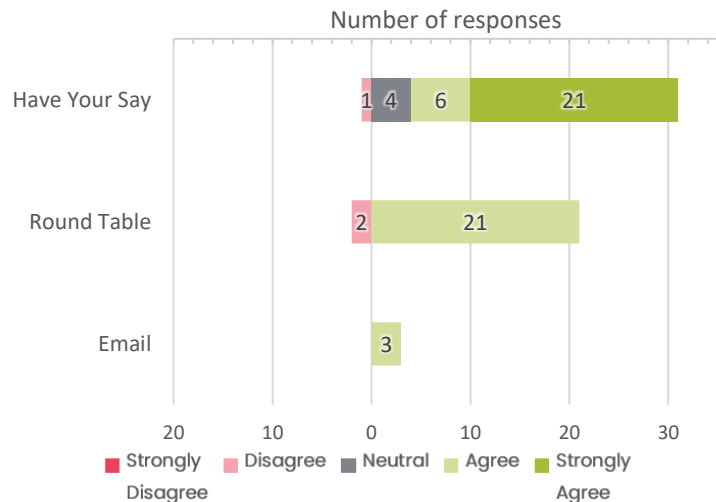
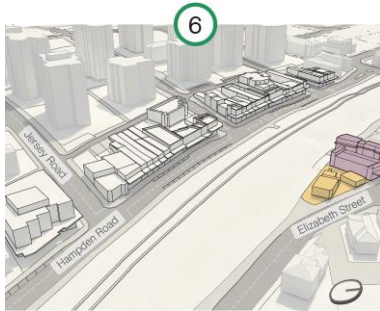
Key Idea 5:

Investigate pedestrian crossings and cycle access



Key Idea 6:

Maintain existing small-scale village character East of the railway line



Responses to the Key Ideas was generally positive from almost all participants with the exception of Key Idea 3 which participants had mixed views about. The village atmosphere and character of the area featured in many comments, and while many were keen to see the area 'refreshed' some raised their concerns about heights when responding to questions about Key Ideas.

"The 10 Storey tower is too high - 8 Storey towers maximum. The incorporation of features in street scape (round and fine features need to be incorporated into the design for an integrated look. All suburbs will look the same (a mono scape of glass/steel) unless good design and attention to fine detail is incorporated. The appeal of Sydney as a place to live and visit will be diminished - Melbourne and other cities have valued their heritage and the unique flavours or "villages"."

Almost all participants were supportive of Key Idea 6 which proposed maintaining the village character east of the rail line. Improvements to public domain along the Western side of Hampden Road proposed in Key Idea 1 were also well received but a few people wanted assurance that public domain wouldn't come at the expense of green space, nor impact the conservation zone and integrity of the area.

These participants said that:

"These are beautiful old buildings. I support internal renovations, but facades should be maintained. We locals love the heritage look of our village."

"I love the idea of a cafe pavilion in the Artarmon Village Green space. Artarmon would benefit from more cafes and restaurants. Anything to make the Hampden Road village look better would be great. I moved to Artarmon when the sidewalks were broken concrete. Today they are paved nicely with nice fencing. Any upgrade to this Style is welcome, including additional roadside plantings to enhance the village feel."

Key Idea 2 to maintain existing shop fronts was also well received with less than 5 participants against each of these ideas. Those against this idea felt that shop fronts should also be included in the proposed changes and that preserving existing façade should not come at the expense of improvements to the streetscape. For example, one participant said that:

"Remove the requirement to retain the fine grain shop front on the site. The architectural quality and condition of the existing shopfronts on the site are poor and have little value. They are isolated from the main shopping strip and make a limited contribution to the heritage character of the Artarmon town centre. Retaining the shop fronts would prohibit the renewal of the site."

Key Idea 5 which suggested investigating pedestrian and cycle access was also popular. For example, one participant said:

"The new pedestrian refuge island near the station lift was a good introduction, making crossing easier between the lights. The proposed layout looks even better for pedestrians."

Participants were not in agreement about Key Idea 3 and whether the area should have shop-top residential apartments. Responses both for and against the idea wanted restrictions placed on the height, suggesting that it should be reduced to 4 to 8 storeys instead of the 10 storeys proposed.

"This would make Artarmon look more like Chatswood or St Leonards. We want our small village feeling maintained."

"Yes, but only if the set-backs are mandatory, because otherwise this will ruin the Village character."

A participant who wanted to see shop top housing said that:

"I am for shop top housing within "reasonable" limits, which I consider to be the existing development at 110 Hampden Road, Artarmon. This is a best of both worlds limit which allows for the right type of properties to be built for the area's key requirements, whilst not jeopardising the amenity of surrounding blocks."

"This would assist many local residents, particularly elderly/disabled residents."

Several participants also suggested that this area should be mixed use not just residential. For example:

"Mixed use and residential uses will support a more compatible use and built form with the adjoining low to high density residential areas surrounding the site whilst Still

maintaining a level of local employment, more suitable to the demographic profile of the LGA."

While many participants were keen to get new shops, many were not sure that this should be a supermarket. Those in favour were excited about the convenience it would provide. Those opposed to it were worried about the impact on existing businesses or suggested different types of specialities stores like a butcher and small businesses that could service the community. This feedback is consistent with the view that this area should be mixed use. One participant said that:

"A proper supermarket would be wonderfully convenient, but would put some of the existing shops out of business."

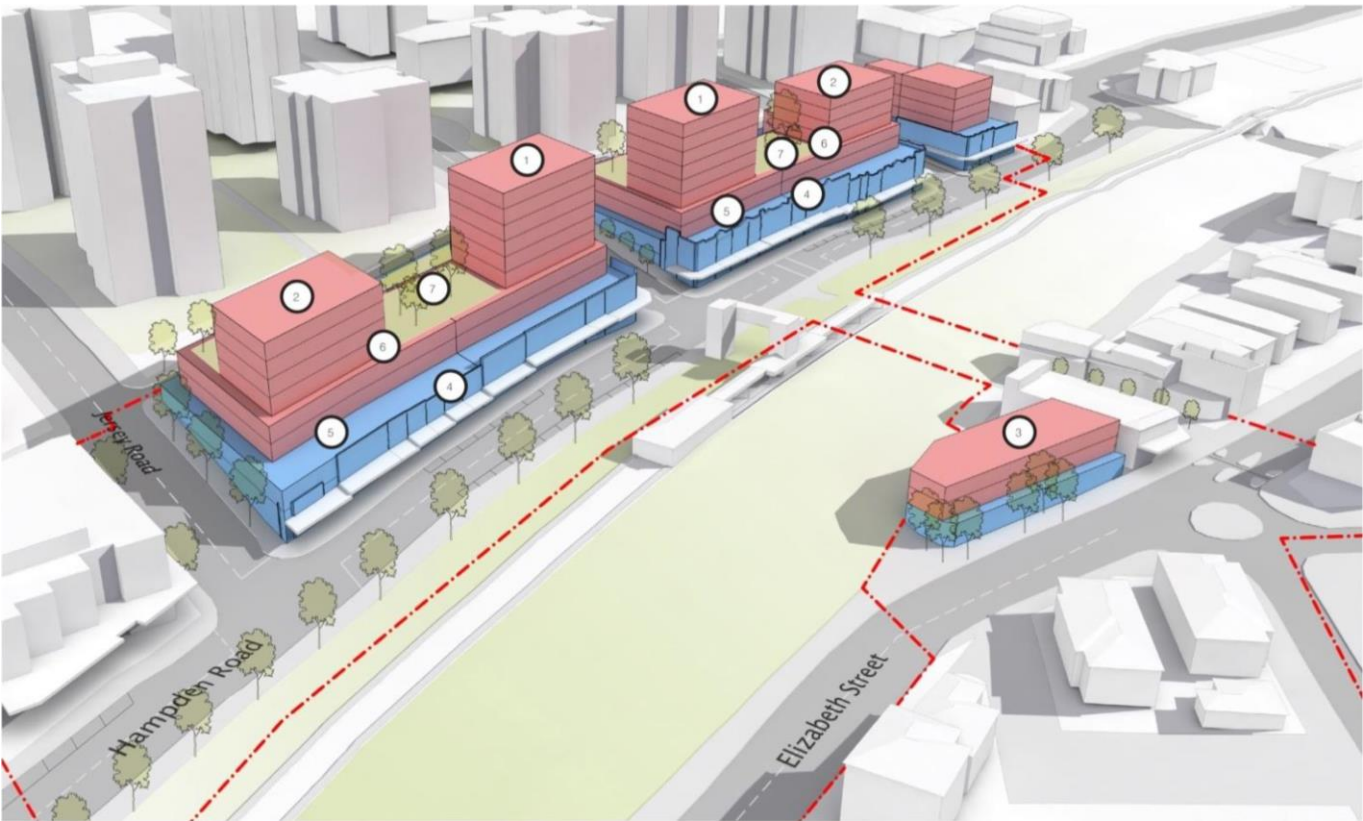
Scenario 4 and the Master Plan

Participants were shown an image illustrating the key recommendations of Scenario 4 regarding the Local Environment Plan (LEP) and Development Control Plans (DCP). They were also shown an image of the key features of the master plan.

Participants were then invited to provide feedback about each of the key recommendations and key features. The following graphs show the levels of support for each of these.

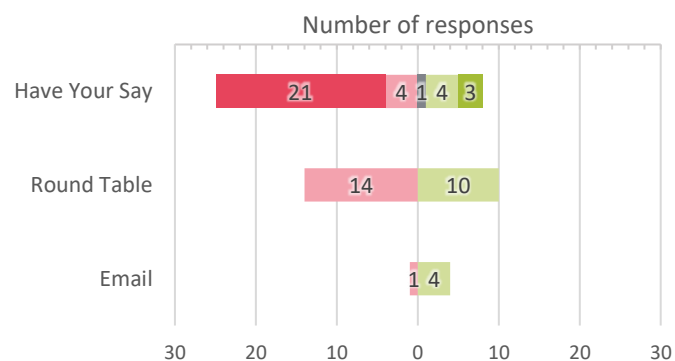
Comments from participants about each key recommendation and feature have been grouped and summarised after the graphs.

Scenario 4 recommendations



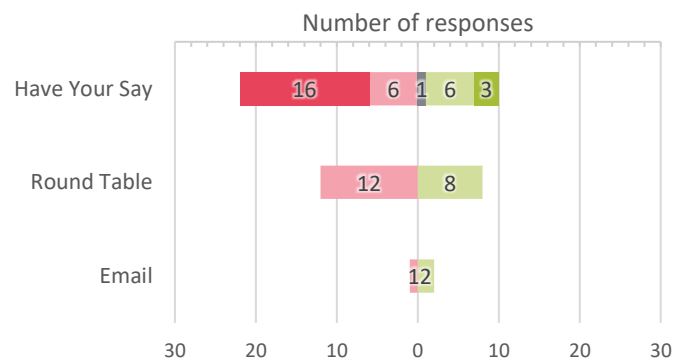
LEP 1 Increase heights up to 10 Storeys and FSRs up to 3.6:1 on amalgamated sites fronting Hampden Road and Broughton Road, close to the train Station.

Strongly Disagree Disagree Neutral Agree Strongly Agree



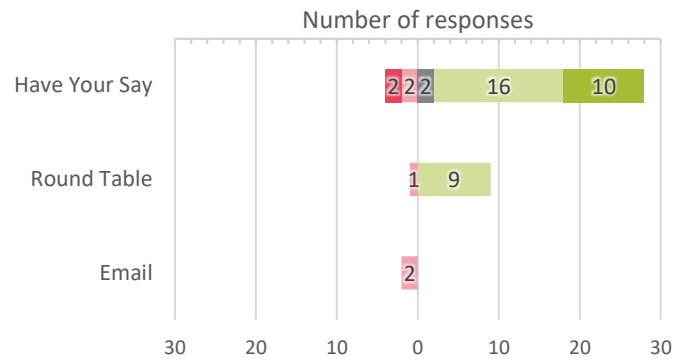
LEP 2 Increase heights up to 8 Storeys and FSRs up to 3.2:1 on amalgamated sites fronting Hampden Road, between Francis Road and Jersey Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree



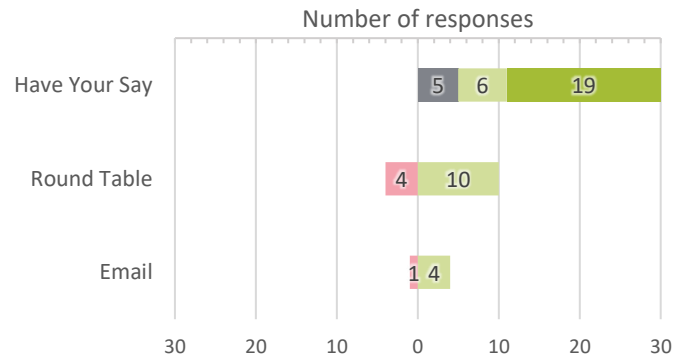
LEP 3 Maintain heights of up to 3 Storeys and an FSR of 1.3:1 on the library site. Ground floor uses to be community uses.

Strongly Disagree Disagree Neutral Agree Strongly Agree



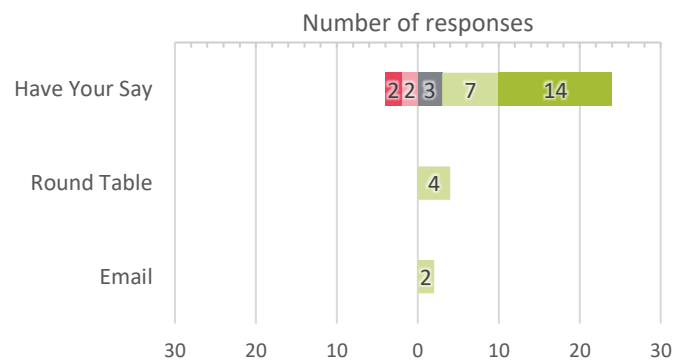
DCP 4 Retain and enhance the fine grain shopfronts and character along Hampden Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree



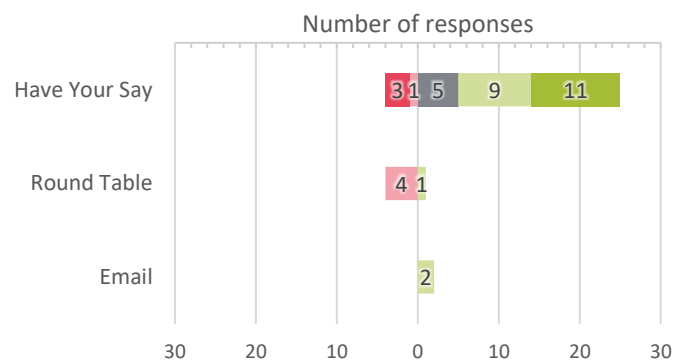
DCP 5 Require a minimum 8m podium setback (above 2nd Storey) to residential apartments fronting Hampden Road

Strongly Disagree Disagree Neutral Agree Strongly Agree

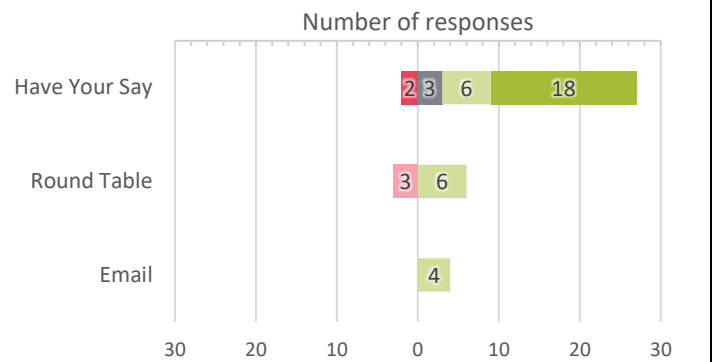


DCP 6 Additional 3m upper level setback to towers fronting Hampden Road and side Streets.

Strongly Disagree Disagree Neutral Agree Strongly Agree

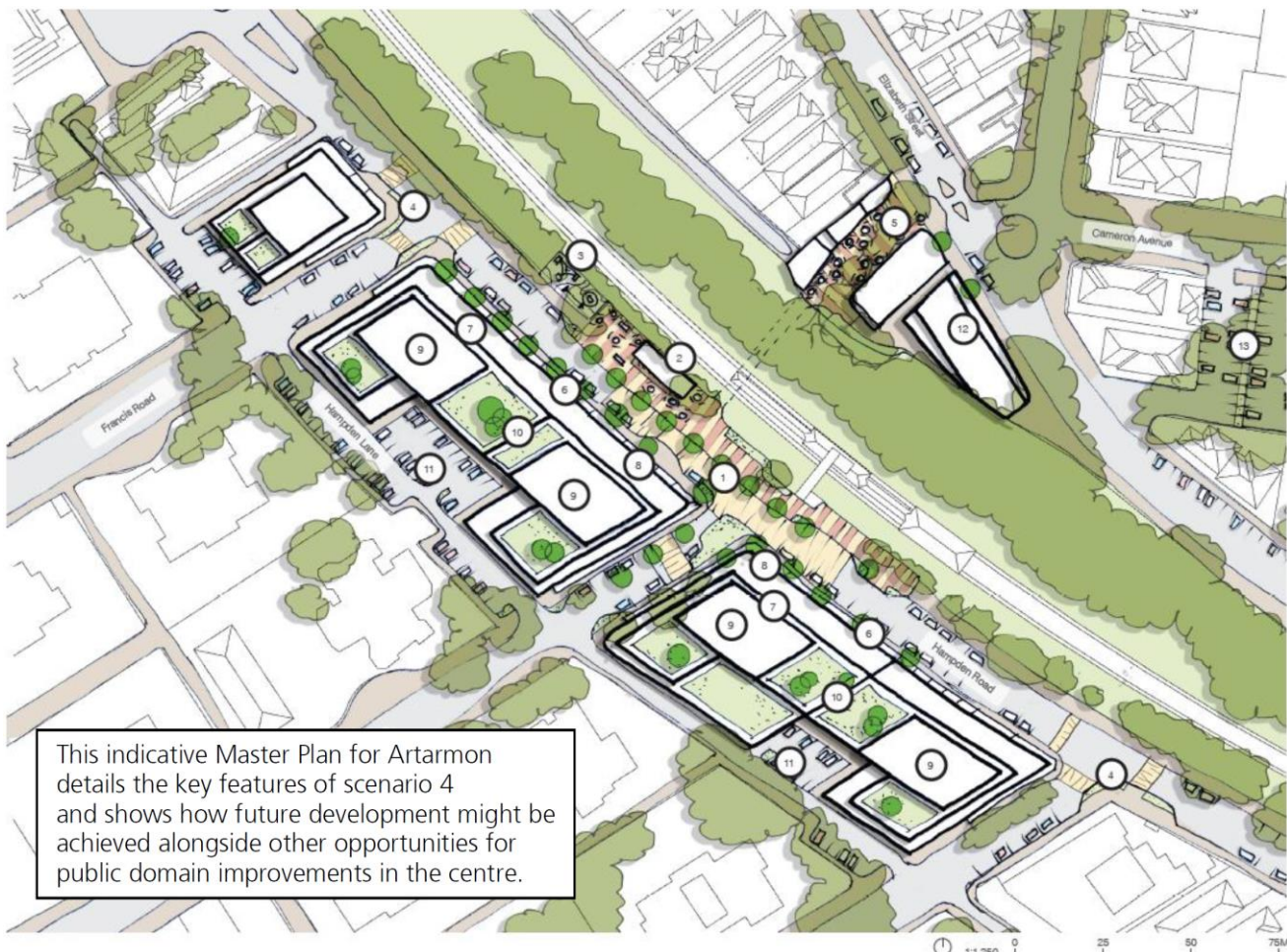


DCP 7 Ensure that building separation between towers is consistent with the separation between blocks to the West to maximise solar access, District views and open space opportunities.



Master Plan recommendations

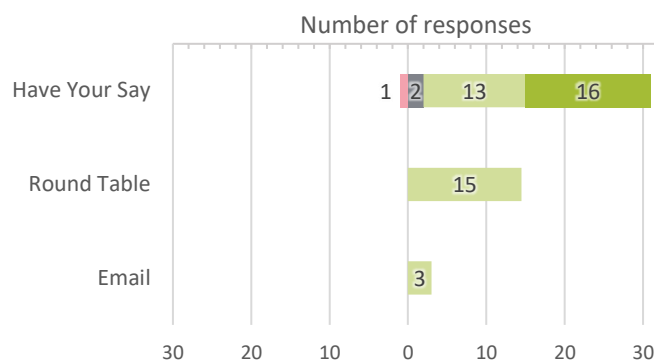
Participants were shown the following image and invited to provide feedback about the draft master plan for Artarmon.



The following graphs show the levels of support for the proposed changes outlined in the master plan. When asked why participants supported or did not support proposed changes to the master plan many repeated the same responses to questions asked about Scenario 4 saying “see response above”. Responses to all questions asked about the changes proposed in the master plan have been grouped and summarised in the text below these graphs.

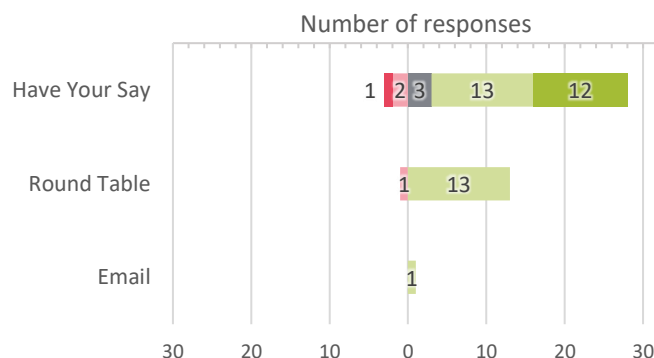
MP 1 Public domain and pedestrian improvements around the Station entry on Hampden Road and Broughton Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree



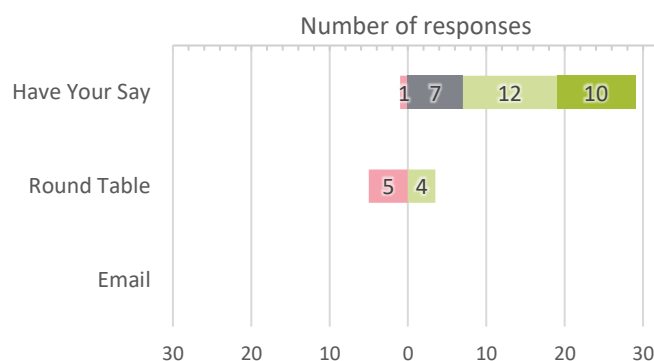
MP 2 Toilet, small cafe pavilion and cycle Storage.

Strongly Disagree Disagree Neutral Agree Strongly Agree



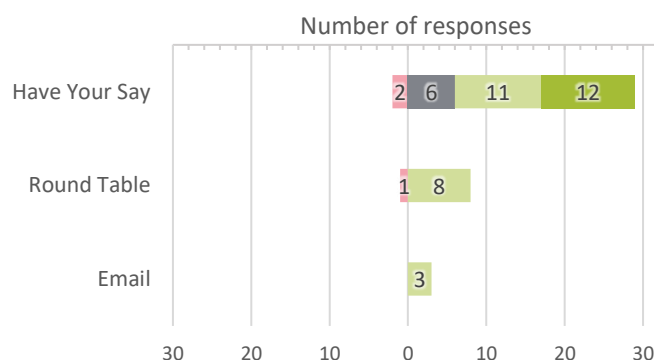
MP 3 Small plaza and play space next to pavilion.

Strongly Disagree Disagree Neutral Agree Strongly Agree



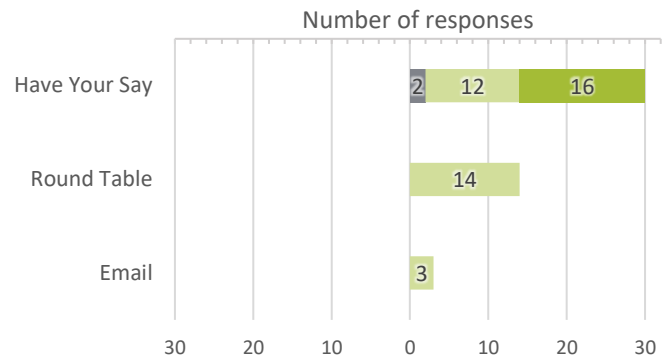
MP 4 Improved pedestrian desire lines with kerb blisters and thresholds to slow traffic.

Strongly Disagree Disagree Neutral Agree Strongly Agree



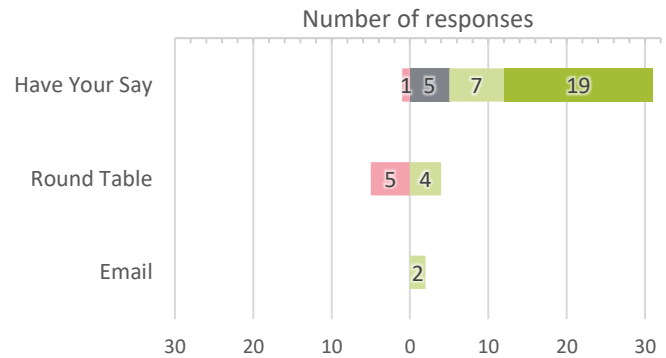
MP 5 Public domain improvements to Wilkes Avenue.

Strongly Disagree Disagree Neutral Agree Strongly Agree



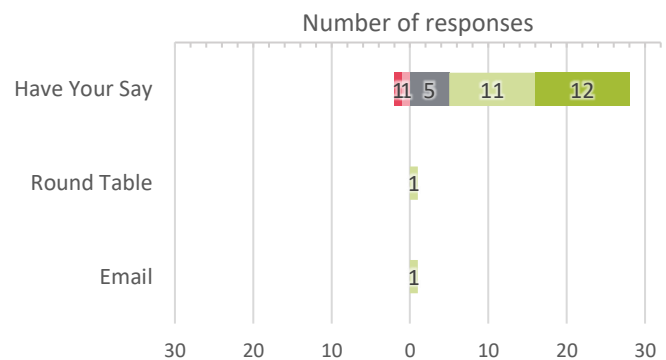
MP 6 Retention of fine grain shop fronts.

Strongly Disagree Disagree Neutral Agree Strongly Agree



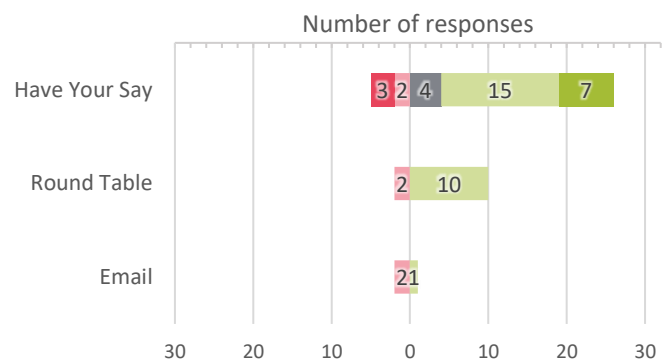
MP 7 2nd floor set back (8m) to minimise visual impact on Hampden Road

Strongly Disagree Disagree Neutral Agree Strongly Agree



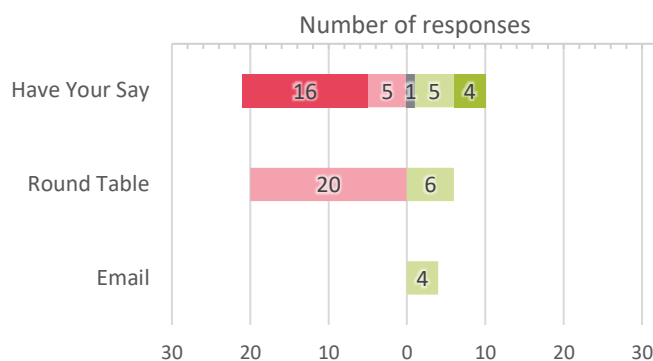
MP 8 Lot amalgamation to allow for a supermarket close to the train Station.

Strongly Disagree Disagree Neutral Agree Strongly Agree



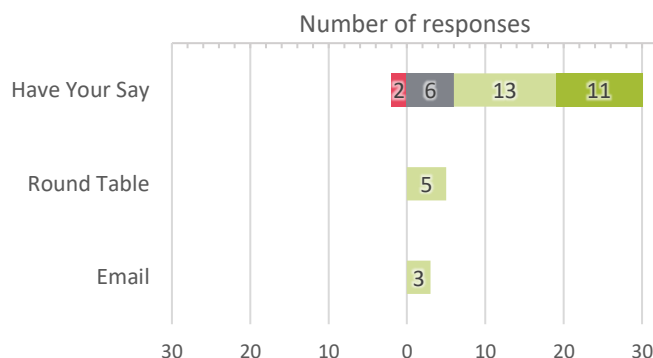
MP 9 Residential towers 8-10 Storeys with generous separation to maintain views and solar access.

Strongly Disagree Disagree Neutral Agree Strongly Agree



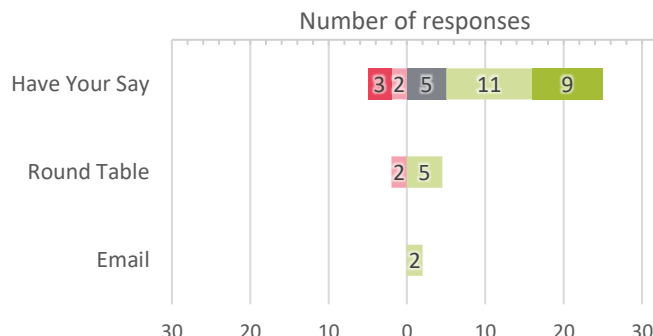
MP 10 Communal roof gardens/green roofs.

Strongly Disagree Disagree Neutral Agree Strongly Agree



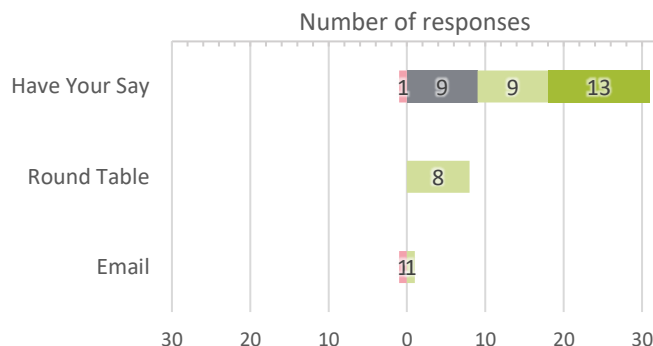
MP 11 Additional at-grade parking and access to basement parking from Hampden Lane.

Strongly Disagree Disagree Neutral Agree Strongly Agree



MP 12 Redevelopment of the library site could include new community space/centre at ground floor.

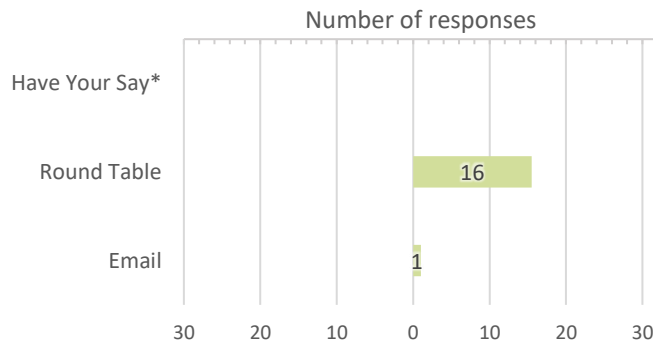
Strongly Disagree Disagree Neutral Agree Strongly Agree



MP 13 Retention of at grade car parking.

*Note: * This question was not asked in HYS*

Strongly Disagree Disagree Neutral Agree Strongly Agree



Feedback about Scenario 4 and Master Plan

Feedback about most of the recommendations proposed for Artarmon were generally very positive, but participants strongly disagreed or disagreed with the recommendations to allow the development of residential towers 8-10 storeys proposed in LEP1, LEP2 and MP9.

This lack of support for heights proposed was also reflected in responses to recommendations LEP 1 and LEP 2 which would allow heights of 10 storeys at Hampden Road near the trainline and 8 storeys on Hampden near Jersey and Francis Roads. When asked why participants said that they were not entirely opposed to development they just didn't like the heights being proposed.

"these heights are incredibly inconsistent with the desired objective of retaining character. More importantly in this proposal there is no consideration for traffic flow, and the pressure it puts on existing community infrastructure"

The redevelopment of the library and the 3 storey height and floor space ratio proposed at the library was more positively received with participants agreeing or strongly agreeing with recommendation LEP 3 and MP 12.

Participants liked recommendation MP10 which suggested communal roof and green roofs, however, for a few participants this support was conditional, stating:

"I like this idea, but without the additional heights proposed."

MP9 also received mixed responses given opinions about heights, despite many being in favour of the separation of towers to maintain views and solar access.

"I support separate towers spaced to provide open sight lines. Don't want to see a monolithic structure along the length of the block."

In keeping with this feedback, participants said that they liked the idea of setbacks most agreeing or strongly agreeing with recommendations DCP 5, DCP 6 and MP 7.

Almost all participants agreed or strongly agreed with the proposed changes to public domain and improvements to safety at the entry to the station in recommendations MP 1 and MP 5. Participants also agreed with the amalgamation of the lots close to the train station to allow for a supermarket.

Most participants also agreed or strongly agreed with the recommendation to retain fine grain shop fronts proposed in recommendation MP6, except for a few who attended the Artarmon round table event. They said:

"The shop fronts are not heritage so not necessary to retain"

Almost everyone who participated liked the idea of a toilet, café and cycle storage area proposed in recommendation MP 2, but a few participants did not like the suggestion of a plaza and play space next to the pavilion in recommendation MP 3.

Recommendation MP4 to slow traffic with kerb blisters, improving pedestrian desire lines was well received as was recommendation MP11 which suggested the retention and addition of at grade car parking.

Conclusion

Participants generally agreed with the proposed vision, particularly the Key Ideas proposed, but many were concerned about some of the heights being recommended.

Most were keen to see the area refreshed but wanted to see the village atmosphere and character of the area retained. Many participants also said that they wanted a more attractive street scape but most were not wedded to existing façade. Some participants were even concerned that the façade would be protected at the expense of development.

Almost all participants agreed with recommendations suggesting the redevelopment of the library site and recommendations about increased housing around the train station were popular. A few participants also said that they would like to see more dual occupancy in the area. Several participants wanted to see mixed use development in the area but there were mixed views about whether this should include a supermarket.

Recommendations about additional public domain, better use of green space and pedestrian and cycle ways were well received.

Feedback about the Draft Local Centres Strategy for Castlecrag

Participants

186 unique participants provided feedback about the Draft Local Centres Strategy for Castlecrag. Of these, 155 participated in the HYS survey, 35 submitted emails and 23 attended a round table event.

Table 11: Number of participants for Castlecrag

	Number of participants				Total unique participants
	HYS Survey	Emails	Round Table	Total	
Castlecrag Local Centre	155 (excl. 10 duplicates)	35	23	213	186

Types of participants

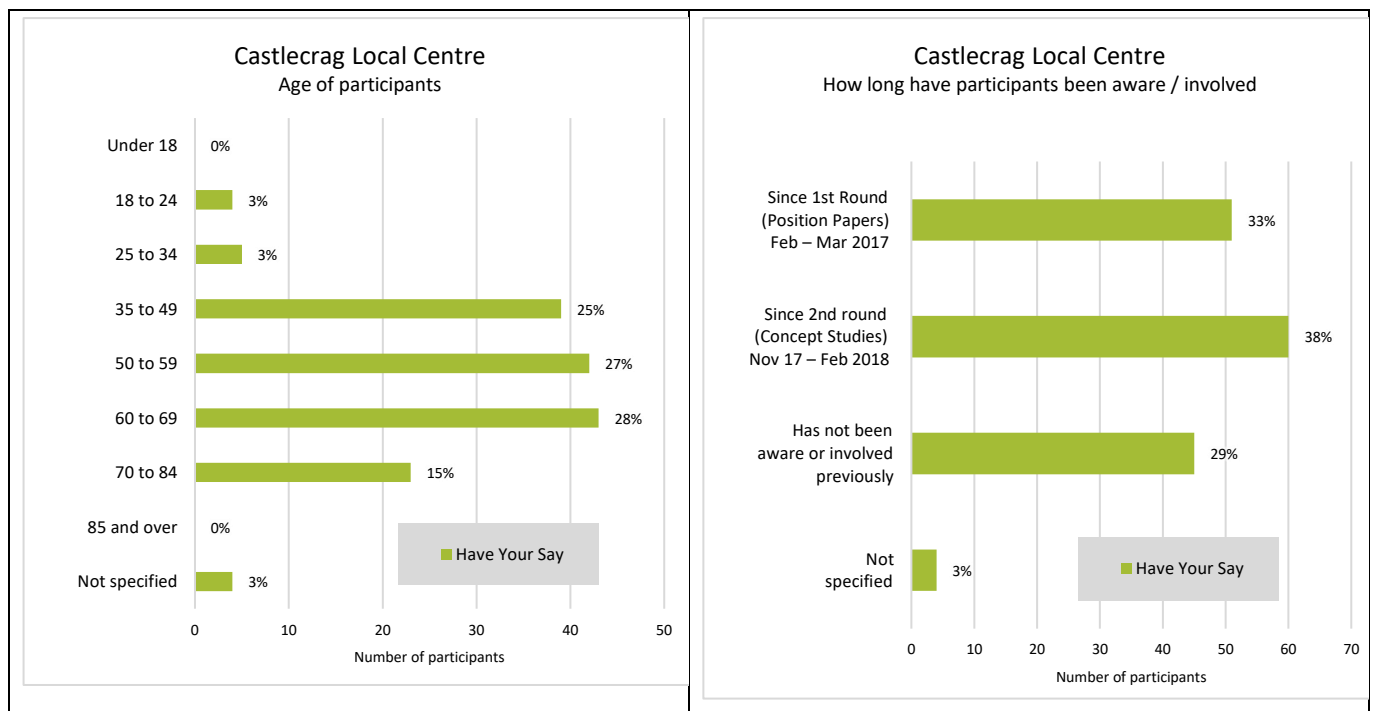
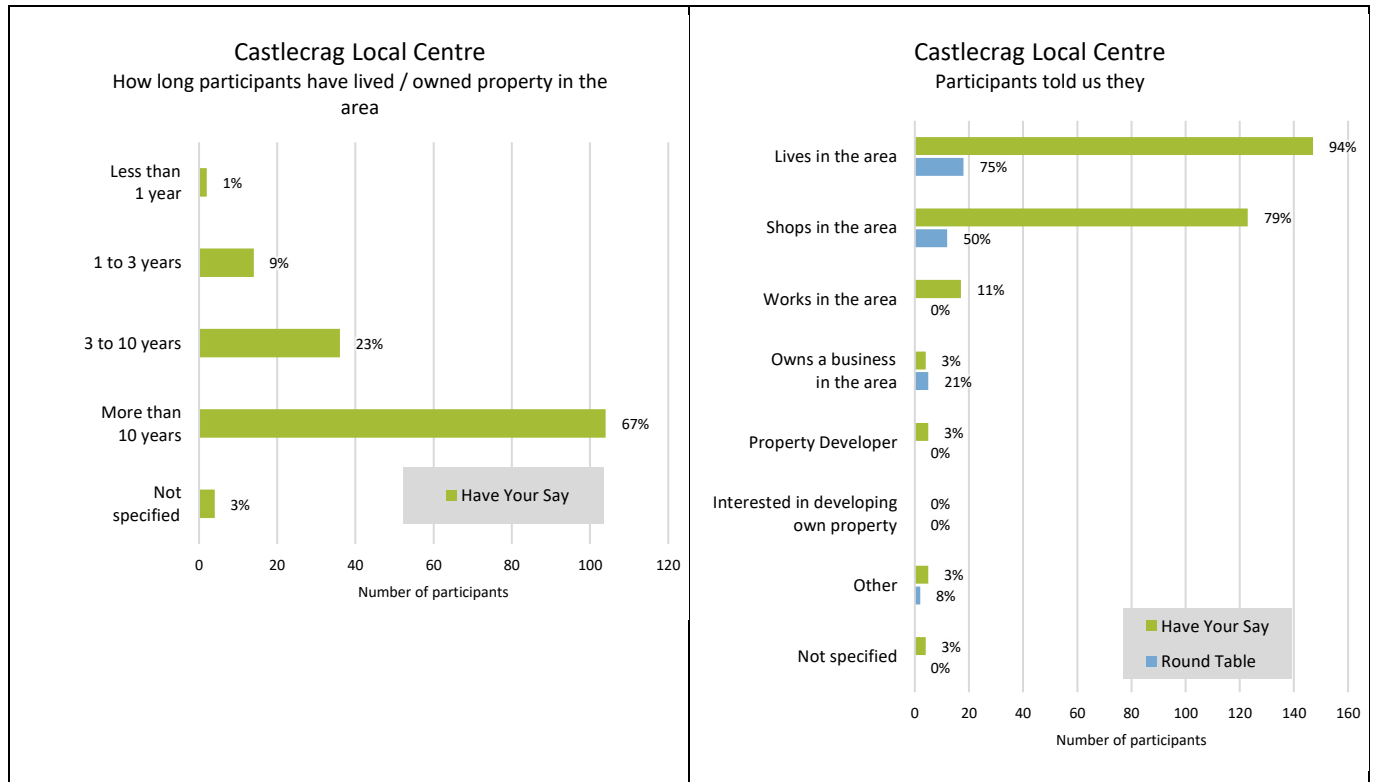
Out of the 155 participants who provided a submission about the Draft Local Centre Strategy for Castlecrag using HYS survey 94% lived in the area. 67% of these participants had lived in the area for more than 10 years, 23% for 3-10 years and 9% for 1-3 years. 3% of HYS participants were property developers.

The Draft Local Centre Strategy for Castlecrag was also of interest to people who did not reside in the area. Out of the 23 people who participated in the round table event 75% lived in the area, 50% shopped in the area and 21% owned a local business. None of these participants were interested in developing their own properties.

70% of HYS participants told us that they were over 50 years old, 28% told us that they were 18 - 34 years old. 45% of these participants were male and 50% female, 5% did not specify their gender.

Out of the 155 of people who responded to the HYS survey for Castlecrag, 29% said that they were not aware of or involved in any previous engagement about this project. 33% said that they had been engaged from the start of the process and 38% said that they were involved in the second phase of engagement.

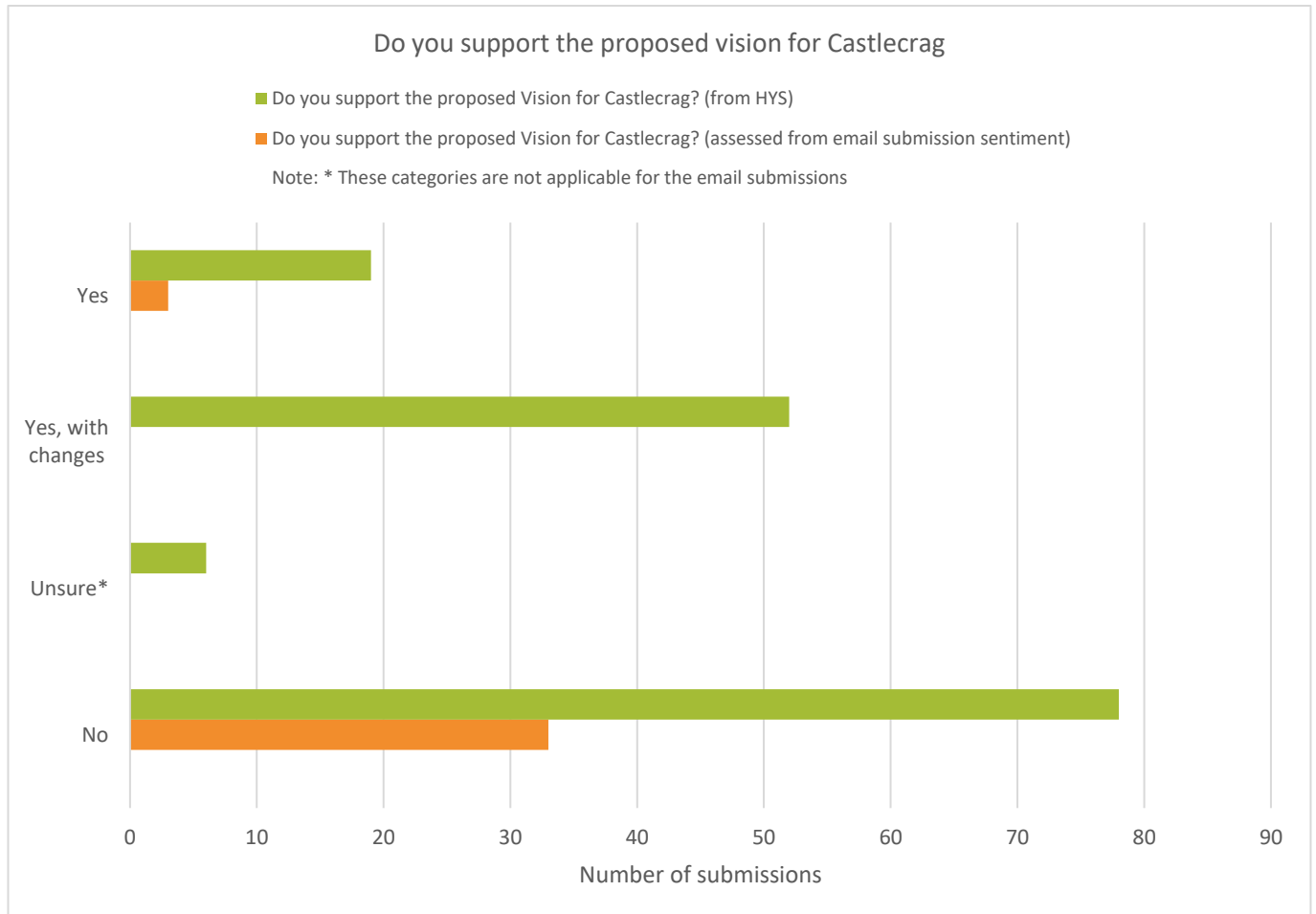
Figure 17: Types of participants for Castlecrag submissions



Proposed Vision

Out of the 155 people who submitted a HYS survey 19 supported the proposed vision, 78 did not, 6 were unsure and 52 supported it but with changes.

Figure 18: Support for the proposed vision for Castlecrag



The next HYS survey question offered participants the opportunity to detail the reasons for their response regarding the proposed Draft Local Centres Strategy for Castlecrag. 135 of the 155 HYS participants provided more detail.

All 52 people who supported the draft strategy with changes provided more detail. They said that they would like to see:

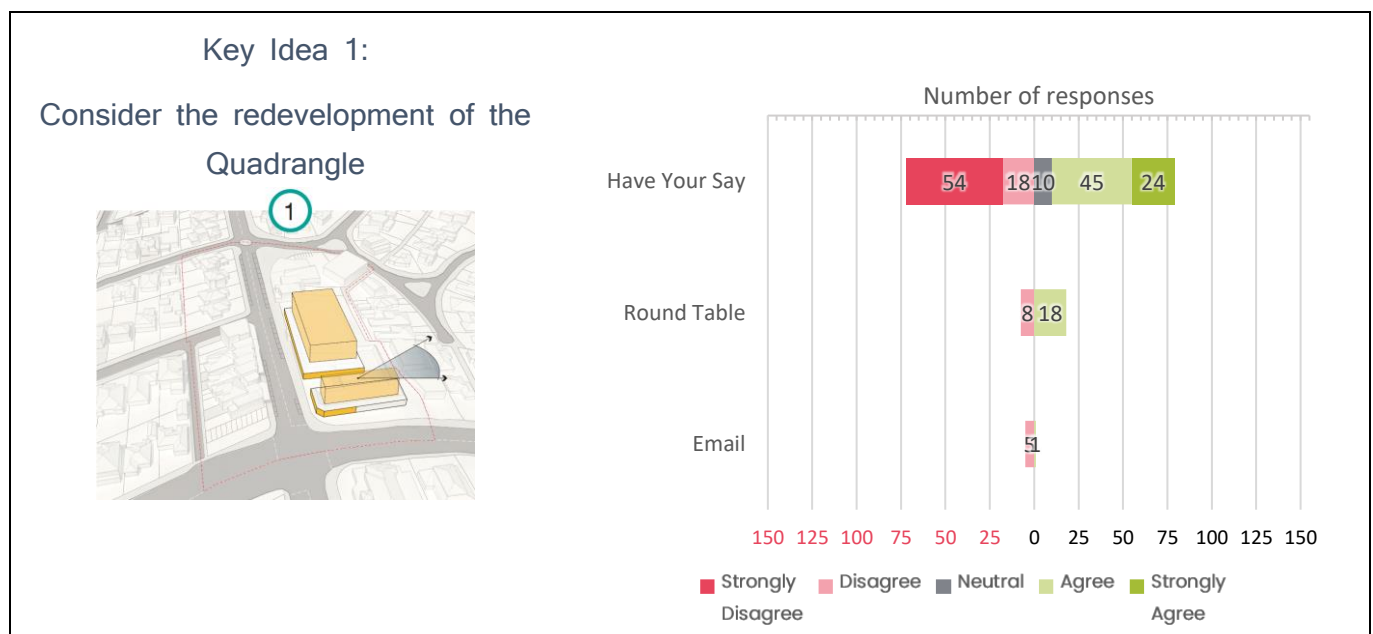
- Height restrictions to two, three or four stories
- The character of the area enhanced and strengthened
- Preservation of Walter Burley Griffin's legacy
- Car parking included and existing traffic issues addressed
- Sun access for the south side of dwellings

- More affordable housing for people who want to downsize
- Limited apartments for the quadrangle
- Buildings with generous setbacks

Responses received through the 35 email submissions echoed these sentiments, with 3 participants supporting the proposed changes and 31 emails not supportive of the proposed changes. The heights proposed and the impact on conservation area, heritage values and character of the area were the main concern raised in these submissions.

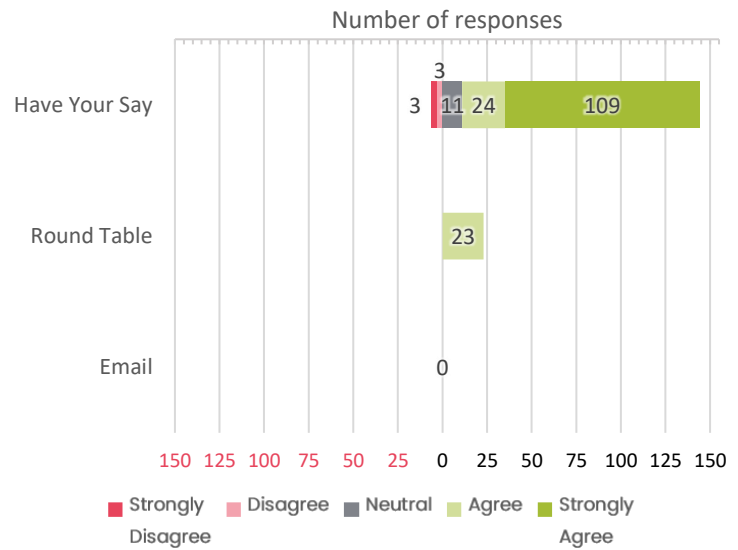
Key Ideas

Participants were asked to provide their feedback about the 6 key ideas outlined in the Draft Local Centres Strategy for Castlecrag. The following graphs show how many people agreed and disagreed with each idea. Where provided the reasons for these responses are also summarised below. Detailed responses on each of these key ideas has also been provided to the project team in a separate output.



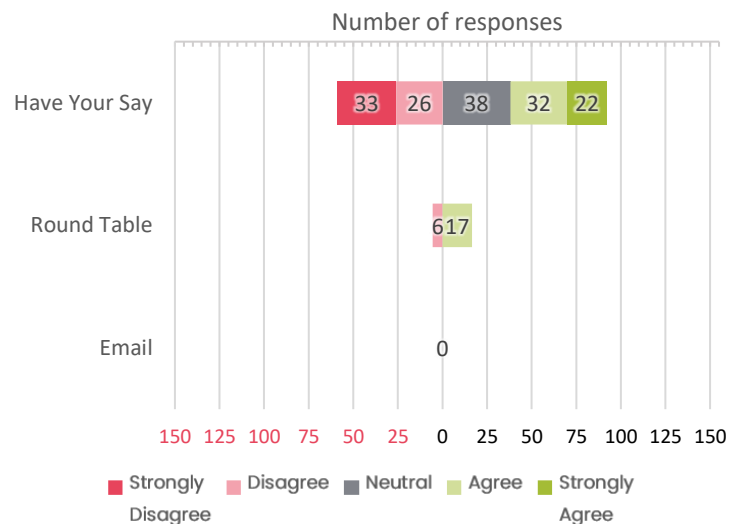
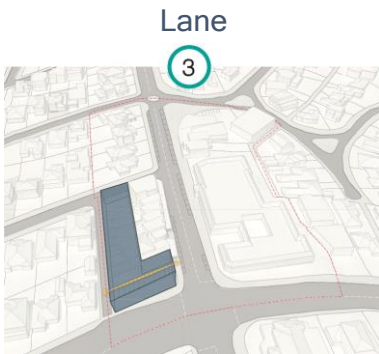
Key Idea 2:

Retain existing mature tree canopy



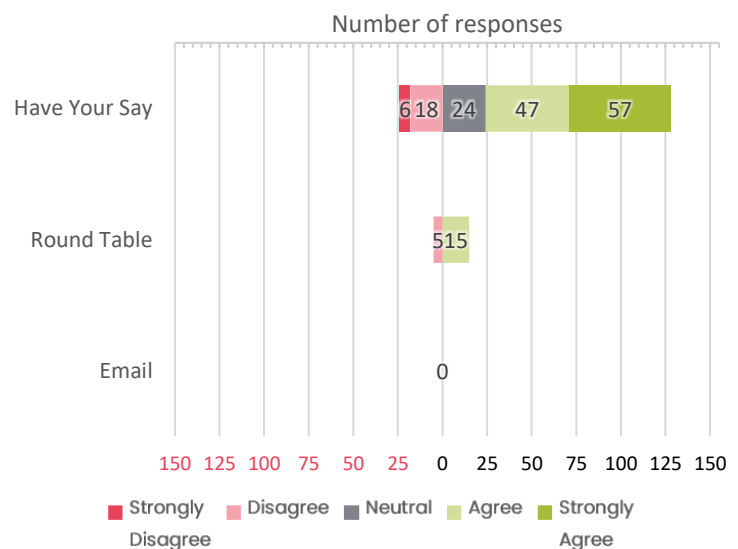
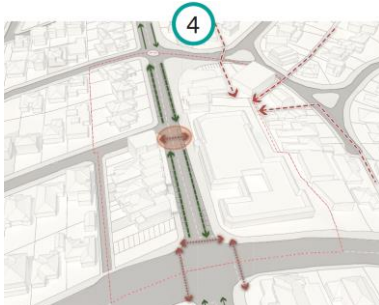
Key Idea 3:

Investigate potential to redevelop residential properties on Chandler Lane



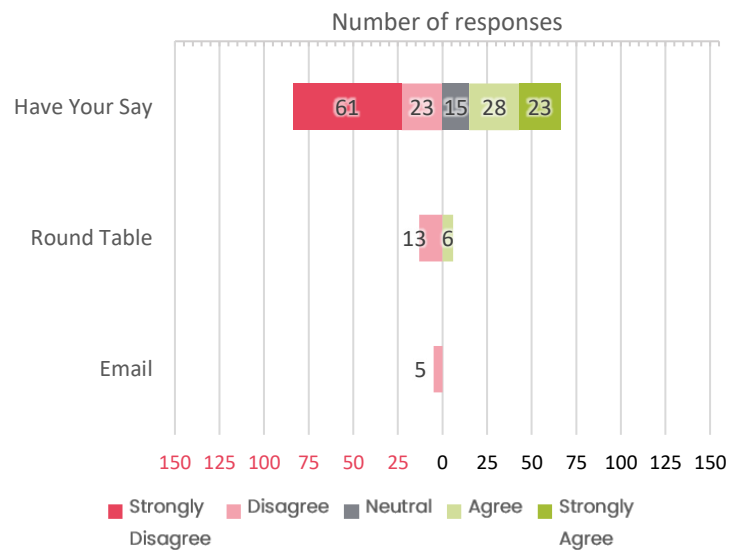
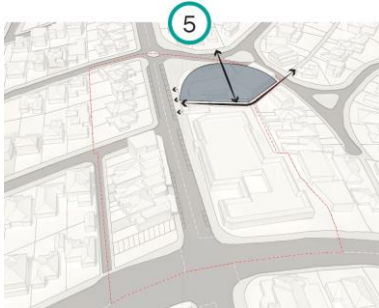
Key Idea 4:

Improve pedestrian and cycling conditions



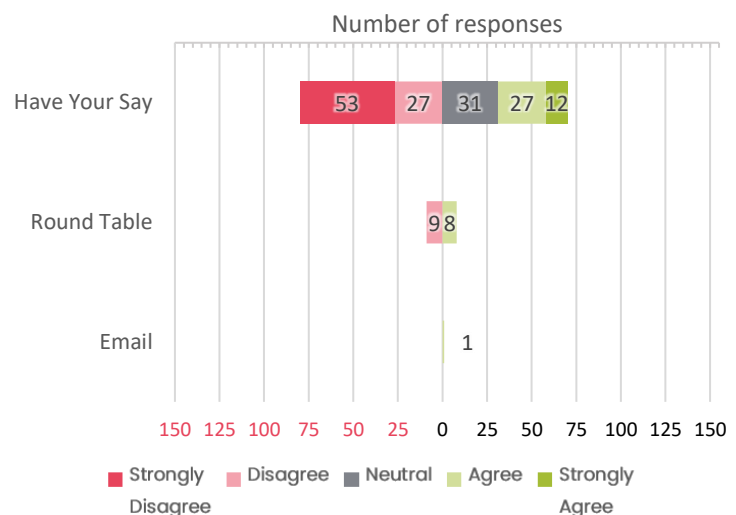
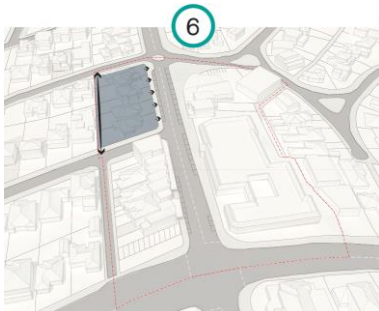
Key Idea 5:

Consider the redevelopment potential of the Griffin Centre and the office block at 3 The Postern



Key Idea 6:

Consider future development of adjacent residential properties on Edinburgh Road



Almost everyone who provided a submission about Castlecrag commented on the suggestion to redevelop the Quadrangle and opinions varied widely.

Those in support of the idea believe that the area is “tired and unprofitable”. For example:

“many of the current buildings are old and tired. Most local businesses are struggling and many are commercially not viable. Here is an opportunity to think forwards, not backwards. Now is a time to acknowledge Willoughby's need for affordable housing; to finally provide medium density accommodation for local downsizers who have always had to move elsewhere; to increase population density on bus routes so that more regular services are economically feasible and cars aren't always used.

Almost all submissions (whether agreeing and disagreeing with the idea) want restrictions placed on the height. The height restriction suggested by participants ranged from 2 to 4 storeys with 3 storeys the most popular response. For example, one participant said:

“I agree with the redevelopment of the quadrangle to include residential, however if it’s going to be 5 levels (I think 3-4 levels is a more appropriate scale) should be more sympathetic to Castlecrag’s heritage and tiered levels, more set back from the street.”

The reason for the opposition to the 5 storeys included:

- Over shadowing
- Inconsistent with the Griffin Suburb’s heritage / Not in character with the area
- Parking
- Demands on infrastructure

Almost all participants felt that retaining the tree canopy was essential. Participants said that the canopy improves the appearance of the area, is in keeping with the heritage, and provides a wind break, shade and privacy. For example, a participant said:

“This is an important part of the character of Castlecrag and the vision of Walter Burley Griffin”

A few submissions indicated that some trees were unhealthy trees and may need removal. Several wanted more trees with a mixture in the age so that unhealthy trees could be replaced when / if they needed to be removed. Several participants were however concerned about making the area too shady.

The few opposed to retaining the existing mature tree canopy were concerned that trees would impede development, provide too much shade in winter or drop dead branches and leaves all year round.

There is mixed support for the suggestion to investigate the potential redevelopment of the residential properties on Chandler Lane. Those supportive felt that the location was suitable site for redevelopment because it is outside the conservation area, has a northern aspect and has good access from Eastern Valley Way. Those opposed to the idea outlined concerns regarding:

- Traffic / Parking issues
- Over shadowing
- That the lane way is very narrow

Submissions both disagreeing and agreeing with the idea wanted restrictions placed on the height, suggesting height restrictions ranging from 1 to 3 storeys instead of heights proposed.

A few participants also wanted to see the existing shopfronts maintained.

“The individual nature of these small shops and frontages must be retained. They give the shopping area unique charm and character. Any redevelopment must not allow large new massing on this site. It is quite unnecessary to flatten and redevelop buildings of this nature.”

The area north of Chandler Lane was suggested as an area for potential redevelopment in a couple of submissions with participants saying that:

“The properties to the immediate North of Chandler lane have the potential to be redeveloped to provide a natural progression from single use residential lots to medium density housing, such as smaller terrace houses up to three floors. This will allow the built form to transition from 4 floors along Edinburgh Road to three floors on the north side of Chandler lane. New entrances to houses, front gardens and footpaths on Chandler lane serving terrace style houses would serve as a much-needed upgrade to an otherwise tired laneway.”

Most participants wanted to see improvements to pedestrian and cycling conditions. Those against this idea felt that the current conditions were adequate, and some participants raised concerns about cycle lanes being placed on narrow streets. Of these submissions there was a preference for dedicated cycle and footpaths.

“We often walk to our local centre from home for our daily needs, and support our local businesses. We are also keen cyclists who cycle in a loop in our local Streets. We already have to avoid this section of Edinburgh Road due to safety concerns. Parking pressure on our surrounding Streets will render make cycling and walking less safe with most walking being on our quiet Streets due to lack of footpath on most streets off Edinburgh Road.”

Support for the redevelopment of the Griffin Centre was mixed. The main reasons against the redevelopment at the Griffin Centre mentioned were:

- The impact of height increases on the heritage of the site
- Problems with traffic flow and parking

Those that supported the redevelopment of the Centre also wanted to see the heritage preserved. There was more support to consider development of the office block at 3 The Postern, but many felt that the heights may have an impact. Some of these participants suggested height restrictions ranging from 1 to 4 storeys instead of the heights proposed.

“I support the view that the aesthetics of Walter Burley Griffin should be preserved but some upgrade and revamping is necessary.”

“The Griffin Centre should remain at one Storey. Again it is a unique part of Castlecrag's heritage and provides individuality to the village. Furthermore it is within the Griffin Conservation area and this needs to be respected.”

Most participants were against the idea to consider the future development of adjacent residential properties on Edinburgh Road. When asked why participants opposed the idea, they said that they felt there would be a loss of character to the area. Others were concerned about the impact of development on traffic conditions.

Those who supported the idea wanted 1 to 4 Storey restrictions placed on the height of development, with the most specify between 2 to 3 Storey restrictions.

Scenario 4 and the Master Plan

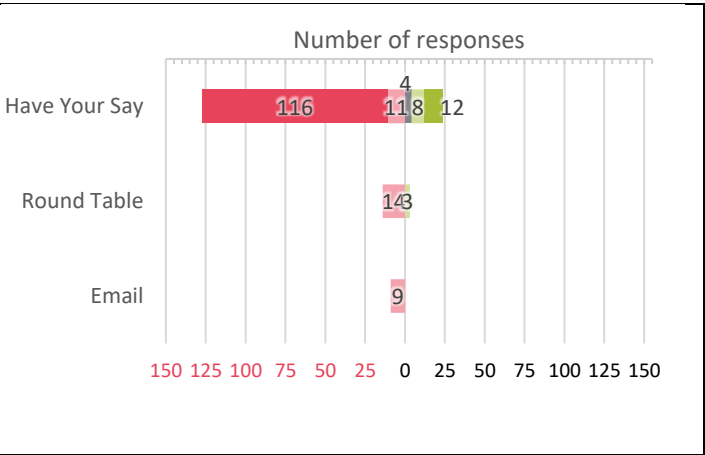
Participants were shown an image illustrating the key recommendations of Scenario 4 regarding the Local Environment Plan (LEP) and Development Control Plans (DCP). They were also shown an image of the key features of the master plan.

Participants were then invited to provide feedback about each the key recommendations and key features. The following graphs show the levels of support for each of recommendation. Comments from participants about each key recommendation and feature have been grouped and summarised after the graphs.

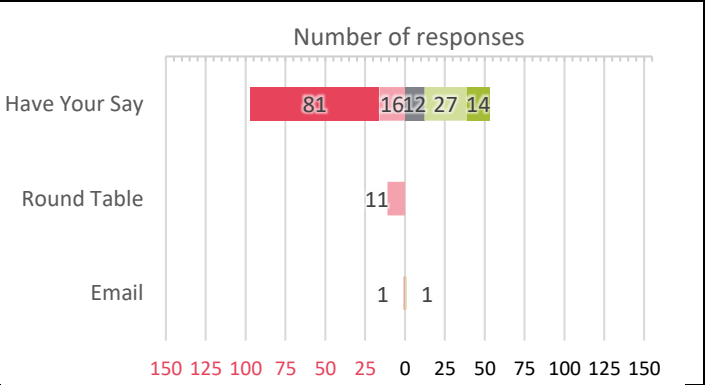
Scenario 4 recommendations



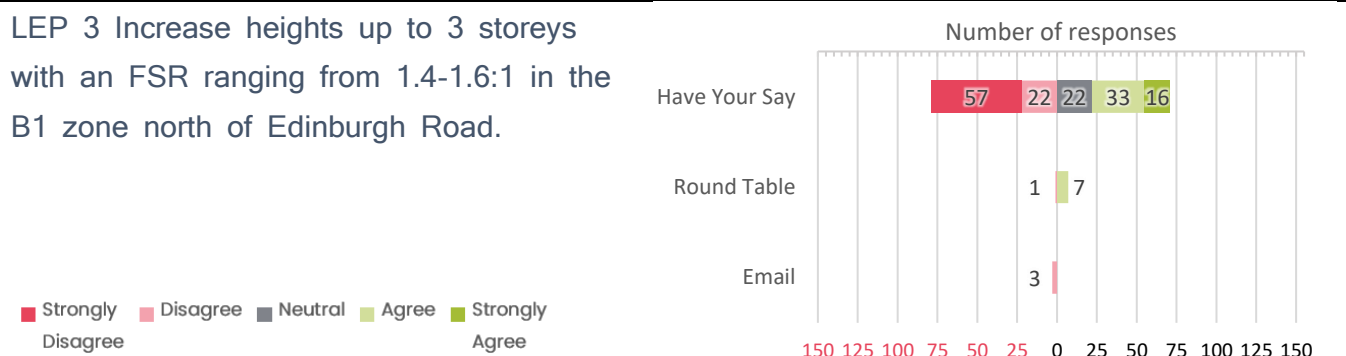
LEP 1 Increase heights up to 5 storeys with an FSR up to 1.6:1 on the Quadrangle site. An FSR of 1.8:1 could be considered if more economically feasible and allow a future development to utilise the topography of the Quadrangle site without adversely impacting the Streetscape and scale of the centre.



LEP 2 Retain heights of up to 3 storeys and increase FSR up to 1.8:1 on the Griffin Centre Site.



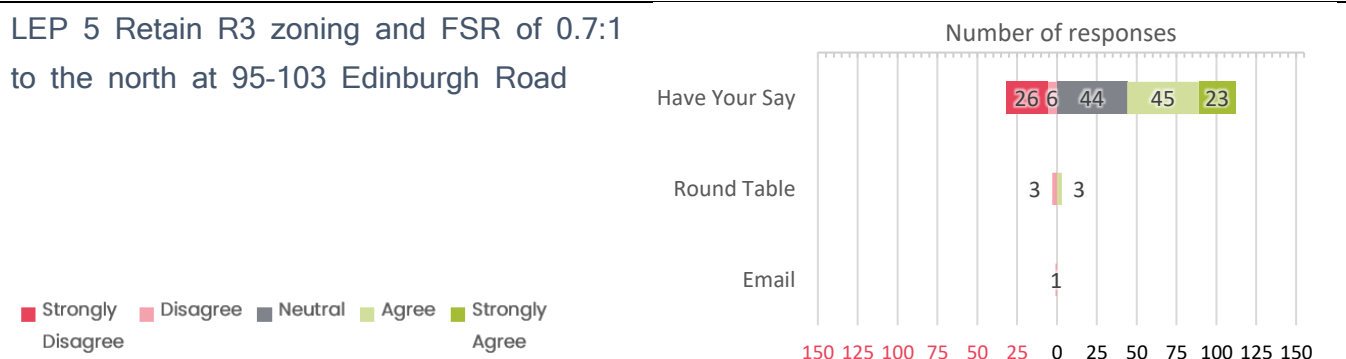
LEP 3 Increase heights up to 3 storeys with an FSR ranging from 1.4-1.6:1 in the B1 zone north of Edinburgh Road.



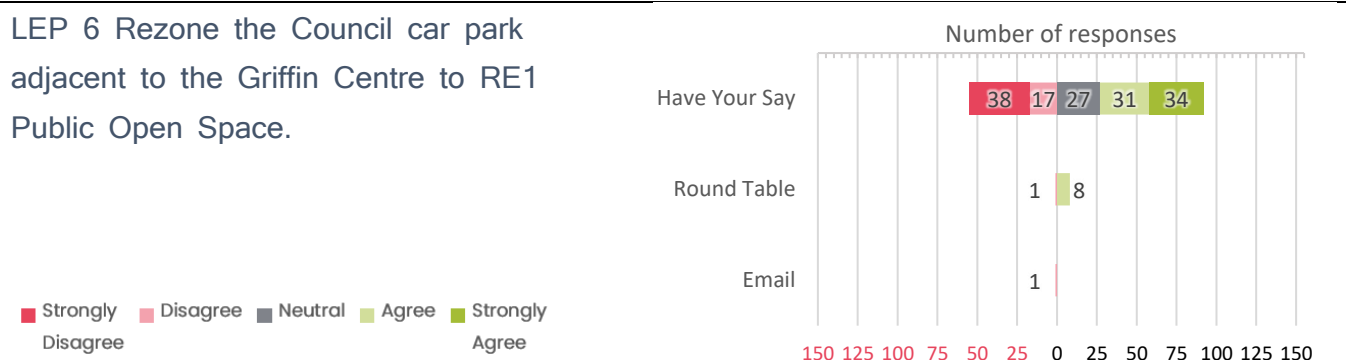
LEP 4 Rezone 3 The Postern to R3 Medium Density Residential with a height limit of up to 4 Storeys and FSR up to 1.1:1.



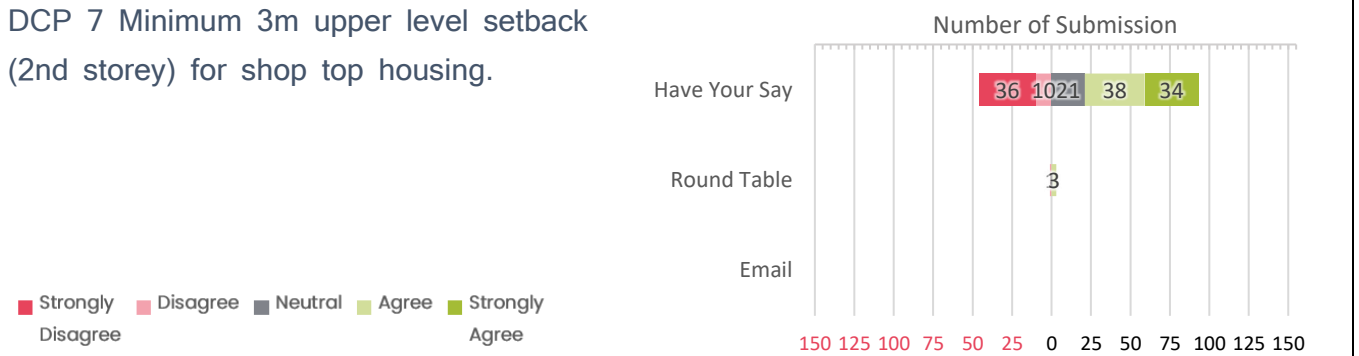
LEP 5 Retain R3 zoning and FSR of 0.7:1 to the north at 95-103 Edinburgh Road



LEP 6 Rezone the Council car park adjacent to the Griffin Centre to RE1 Public Open Space.



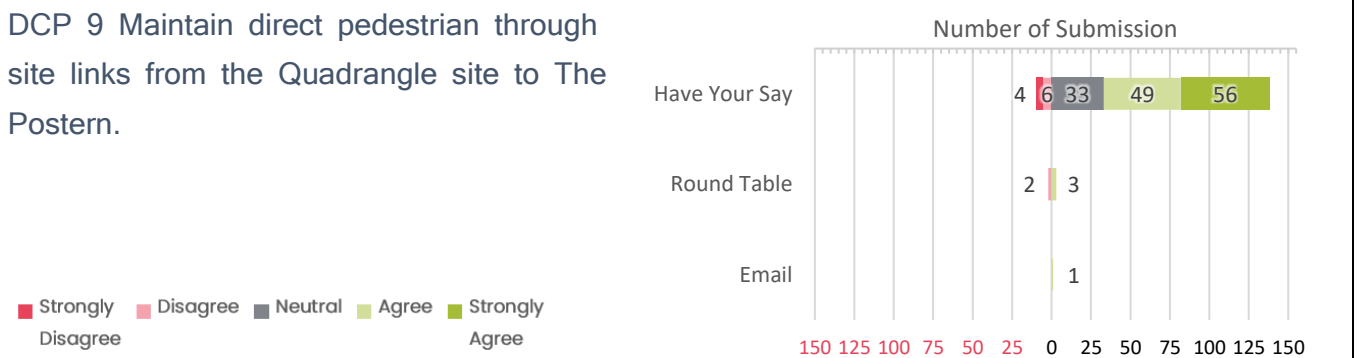
DCP 7 Minimum 3m upper level setback (2nd storey) for shop top housing.



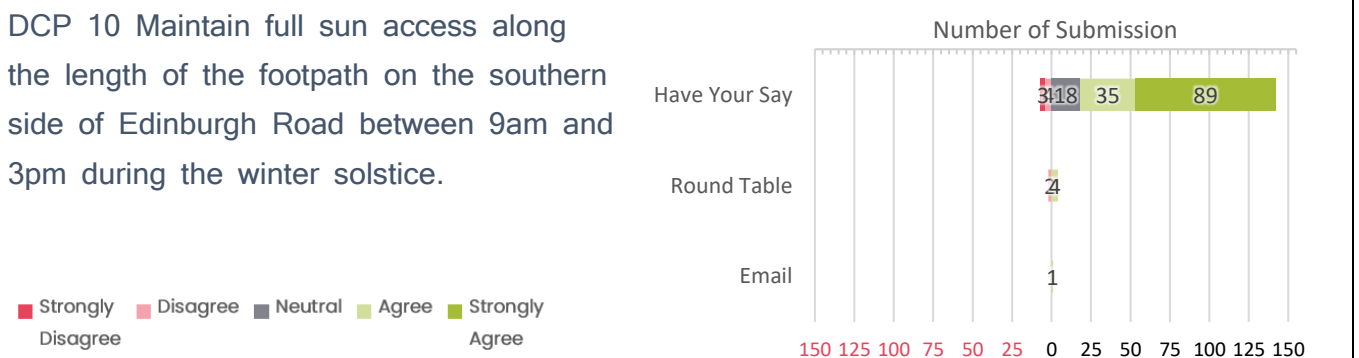
DCP 8 Provide a new publicly accessible plaza within the Quadrangle site with a minimum width of 18m and clear views to the south.



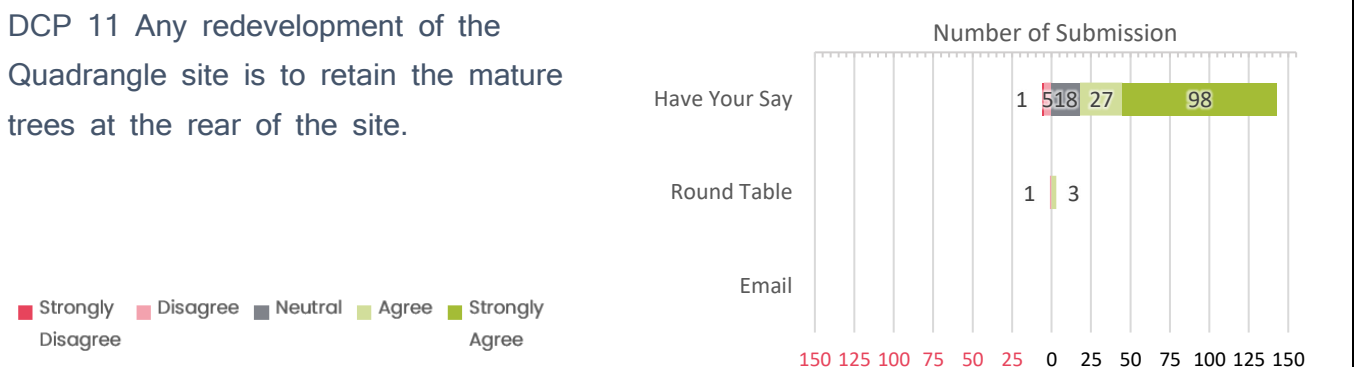
DCP 9 Maintain direct pedestrian through site links from the Quadrangle site to The Postern.



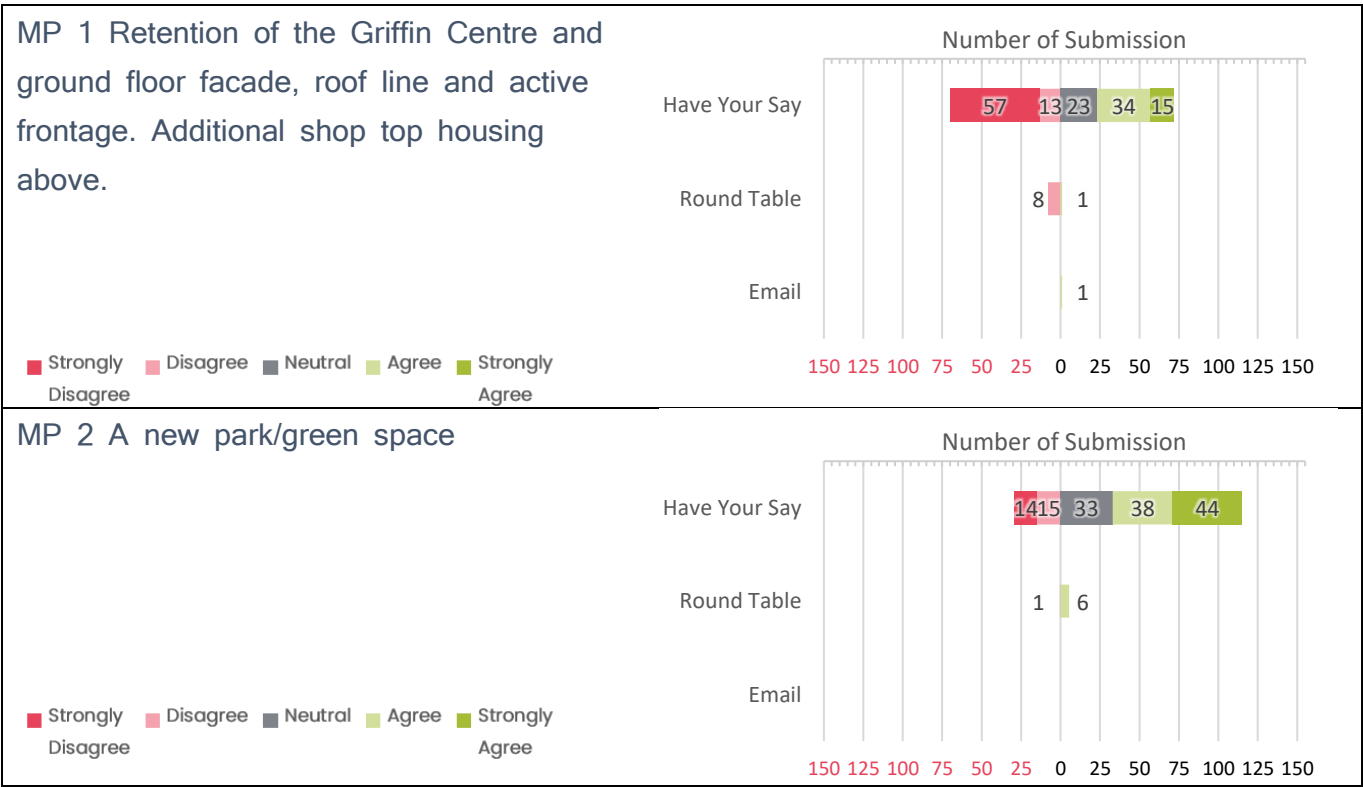
DCP 10 Maintain full sun access along the length of the footpath on the southern side of Edinburgh Road between 9am and 3pm during the winter solstice.



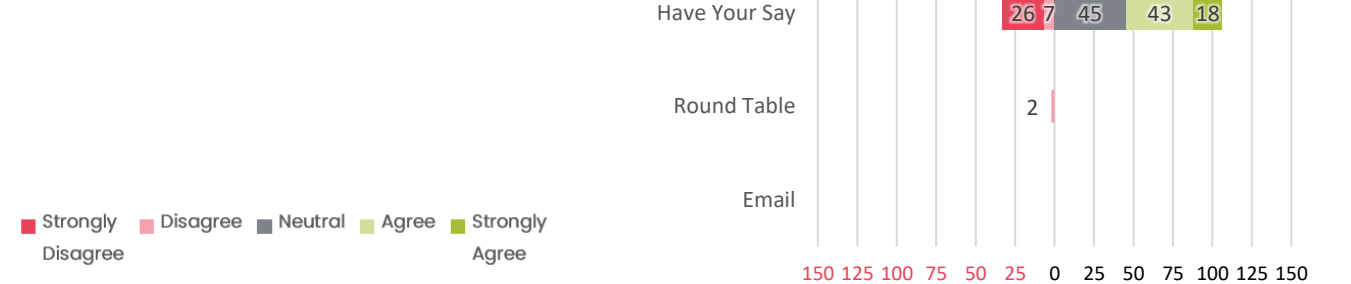
DCP 11 Any redevelopment of the Quadrangle site is to retain the mature trees at the rear of the site.



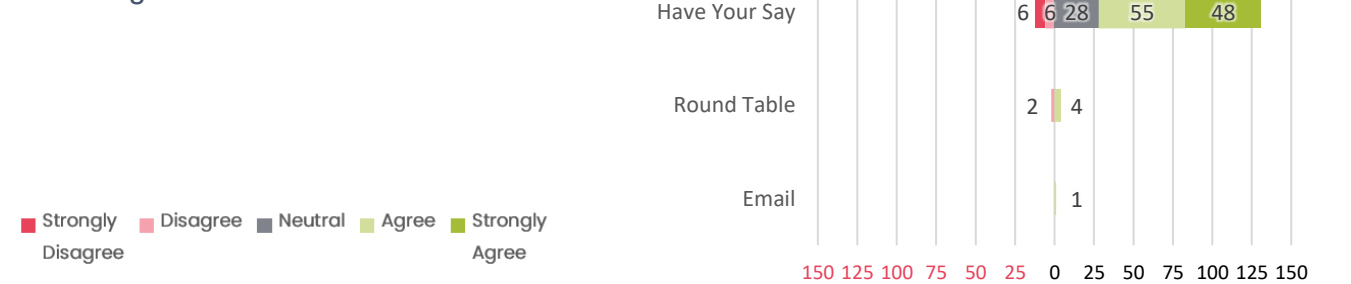
Master Plan



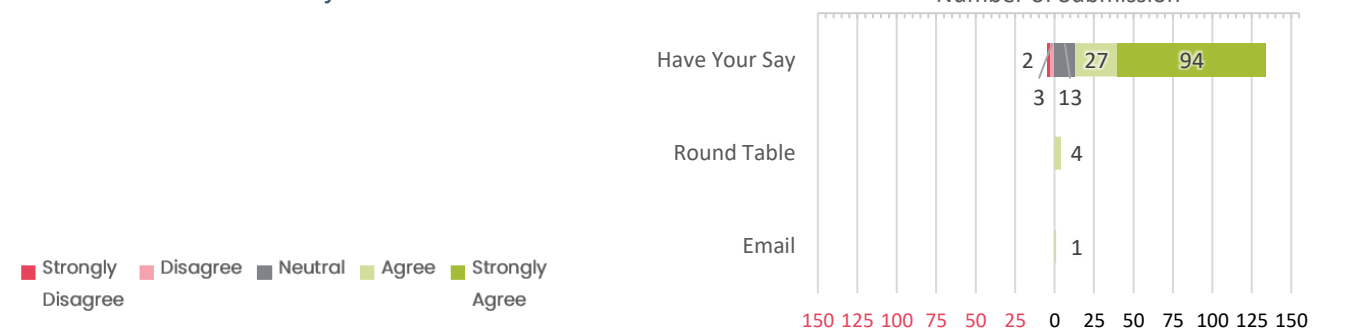
MP 3 Extension of the curved facade of the Griffin Centre to reinforce The Postern.



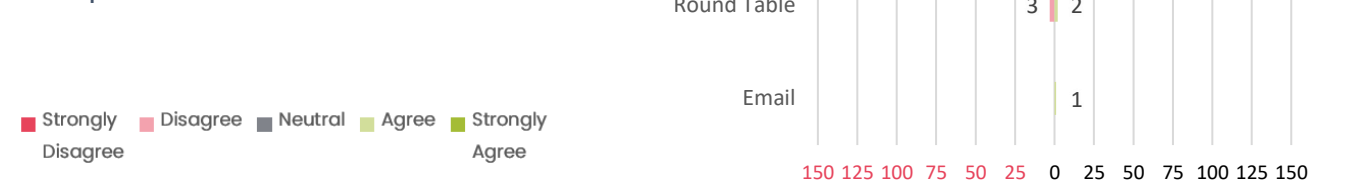
MP 4 Pedestrian links through to the Quadrangle site.



MP 5 Mature boundary trees retained

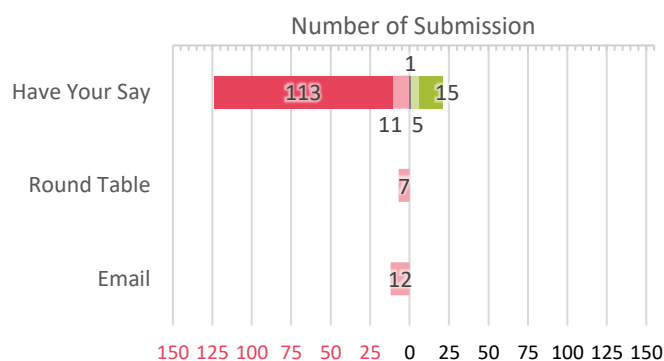


MP 6 A new plaza as part of the Quadrangle development with good solar access and views south through the treetops.



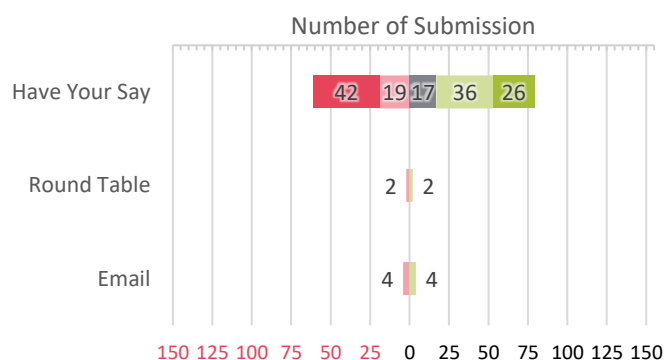
MP 7 Up to 5 storeys with shop top housing at the Quadrangle site

Strongly Disagree Disagree Neutral Agree Strongly Agree



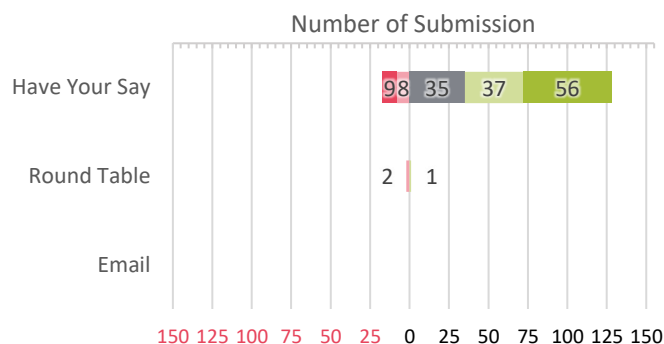
MP 8 Up to 3 storeys with shop top housing whilst maintaining small scale shop fronts to Edinburgh Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree



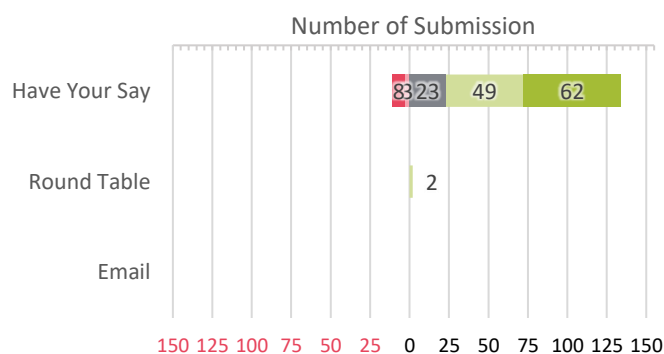
MP 9 Retain surface car parking

Strongly Disagree Disagree Neutral Agree Strongly Agree



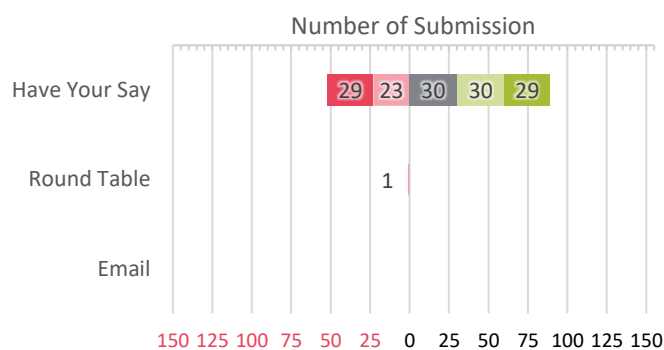
MP 10 Accommodate Roads & Maritime Services (RMS) intersection improvements

Strongly Disagree Disagree Neutral Agree Strongly Agree



MP 11 Opportunity for kerb blisters to improve mid-block crossing amenity

Strongly Disagree Disagree Neutral Agree Strongly Agree





Feedback about Scenario 4 and Master Plan

Most participants strongly disagreed with the heights and floor space ratios proposed for the Quadrangle, objecting to the 5 storey height recommended. The increased heights proposed for the Griffin Centre, Postern, Edinburgh Road were more positively received by some participants but a significant number were still strongly against recommendations LEP 2, LEP 3, LEP 4 and MP 8. For example, more than half of participants strongly disagreed with

the proposal to increase heights up to 3 storeys for the Griffin Centre and more than half of participants disagreed or strongly disagreed with increasing heights up to 3 storeys in the B1 zone north of Edinburgh Road.

These participants felt that the heights proposed were not in keeping with Burley Griffin's design and that the conservation area would be impacted.

"I think the Griffin Centre should be largely left alone. It may need refurbishment, but if this is done, the existing height and scale should be maintained. Any refurbishment would need to be done in line with Griffin's vision, and be as historically accurate as possible. The office building could take an extra Storey behind, but shouldn't go further than that. I think one of the two current small car parks should be retained for short-Stay public parking and deliveries to restaurants etc."

The few participants agreeing with the proposed heights in these locations said that:

"I support the height and FSR. The general envelope should be strongly embedded in the DCP. The two storey street-wall is important on Edinburgh Road and strong response with the corner with EVW. A slightly larger setback above the street wall would further reduce the impact of the height."

There was more support for recommendations DCP 7 and MP 8 which included 2 or 3 storey heights, setbacks and shop top housing at Edinburgh Road.

"That feels like a reasonable compromise in order to retain light and a less oppressive feel to the developments."

Many of the participants opposed to the heights proposed for the Quadrangle and Griffin Centre supported other recommendations about development of these areas. For example, participants strongly agreed with recommendation DCP 8 to provide a new publicly accessible plaza within the Quadrangle site, but some raised issues about the orientation:

"A publicly accessible plaza on the Quadrangle site is essential to enhance the village ambience of the Castlecrag Local Centre. However it should not be open to the cold southerly winds of winter which would create an unpleasant wind tunnel."

"A new Quadrangle plaza should face north and relate to the opposite side of Edinburgh Road to enhance the village atmosphere."

There were also a few alternative views, such as:

"I think it is far more important to maintain the connection to Edinburgh Road, than have views to the south. Castlecrag needs to maintain amenity for the residents of Castlecrag who visit most days of the week. This means creating open space on Edinburgh Road where the people move, congregate and shop. Locking the open space away from the road loses the "village appeal" and visually makes the road unattractive"

Views about whether the Council car park should be rezoned into public open space varied. Participants both agreeing and disagreeing with these recommendations were concerned about the loss of car parking facilities.

"The car park is so ugly and more public space is necessary. Car parking is necessary and should be considered as part of the quadrangle development"

The support for this idea was often conditional on additional car parking space being provided by underground parking.

Almost half of the participants agreed with the recommendation to extend the curved facade of the Griffin Centre to reinforce The Postern. Those opposed to this recommendation were opposed to any change to the Centre.

"The Griffin Centre should not be extended. This historic building must be retained as it is now."

Almost all participants agreed with recommendations MP 9 to retain surface car parking and MP 10 to accommodate Roads & Maritime Services (RMS) intersection improvements.

Most participants supported improved access to the Quadrangle proposed in recommendations MP 14 and MP 15. This support reflects residents' concerns about existing traffic and parking issues. However, one participant did raise concerns that this may be a potential high-risk exit.

Most participants agreed with DCP 9 but there were mixed views about whether kerb blisters would improve crossing or pedestrian amenity when asked about recommendations MP 11 and MP 12. Those who agreed said:

"Great idea! The traffic calming and improved walkability of the area would greatly enhance the local village feel"

Others wanted alternative to the kerb blisters:

“The mid block crossing is essential but kerb blisters are not attractive. cobble stones or similar thresholds to reduce traffic speed are a better option.”

Those opposed to the idea felt that this would negatively impact traffic flow on an already busy road.

Participants opinions about whether the mature trees in the Quadrangle should be retained also varied widely. Those who agreed with recommendation DCP 11 felt strongly that they should be retained because:

“I place great value on these trees, their aesthetic and the habitat they provide to wildlife. The views to the trees from adjacent and surrounding Streets and pathways must be maintained.”

Almost all participants agreed with recommendation MP 5 to retain the boundary trees. There was also considerable support for recommendation MP 2 which proposed an increase green space.

Shadowing was a significant concern to many residents. Recommendations that considered solar access were well received and attracted many comments. For example, most participants strongly agreed with recommendation LEP 6 to maintain full sun access along the length of the footpath on the southern side of Edinburgh Road and many agreed with recommendation DCP 10 that proposed a plaza in the Quadrangle with solar access.

Feedback from the Castlecrag Progress Association

Castlecrag Progress Association (CPA) said that they did not support Scenario 4 for the rezoning and potential redevelopment of Castlecrag’s local shopping centre. In their submission, the CPA requested that Council revisit the proposed plans for Castlecrag, with the objective of:

“creating an authentic Local Centre Master Plan that responds to Castlecrag’s unique history and its bushland surrounds”.

The CPA stated that they:

“reject Council’s Scenario 4 for the rezoning and potential redevelopment of Castlecrag’s local shopping centre.”

Feedback from The Walter Burley Griffin Society

The Griffin Society expressed opposition to the proposed plans for Castlecrag, stating that:

“Many Castlecrag and nearby residents are opposed to our shopping centre becoming a mixed apartment / commercial centre on such a large scale, as this would be unsympathetic to the heritage and the unique nature of the Griffins’ Castlecrag.”

The Griffin Society said that they were also concerned that the Griffin Centre be kept at its single storey height to preserve its history.

A three storey height limit was proposed by the Griffin Centre for the Quadrangle.

Conclusion

Castlecrag residents are not entirely opposed to development.

Residents would like to see some additional housing options including smaller properties for those downscaling and dual occupancy. Many participants liked the suggestion of shop top housing and some suggested dual occupancy.

The main concern of most participants is that the village character of the area be retained, and that both the conservation status of the area and Burley Griffin’s design be protected. Many felt that this might be impacted by the scale and height of the development proposed, suggesting heights of 2 or 3 storeys instead of the recommended heights. A large percentage of participants also wanted to see the Griffin Centre protected. The idea of graduated heights and transitions in development zones were also very popular.

Participants had mixed views about development of the Quadrangle and Edinburgh Rd. Some participants were positive about the idea of improved public domain and more cafes, others were concerned about the impact to solar access. Shadowing was also a concern of residents near to the proposed development areas.

Many participants were concerned about the impact of increased density would have on traffic flow and parking in the area, which they felt was already an issue.

Overall, participants were keen to make sure the area was as accessible and safe for residents of all demographics.

Feedback about the Draft Local Centres Strategy for East Chatswood

Participants

62 unique participants provided feedback about the Draft Local Centres Strategy for East Chatswood. Of these, 28 participated in the HYS survey, 6 submitted emails and 35 attended a round table event. This round table event was held concurrently with the High Street round table event.

Table 12: Number of participants for East Chatswood

	Number of participants				Total unique participants
	HYS Survey	Emails	Round Table	Total	
East Chatswood Local Centre	28	6	35 (including High Street)	69	62

Types of participants

Out of the 28 participants who provided a submission about the Draft Local Centre for East Chatswood using HYS survey 93% lived in the area. 79% of these participants had lived in the area for more than 10 years, 18% for 3-10 years and 4% for 1-3 years. 9% of the HYS participants were property developers.

Out of the 35 participants in the round table event 69% lived in the area, 40% shopped in the area and 34% owned a local business. 6% of these participants said that they were interested in developing their own properties.

96% of HYS survey participants told us that they were over 35 years old, and 50% were over 50 years old. 54% of participants were female and 46% male.

Out of the 28 of people who provided a submission using HYS, 50% were not aware of or involved in any previous engagement, 18% said that they had been engaged from the start of the process and 32% said that they were involved in the second phase of engagement.

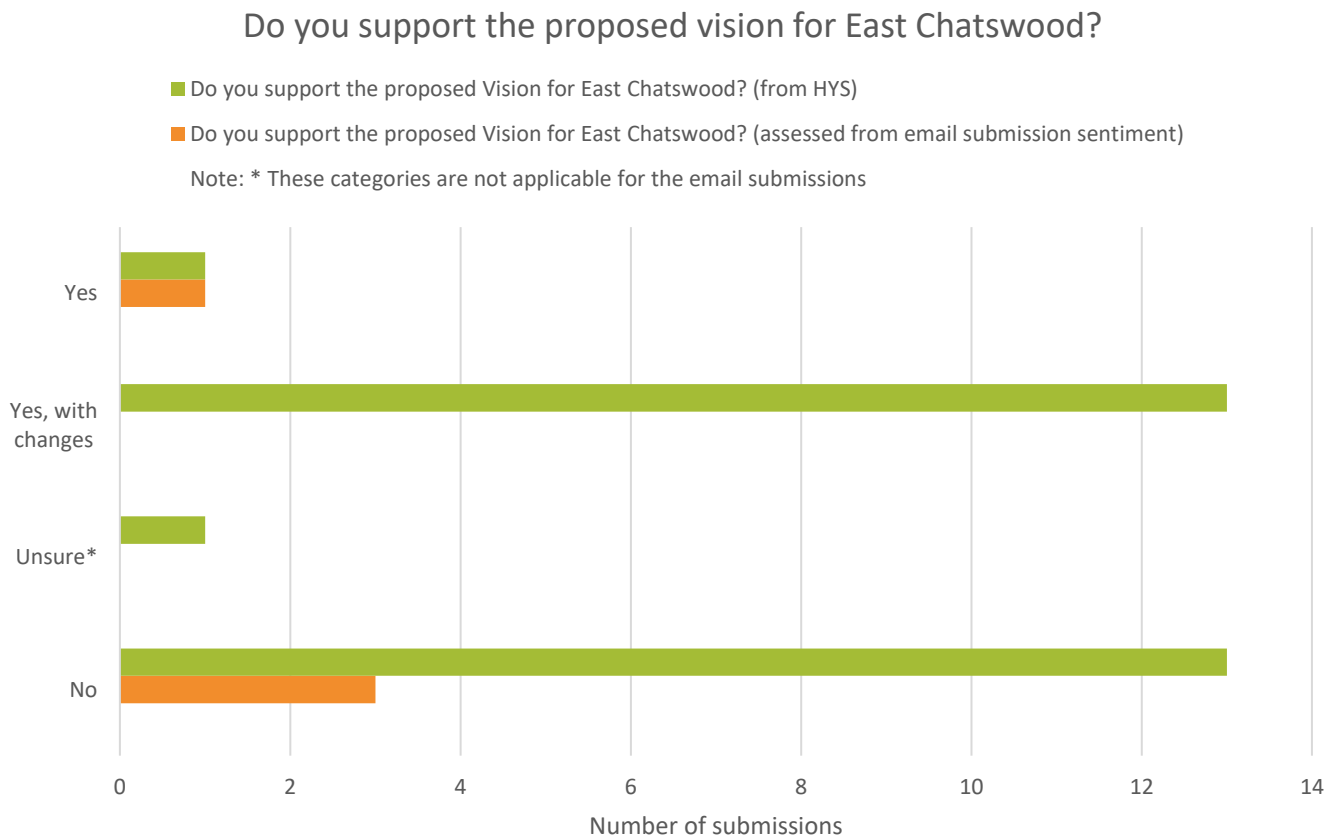
Figure 19: Types of participants for East Chatswood submissions



Proposed Vision

Out of the 28 people who participated in the HYS survey, one supported the proposed vision, 13 did not, one was unsure and 13 said that they supported it with changes.

Figure 20: Support of the proposed vision for East Chatswood



The next HYS survey question offered participants the opportunity to detail the reasons for their response regarding the proposed Draft Local Centres Strategy for East Chatswood. 25 of the 28 HYS participants responded to this question.

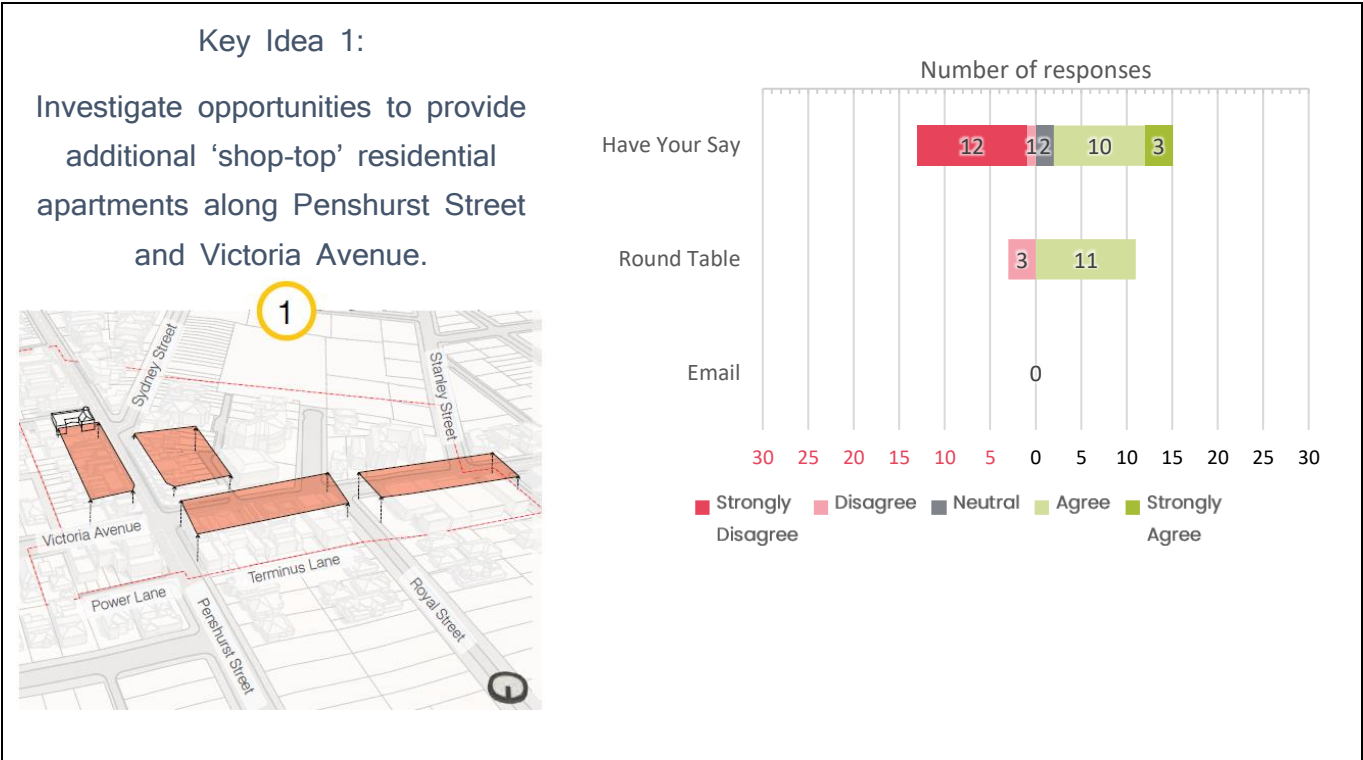
All 13 people who supported the draft strategy with changes provided more detail. They said that they would like to see:

- No more than three stories
- Higher floor space ratios
- Integrated transport solutions
- Parking and traffic issues addressed, and alternative transport options
- Green space and high quality construction
- Rezoning across entire blocks (so semis are not disadvantaged), and more allowances for townhouses
- More open space

Out of the six email submissions received, one participants supported the proposed changes and three participants were unsupportive of the proposed changes. Heights and expansion of the CBD into Sydney Street were the main concerns raised in these submissions.

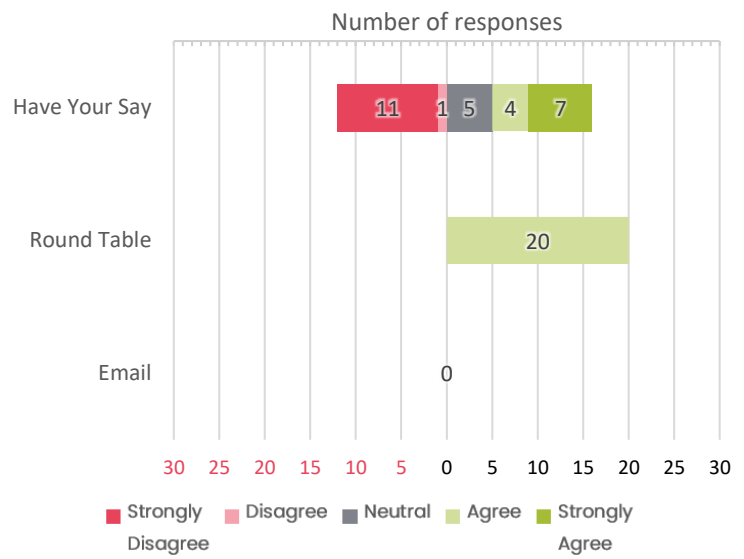
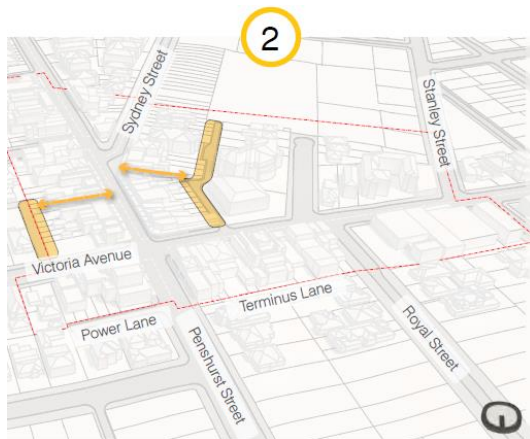
Key Ideas

Participants were asked to provide their feedback about the five key ideas outlined in the Draft Local Centres Strategy for East Chatswood. The following graphs show how many people agreed and disagreed with each idea. Where provided the reasons for these responses are also summarised below. Detailed responses on each of these key ideas has also been provided to the project team in a separate output.



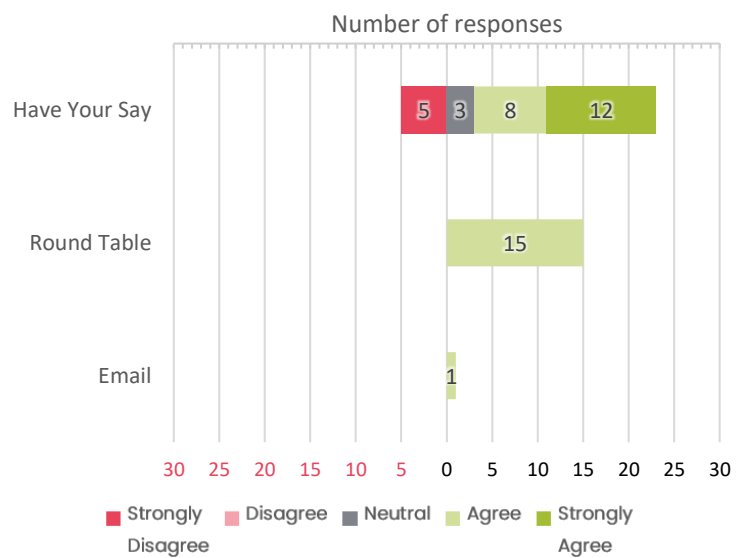
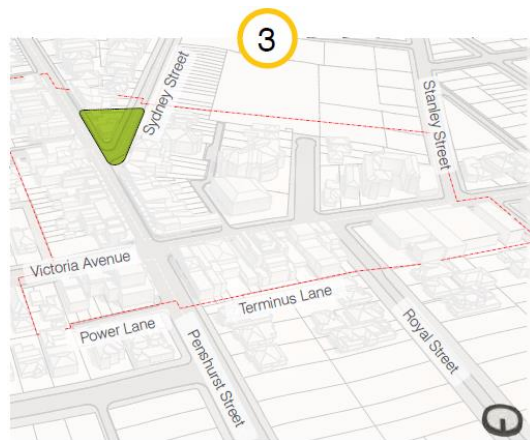
Key Idea 2:

Create high amenity retail connections to rear lanes.



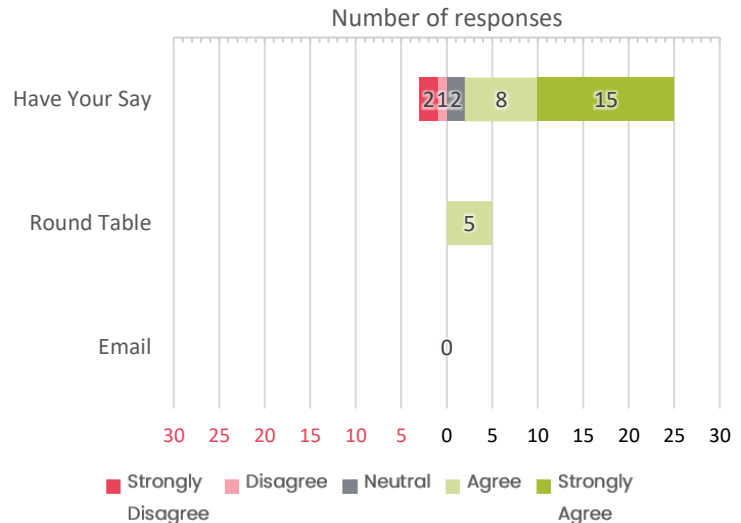
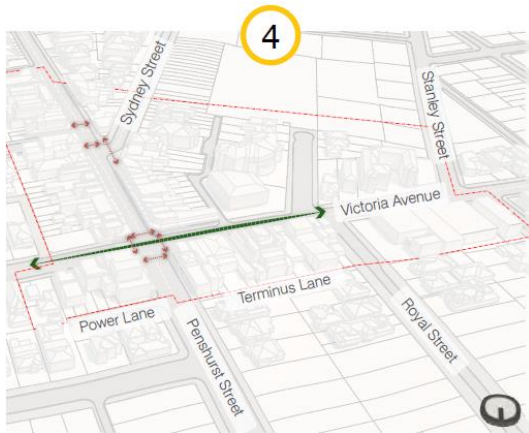
Key Idea 3:

Investigate the provision of a local plaza or open space.



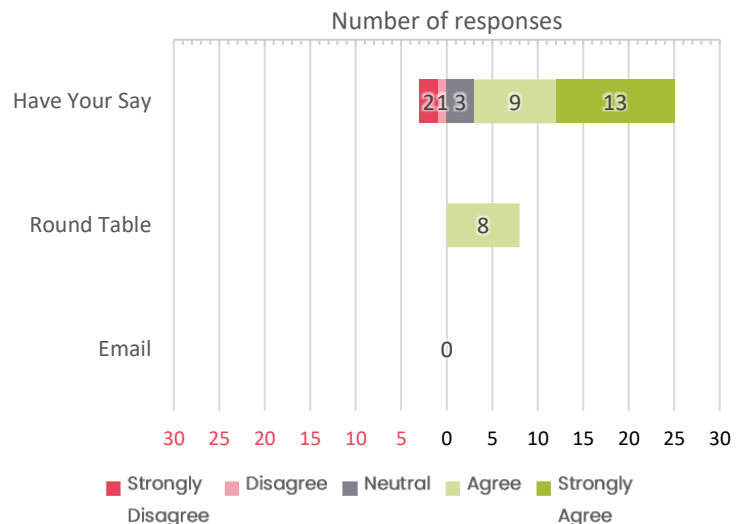
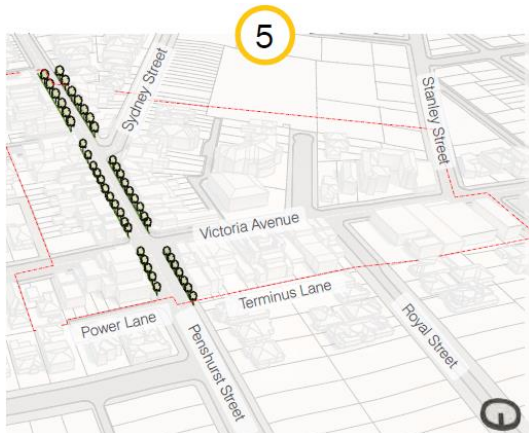
Key Idea 4:

Improve pedestrian crossings and walkability.



Key Idea 5:

Introduce landscaping for defensible footpaths.



Responses to questions about the key ideas in this area were quite mixed, particularly on Key Idea 1 and 2.

There was proportionally more support for Key Idea 1 (Investigate opportunities to provide additional 'shop-top' residential apartments) and Key Idea 2 (create high amenity retail connections to rear lanes) from the participants at the round tables event than from the HYS survey. This may be due to more participants at the round tables that said they owned a shop in the area (12) than in the HYS survey (4). However, the format of the round table does not allow for the identification of how each participant responded.

Most people who disagreed with Key Idea 1 also disagreed with Key idea 2. Many of the reasons for this disagreement given by participants in the HYS related to issues like traffic

congestion, parking, the proposed building heights being too high and lack of infrastructure to support the proposed increase in population. For example:

“Back streets are already choke points due to the myriad of unit blocks. No further stress on these areas please!!”

Key Ideas 3, 4 and 5 were well supported, with only five participants in HYS strongly disagreeing with the suggestion to investigate the provision of a local plaza or open space. Of the many participants who favoured of Key Ideas 3, 4 and 5, one participants said:

“A local plaza is a good idea, though what is provided is very unconvincing, small scale and potentially of limited value given the extra congestion likely.”

Others also said:

“Landscaping tends to disturb the footpaths and creates uneven surfaces, and issues with utilities. Keep trees away from footpaths.”

“I think this is a very good idea, as the rear lanes are currently not being utilised well”

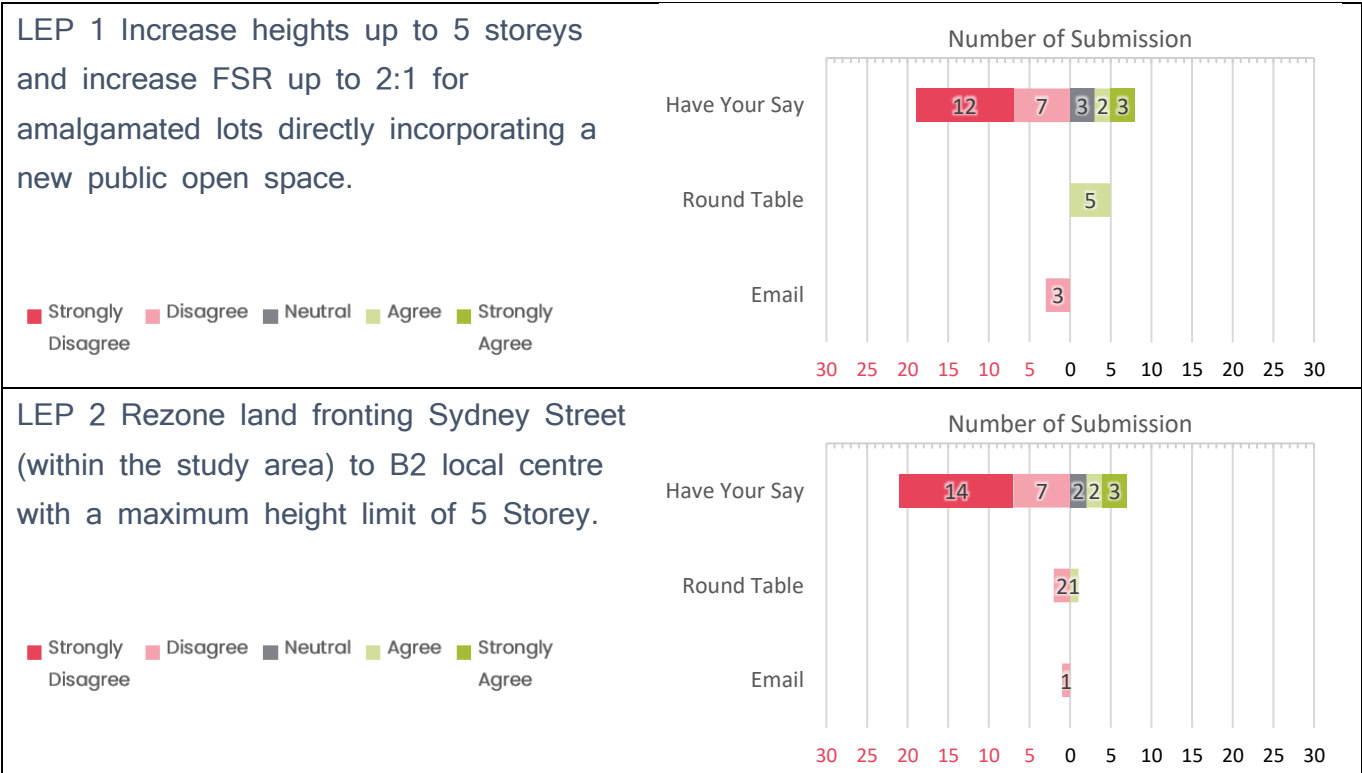
Scenario 4 and the Master Plan

Participants were shown an image illustrating the key recommendations of Scenario 4 regarding the Local Environment Plan (LEP) and Development Control Plans (DCP). They were also shown an image of the key features of the master plan.

Participants were then invited to provide feedback about each of the key recommendations and key features. The following graphs show the levels of support for each of these.

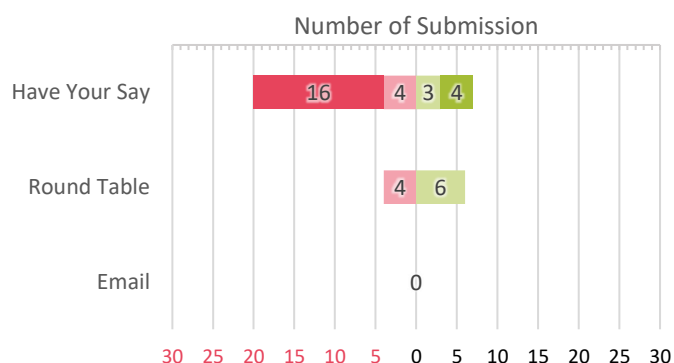
Comments from participants about each key recommendation and features have been grouped and summarised after the graphs.

Scenario 4 recommendations



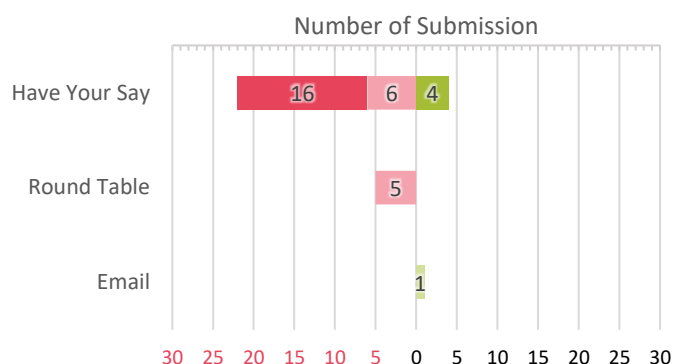
LEP 3 Increase heights up to 6 storeys and FSR up to 2.8:1 for amalgamated sites at the intersection of Victoria and Penshurst Streets.

Strongly Disagree Disagree Neutral Agree Strongly Agree



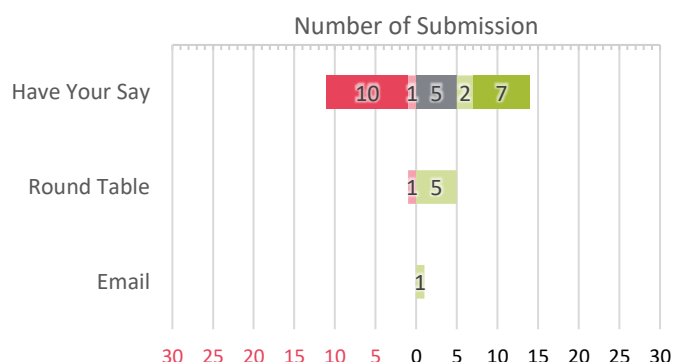
LEP 4 Increase heights up to 8 storeys and an FSR up to 2.1:1 to facilitate lot amalgamation and delivery of new public open space/plaza.

Strongly Disagree Disagree Neutral Agree Strongly Agree



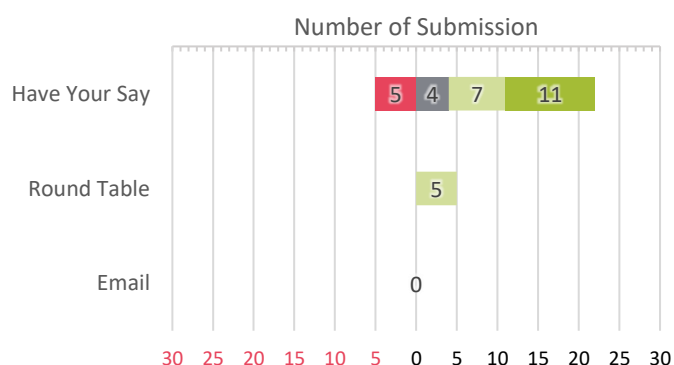
DCP 5 Minimum 3m upper level setback above 2 Storeys.

Strongly Disagree Disagree Neutral Agree Strongly Agree



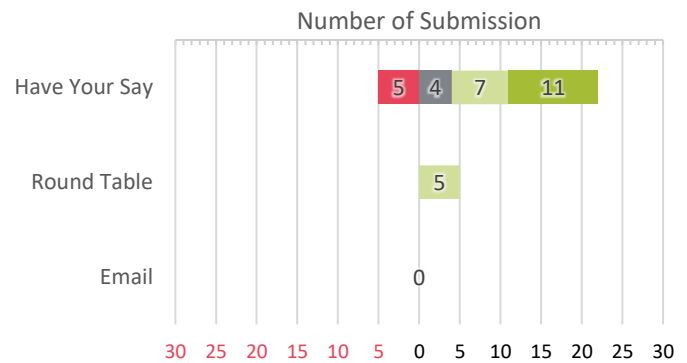
DCP 6 Public domain improvements at the intersection of Sydney and Penshurst Streets.

Strongly Disagree Disagree Neutral Agree Strongly Agree



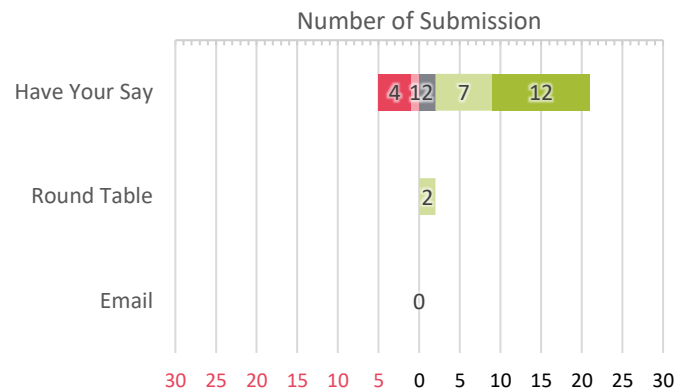
DCP 7 Public domain and pedestrian improvements at the intersection of McMahon and Penshurst Streets.

Strongly Disagree Disagree Neutral Agree Strongly Agree



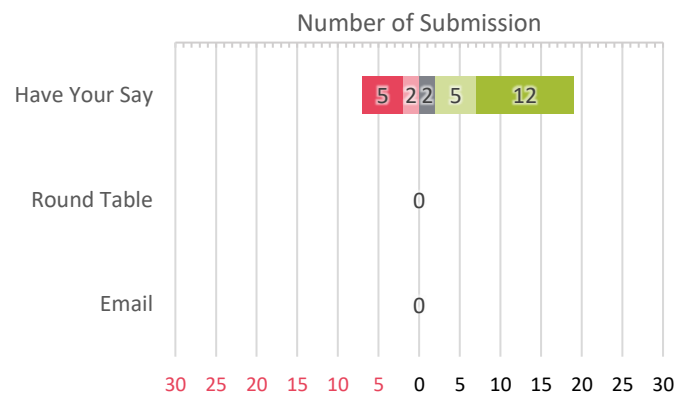
DCP 8 Provide through site pedestrian links to laneways.

Strongly Disagree Disagree Neutral Agree Strongly Agree



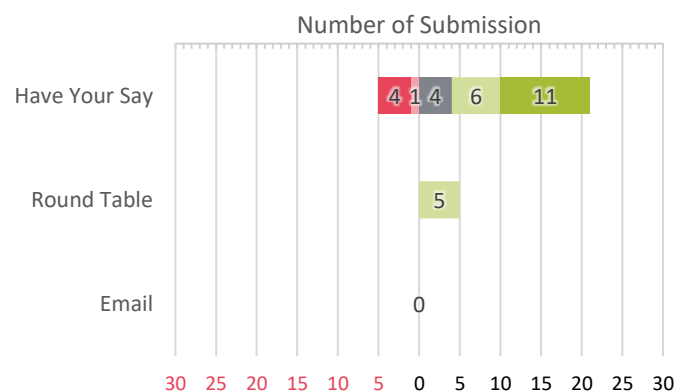
DCP 9 Maintain and improve laneway access from Victoria Ave.

Strongly Disagree Disagree Neutral Agree Strongly Agree



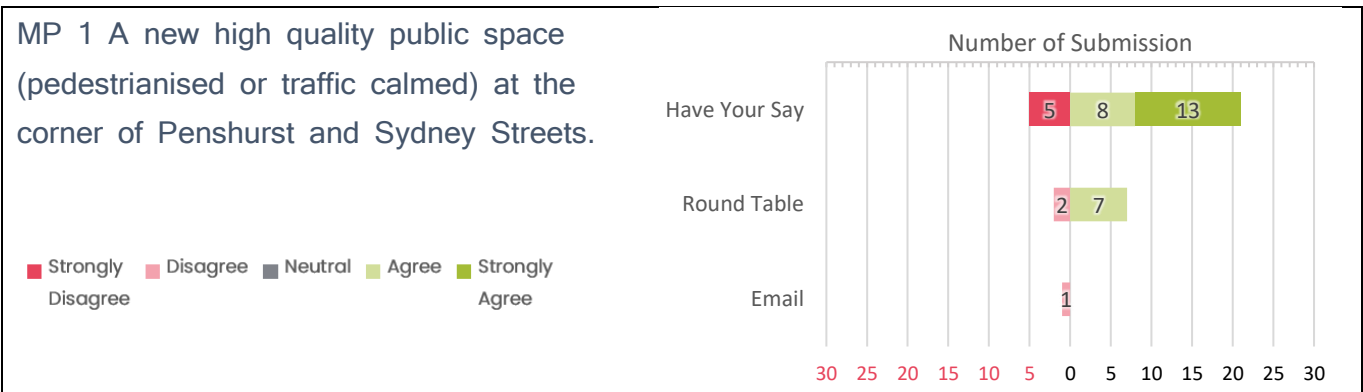
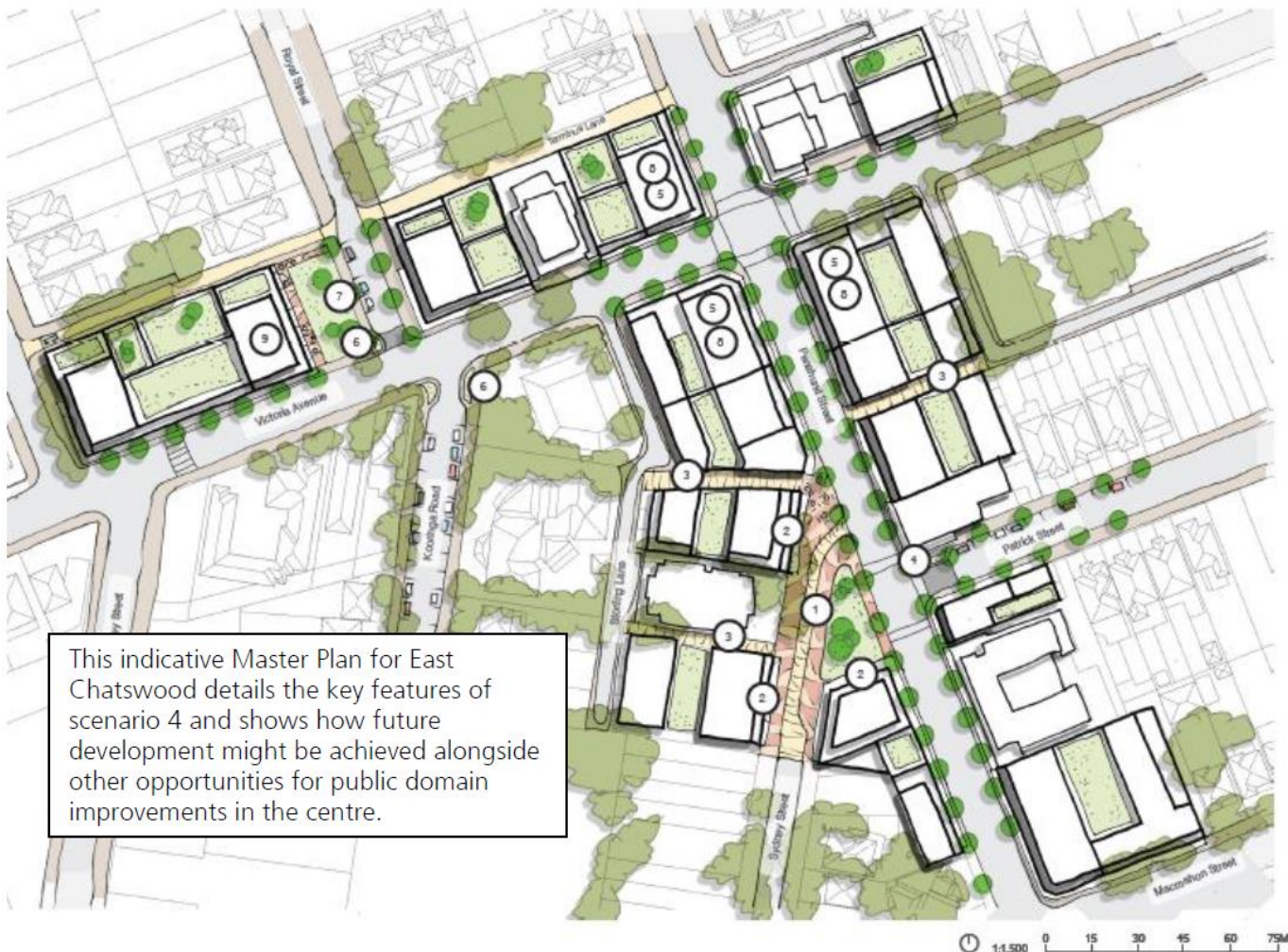
DCP 10 New public open space to be provided at the corner of Royal Street and Victoria Ave (minimum dimensions of 15m x 30m)

Strongly Disagree Disagree Neutral Agree Strongly Agree



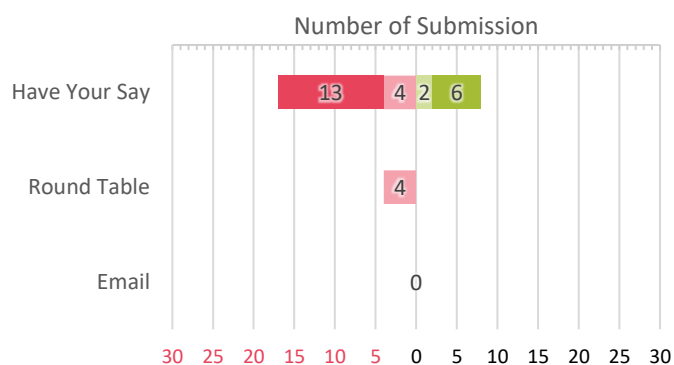
Master Plan

Participants were shown the following image and invited to provide feedback about the draft master plan.



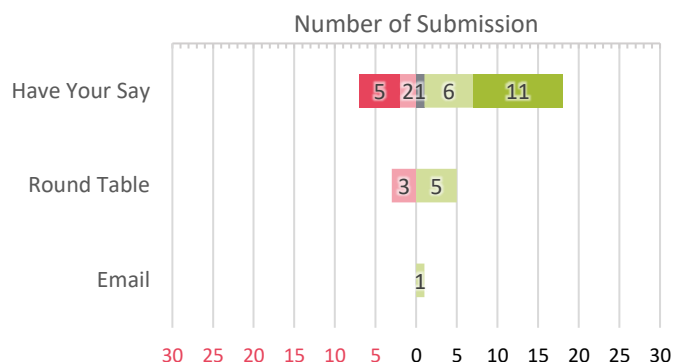
MP 2 Increased density and heights up to 5 storeys with active ground floor frontages.

Strongly Disagree Disagree Neutral Agree Strongly Agree



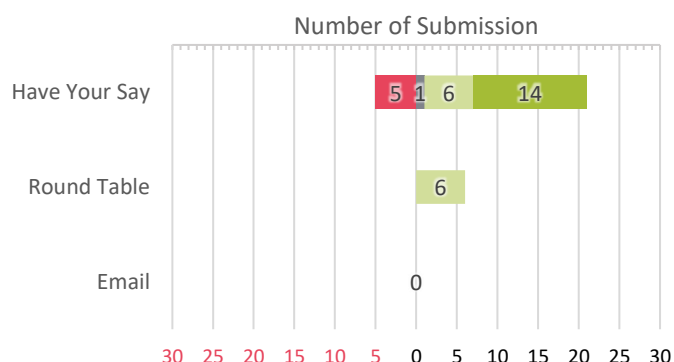
MP 3 New through site pedestrian links to laneway network.

Strongly Disagree Disagree Neutral Agree Strongly Agree



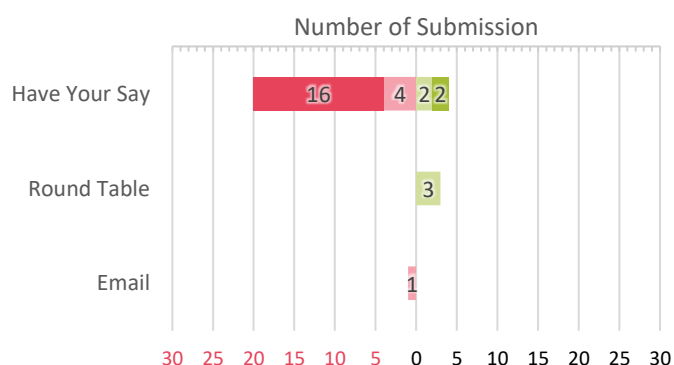
MP 4 Improved pedestrian amenity/crossings and public domain at the intersection of Patrick and Penshurst Streets.

Strongly Disagree Disagree Neutral Agree Strongly Agree



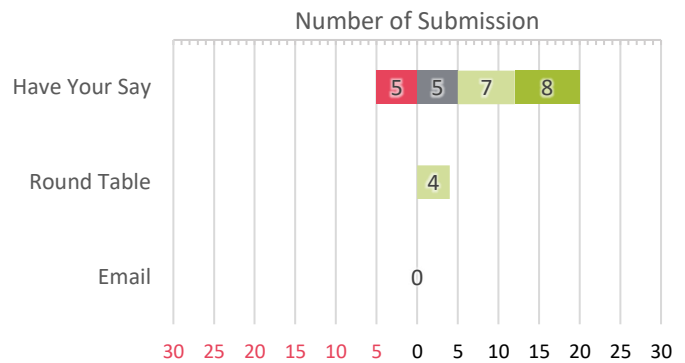
MP 5 Increased building heights around intersection up to 6 storeys.

Strongly Disagree Disagree Neutral Agree Strongly Agree



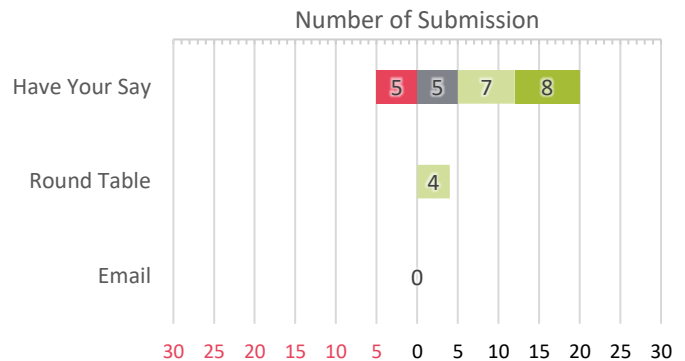
MP 6 Kerb blisters to improve pedestrian amenity.

Strongly Disagree Disagree Neutral Agree Strongly Agree



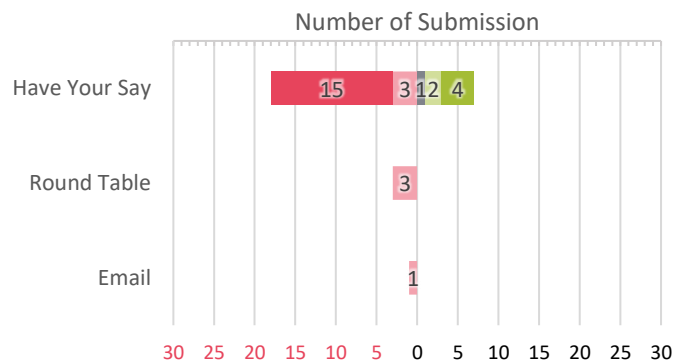
MP 7 A new public open space at the corner of Royal Street and Victoria Avenue. Existing parking to be relocated to the basement.

Strongly Disagree Disagree Neutral Agree Strongly Agree



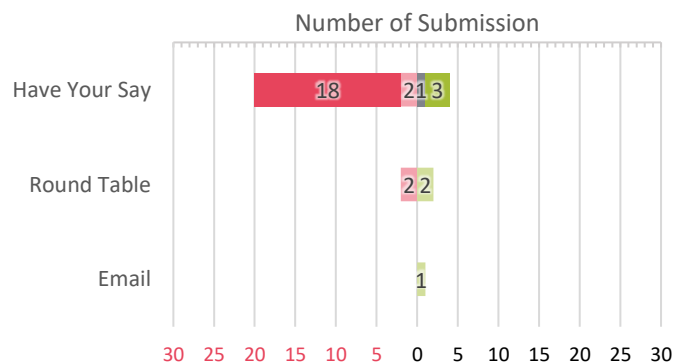
MP 8 Up to 6 storeys with shop top housing.

Strongly Disagree Disagree Neutral Agree Strongly Agree



MP 9 Up to 8 storeys with shop top housing.

Strongly Disagree Disagree Neutral Agree Strongly Agree



Feedback about Scenario 4 and Master Plan

Most participants disagreed, many strongly, with the heights and floor space ratios proposed in recommendations LEP 1, LEP 2, LEP 3 and LEP 4, and master plan recommendations MP 2, MP 8 and MP 9. Most stating that it was too high. When asked why participants disagreed, they said that they would limit the height to between 2 and 4 storeys depending on the location: One participant said:

"The Council already understands Chatswood is overloaded and that this increase in density is unwelcome. Five storeys is three storeys too high. It will adversely impact all surrounding areas, increasing noise and overshadowing, while adding nothing but an impost on already overloaded infrastructure."

Another said:

"Don't agree that public open space should only be provided if increased heights and FSR. This does not need to be part of a planning agreement. It should be provided by the Council on behalf of the community. It is needed now, not as a result of further development"

One participant, a developer, against LEP 1 said that they:

"do(es) not support the reference to a potential FSR on the subject site of 'up to 2.0:1 - reasons are commercial feasibility / viability, community benefits desired, inconsistent with East Chatswood Centre, asking for 5:7:1"

Responses to recommendation DCP 5 to include setbacks at a minimum 3m upper level setback above 2 storeys was mixed with many disagreeing strongly in their HYS survey responses and several participants responding neutrally. Feedback about this recommendation was more positive at the round table events.

Recommendations DCP 6, DCP 10 and MP 1, MP 7 to increase public domain and open space were positively received. Those against it said that the area was too small but overwhelmingly the majority in favour of these recommendation said that it was worthwhile. For example:

"Would be great if it were larger and a really activated and useable space for the families in the area"

One participant who disagreed with these recommendations said that:

"Public space on a super busy street adds no value, especially if it's supposed to make up for the awful effect of having over height buildings."

Feedback about recommendations DCP 7, DCP 8, DCP 9 and MP 3, MP 4 regarding pedestrian links, crossings and laneways was also very positive with most participants either agreeing or strongly agreed with these recommendations.

Out of the few people against DCP 7, one said that:

“This will push more traffic along Patrick Street and other adjacent Streets. We already have too much traffic. Unless you block off all the Streets between Penshurst and High Streets.”

One person that disagreed with DCP 9 said that:

“Pedestrian laneway access must support activation/new open spaces and not just provide access to parking.”

Another participant against these recommendations said that the area needed:

“Separated bike and pedestrian spaces. Joint planning with State Government for better transport options. Better access and links along or parallel to Victoria Ave to Chatswood CBD for public transport, bikes and pedestrians”

Conclusion

Many participants in this area felt that the centre is outdated and wanted to see the area developed, but most disagreed with the heights and FSR being proposed. Many were also concerned about the pressure increased density will have on infrastructure and traffic congestion.

Shadowing of neighbouring properties was also a concern and most participants agreed with staggered building heights for solar access.

Almost all participants agreed with recommendations to provide participants in public domain and open space, and improved pedestrian links.

Feedback about the Draft Local Centres Strategy for High Street

Participants

58 unique participants provided feedback about the Draft Local Centres Strategy for High Street. Of these people 22 participated in the HYS survey, 4 submitted emails and 35 attended a round table event which included discussion about both High Street and East Chatswood.

Table 13: Number of participants for High Street

	Number of participants				Total unique participants
	HYS Survey	Emails	Round Table	Total	
High Street Local Centre	22 (excl. 1 duplicate)	4	35 (including East Chatswood)	61	58

Types of participants

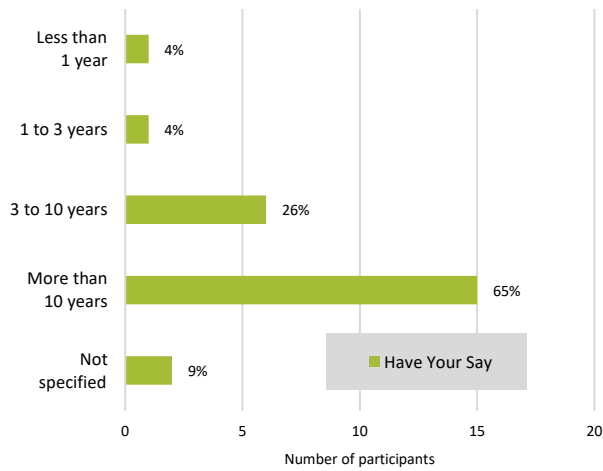
Out of the 22 participants who provided a submission about the Draft Local Centre Strategy for High Street using HYS survey almost 96% lived in the area. 65% of these participants had lived in the area for more than 10 years, 26% for 3-10 years and 4% for 1-3 years. None of the HYS participants were property developers.

The Draft Local Centre Strategy for High Street was also of interest to people who did not reside in the area. Out of the 35 people who participated in the round table event 69% lived in the area, 40% shopped in the area and 34% owned a local business. 6% of these participants said that they were interested in developing their own properties.

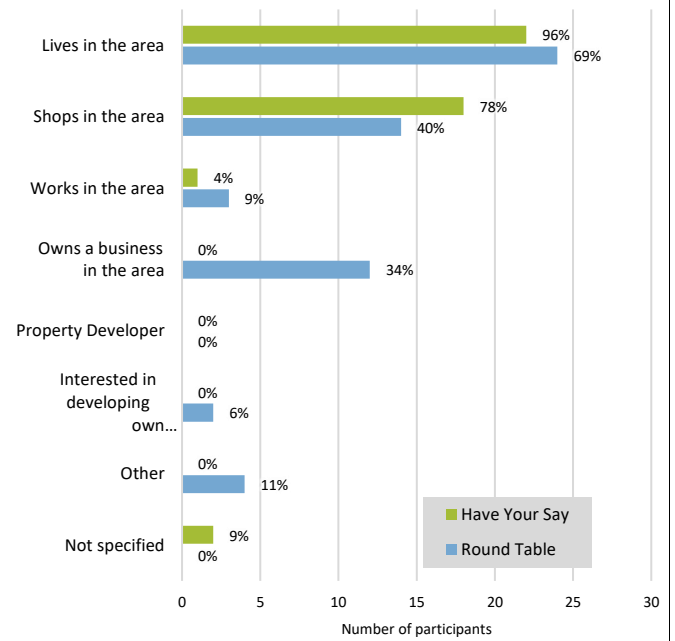
The demographic of participants who provided feedback about this area was much younger than in other areas in the Local Government Area. 65% of participants in this area were 35-49 years old, and 17% were 50-59. Of these participants 52% were female, 39% were male and 9% did not specify their gender.

Out of the 22 of people who provided a submission using Have Your Say on this project, 61% had not been involved in or were not aware of any previous engagement. 35% were involved in the second phase of engagement and 4% had been involved since the first round.

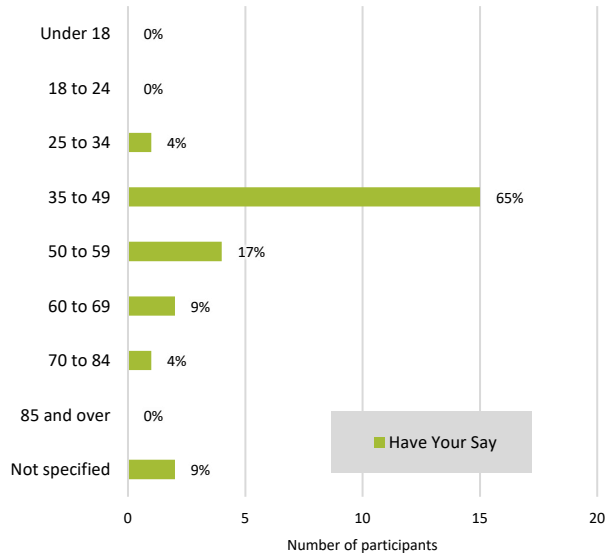
High Street Willoughby Local Centre
How long participants have lived / owned property in the area



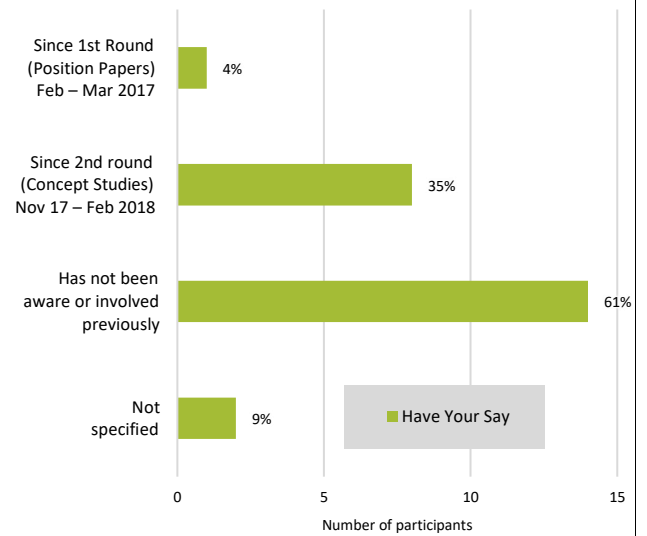
High Street Willoughby Local Centre
Participants told us they



High Street Willoughby Local Centre
Age of participants



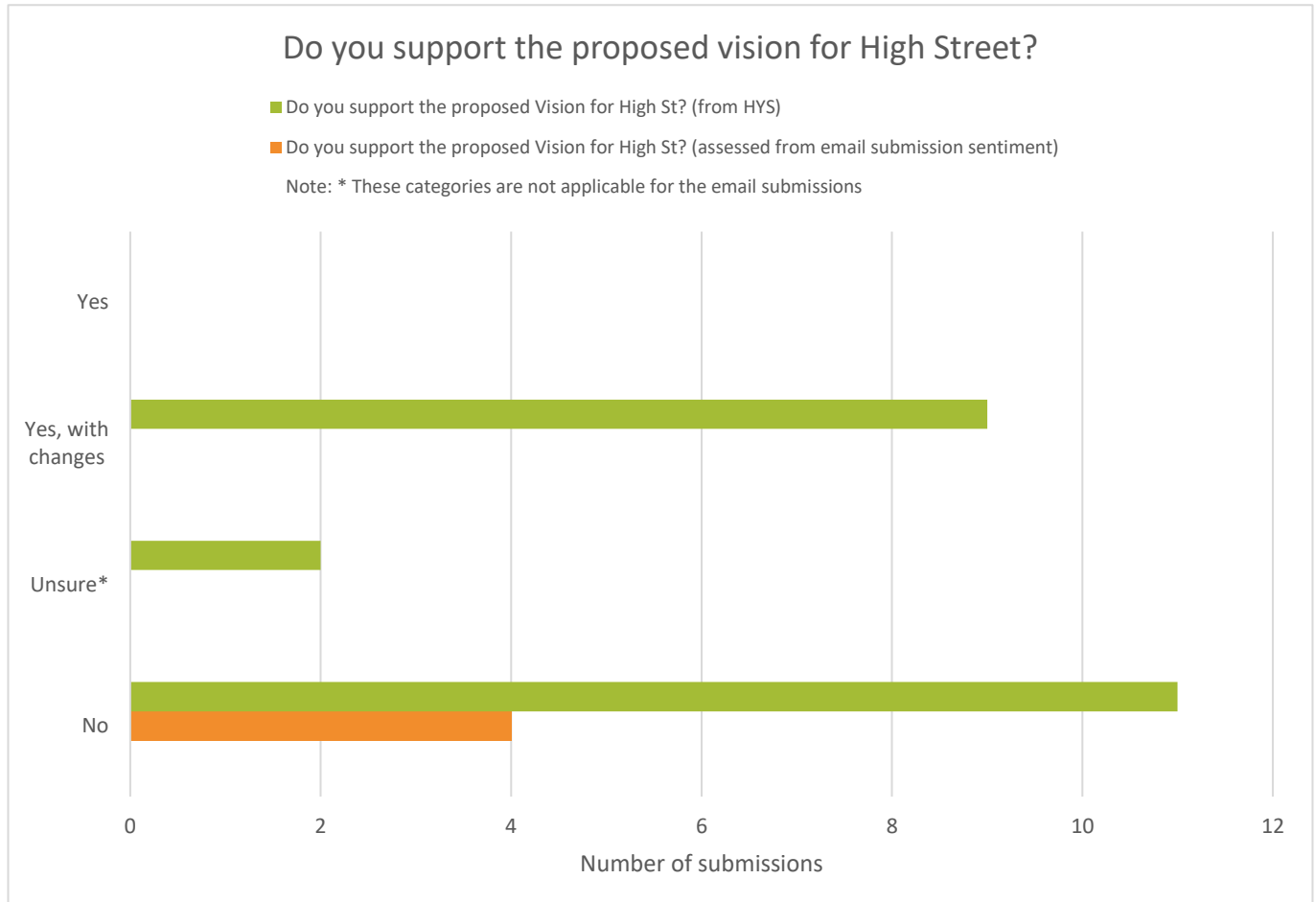
High Street Willoughby Local Centre
How long have participants been aware / involved



Proposed Vision

Out of the 22 people who participated in the HYS process, 9 supported the vision with changes, 11 did not support it and 2 were unsure. No participants supported the Draft Local Centre Strategy for High Street without changes.

Figure 21: Support of the proposed vision for High Street



The next HYS survey question offered participants the opportunity to detail the reasons for their response regarding the proposed Draft Local Centres Strategy for High Street. 19 of the 22 HYS participants provided more detail. Seven of these responses came from nine people who supported the draft strategy with changes. These participants said that they would like to see:

- Two storeys max
- Traffic congestion / parking issues addressed

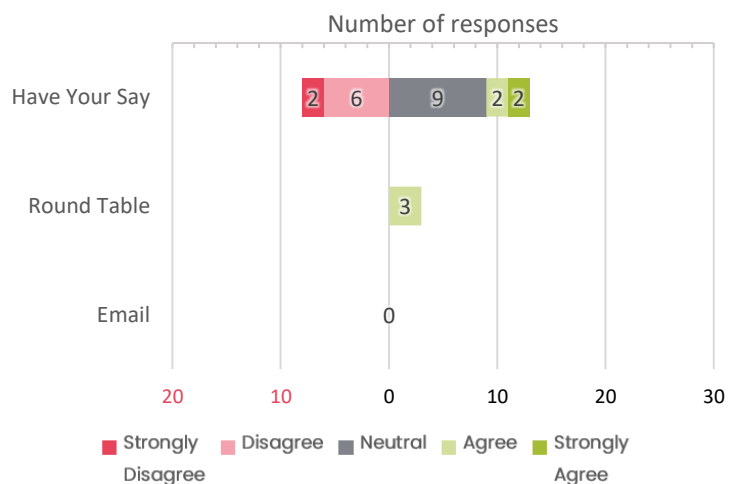
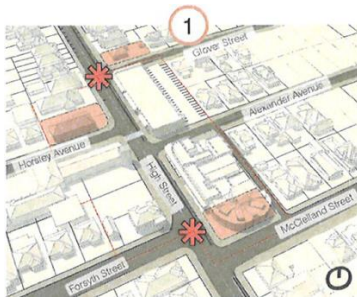
Out of the 4 email submissions received, none of these participants supported the proposed vision for High Street raising the same concerns as those who provided feedback via HYS.

Key Ideas

Participants were asked to provide their feedback about the five key ideas outlined in the Draft Local Centres Strategy for High Street. The following graphs show how many people agreed and disagreed with each idea. Where provided the reasons for these responses are also summarised below. Detailed responses on each of these key ideas has also been provided to the project team in a separate output.

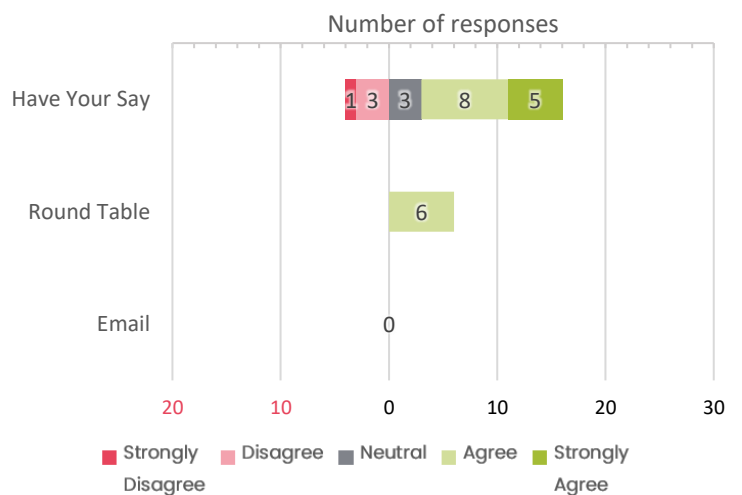
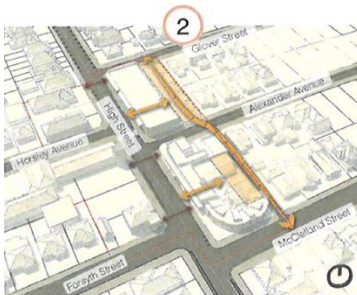
Key Idea 1:

Gateway corners in terms of built form and architecture could provide a sense of arrival



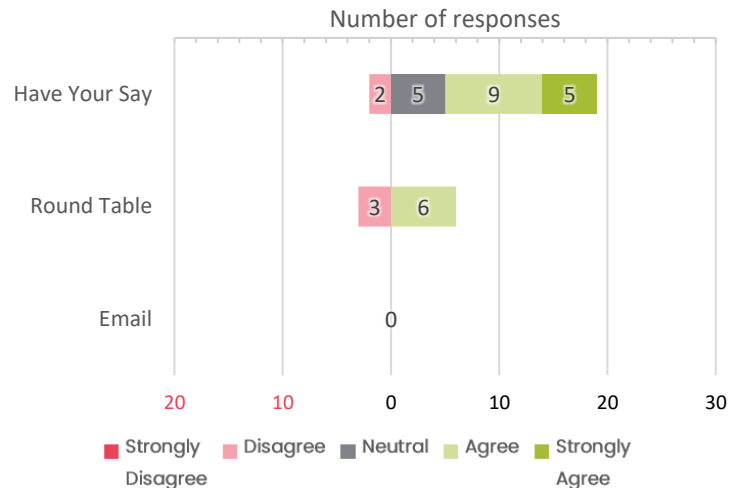
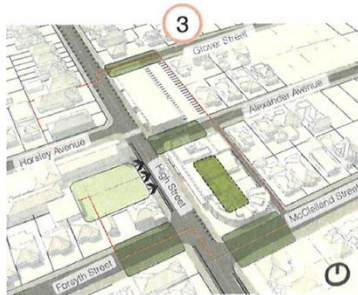
Key Idea 2:

Pedestrian circulation and connections could be Strengthened between High Street and the existing laneways and plaza



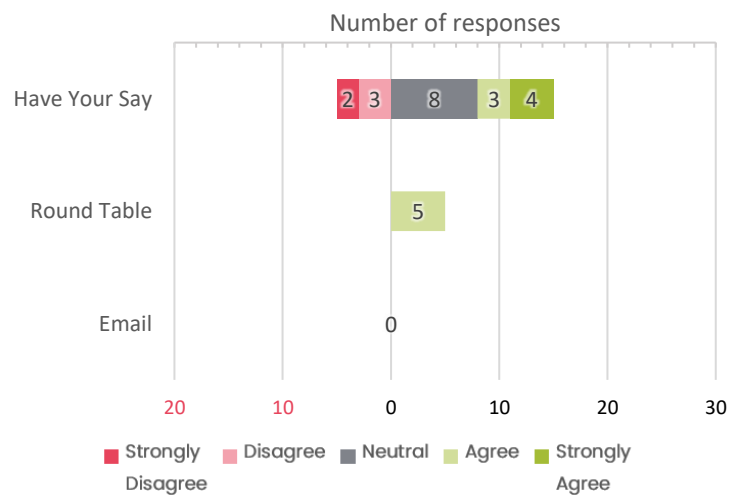
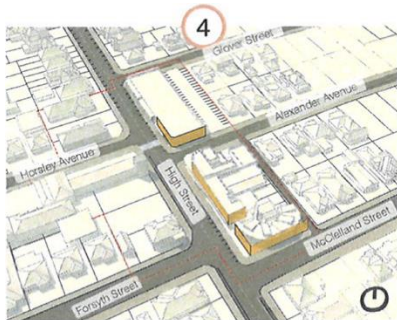
Key Idea 3:

Investigate enhanced open space provision and “green lungs” in the centre



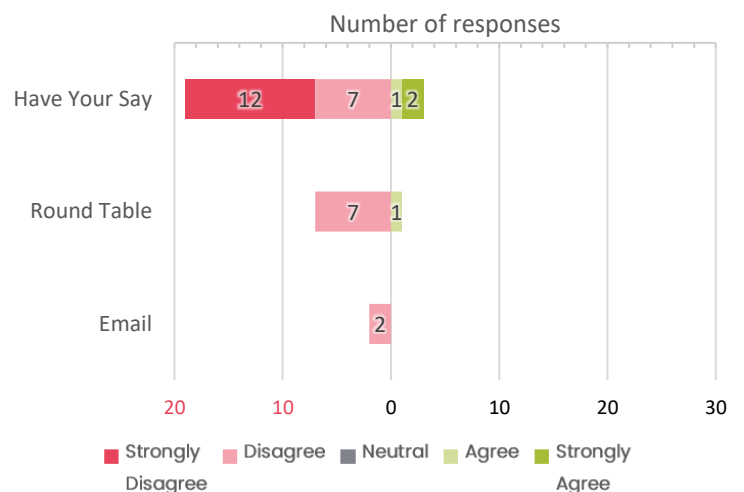
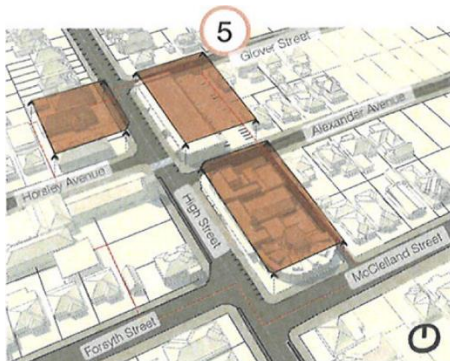
Key Idea 4:

Active edge and corners could be improved by increased fine grain and active Street frontages



Key Idea 5:

Potential development scenario for shop top housing retaining fine grain frontage and rear lane surface parking with landscaped Streetscape



Almost everyone who provided feedback about the Draft Local Centre Strategy for High Street disagreed with Key Idea 5 the potential development scenario for shop top housing retaining fine grain frontage and rear lane surface parking with landscaped streetscape. Disagreement was expressed by almost everyone at the round table event, two email submissions received and almost all participants in the HYS survey either disagreed or strongly disagreed with the idea. For example:

“We strongly oppose shop top housing in these blocks. There is no safe way the area can accommodate more residents, businesses and users. Parking is already in very short supply, and traffic - pedestrian interactions are risky. ... Fine grain frontages be as they may, but a third level Still overlooks and overshadows the residences around it. ... “We have no objection to the buildings in question being maintained, or improved in a manner that does not materially change the impact on the surrounding neighbourhood, but to build another level is not in the best interests of anyone in the community, especially neighbours.”

Most participants agreed with Key Idea 2 to improve pedestrian circulation and connection between High Street, laneways and plazas.

Key Idea 3 was popular, with most participants agreeing that it should be investigated as a way to enhance open space and the “green lungs” of the centre, some strongly agreeing. A few participants disagreed with the idea because they felt it was tied to agreeing to the proposed height increases and said:

“The area can easily be 'greened' without building an extra level on the buildings.”

Participants were mostly neutral about Key Idea 1 and Key Idea 4 with only a few participants disagreeing or agreeing to suggestions of gateway corners and improved street frontages. For example:

“These areas do need attention, however they all affect local and through traffic flows. There is no simple solution until the vehicular situation in the area is addressed.”

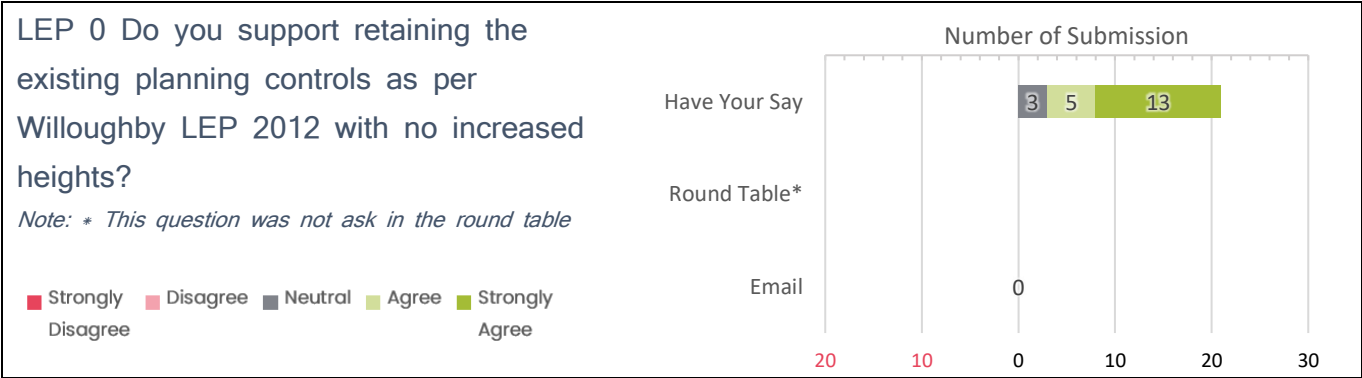
Scenario 4 and the Master Plan

Participants were shown an image illustrating the key recommendations of Scenario 4 regarding the Local Environment Plan (LEP) and Development Control Plans (DCP). They were also shown an image of the key features of the master plan.

Participants were then invited to provide feedback about each of the key recommendations and key features. The following graphs show the levels of support for each of these.

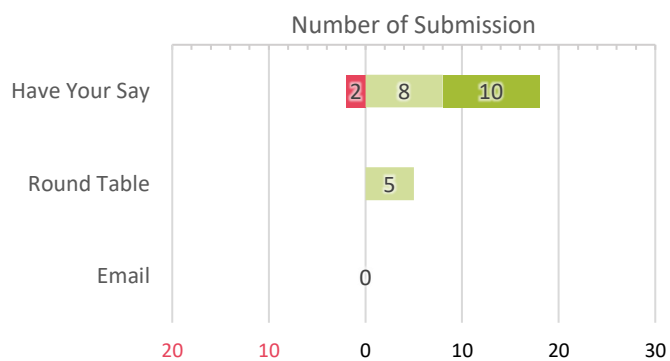
Comments from participants about each key recommendation and feature have been grouped and summarised after the graphs.

Scenario 4 recommendations



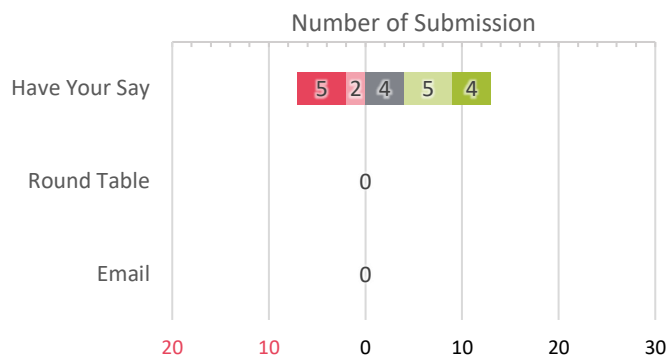
DCP 1 Maintain rear parking and laneway access.

■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree



DCP 2 3m setback above 2 Storeys.

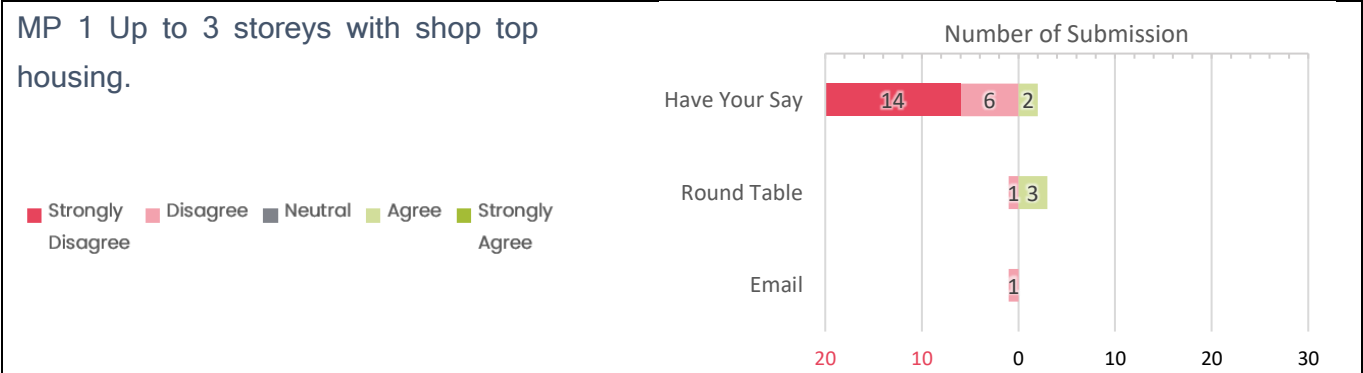
■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree



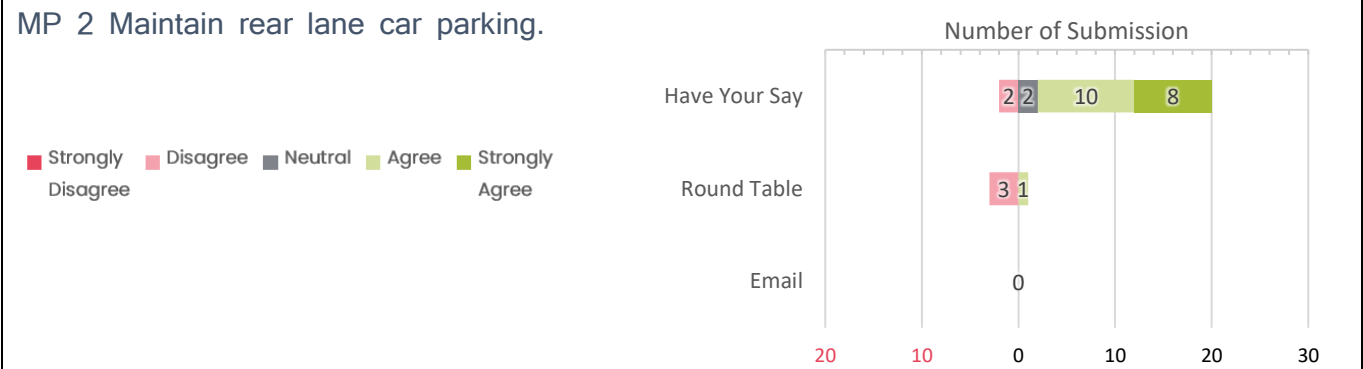
Master Plan



MP 1 Up to 3 storeys with shop top housing.

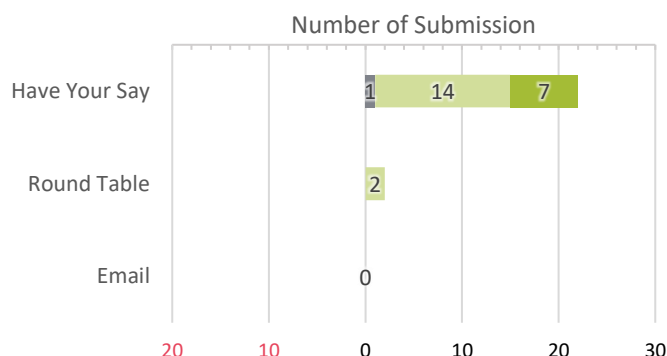


MP 2 Maintain rear lane car parking.



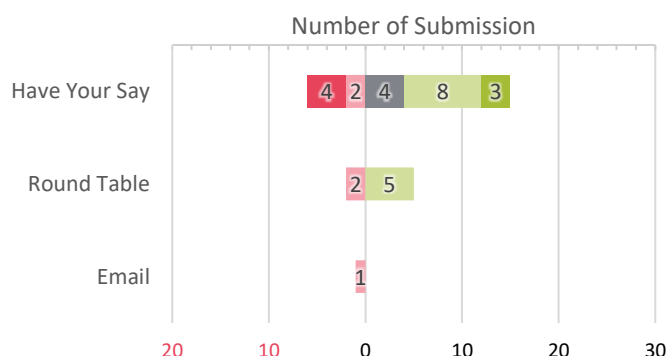
MP 3 Maintain through site/arcade links.

Strongly Disagree Disagree Neutral Agree Strongly Agree



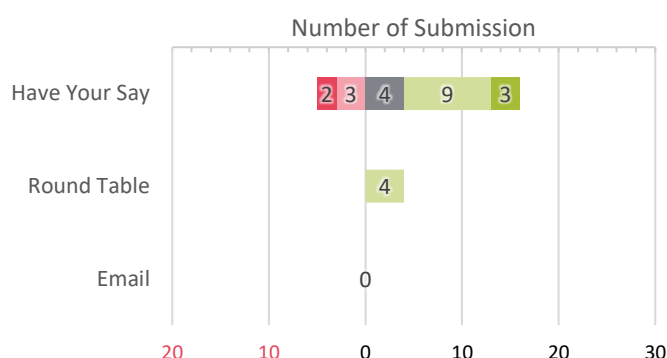
MP 4 Consider new relocated crossings to improve pedestrian amenity and align with through site links/arcades in both blocks.

Strongly Disagree Disagree Neutral Agree Strongly Agree



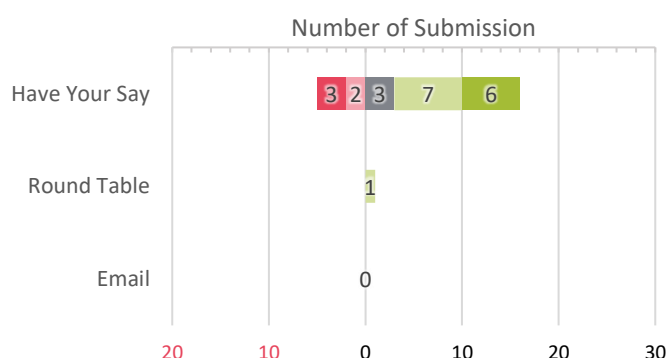
MP 5 Threshold treatment at intersections to improve pedestrian and visual amenity.

Strongly Disagree Disagree Neutral Agree Strongly Agree



MP 6 Threshold treatments to road to mark entry into the centre and assist with calming traffic speed.

Strongly Disagree Disagree Neutral Agree Strongly Agree



Feedback about Scenario 4 and Master Plan

The strong support to retaining the existing planning controls as per Willoughby LEP 2012 with no increased heights matches the participants objection to the height increases proposed in MP 1. For example:

“The area is already too busy, with traffic and pedestrians frequently clashing. The area provides all amenities needed, and there is ample commercial space in the surrounding neighbourhood. The area can not cope with more parking, more residents, more noise, and more people.”

This is also reflected in responses to the recommendation about setbacks, with the 3 storey heights the primary reason provided by participants for their disagreement.

There is strong support for maintaining rear lane car parking and through site/arcade links. The few participants that were opposed to rear lane car parking suggested basement parking.

There was mixed result for the consideration of new relocated crossings to improve pedestrian amenity and align with through site links/arcades in both blocks. Some concerns were: that it would be ineffective and would slow traffic down too much. Several participants stated that they wanted to know the location options of the new crossings before making an assessment.

There was a correlation with people disagreeing with the recommendation for threshold treatment at intersections (MP 5) and people disagreeing with threshold treatments to the road to mark entry into the centre and assist with calming traffic speed (MP 6). Participants were concerned that this would narrow the road impacting on cyclists and parking and may be ineffective.

Conclusion

Participants in the High Street Local Centre had mixed views about development recommended for this area. Some were concerned about the impact increased density would have on the area, particularly on parking, traffic and shadowing on neighbouring properties. A few felt infrastructure should be provided first. Also, some participants wanted to see some streets and spaces activated, particularly at night and on weekends.

Most agreed that pedestrian crossings and safety could be improved but some did not agree with the access routes, connections and laneways proposed.

There were also mixed views about whether an extension to the shopping centre was needed, with some participants expressing concerns about impacts on existing businesses and viability of new businesses.

Feedback about the Draft Local Centres Strategy for Naremburn

Participants

82 unique participants provided feedback about the Draft Local Centres Strategy for Naremburn. Of these people 67 participated in the HYS survey, 6 submitted emails and 18 attended a round table event.

Table 14: Number of participants for Naremburn

	Number of participants				Total unique participants
	HYS Survey	Emails	Round Table	Total	
Naremburn Local Centre	67	6	18	91	82

Types of participants

Out of the 67 people who provided a submission about the Draft Local Centre Strategy for Naremburn using HYS survey 97% lived in the area. 55% of these participants had lived in the area for more than 10 years, 33% for 3-10 years and 12% for 1-3 years. 1% of the HYS participants were property developers.

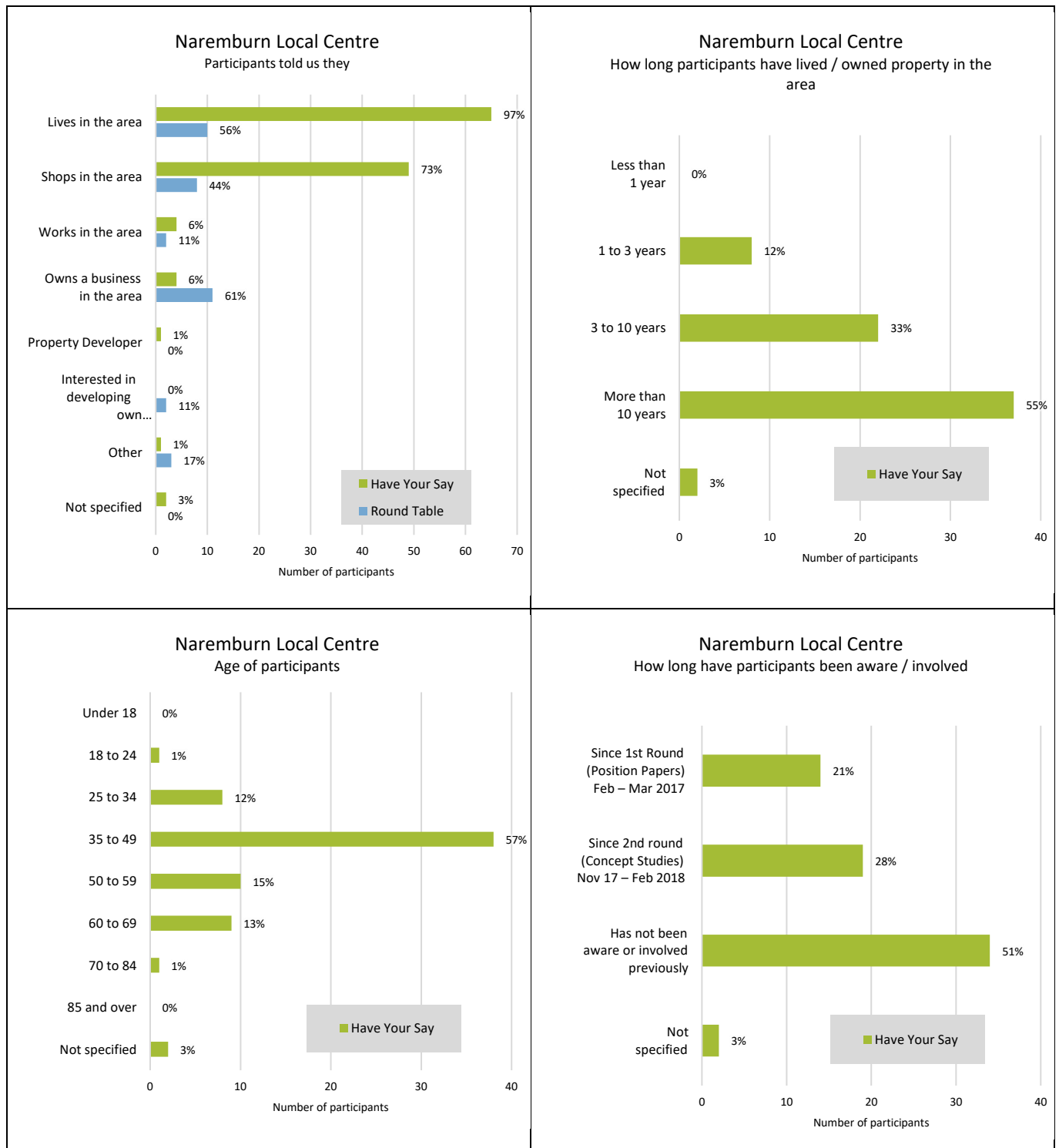
The Draft Local Centre Strategy for Naremburn was also of interest to people who did not reside in the area. Out of the 18 people who participated in the round table event only 56% lived in the area, 44% shopped in the area and 61% owned a local business. 11% of these participants said that they were interested in developing their own properties. Of the 17% that stated “other”, many stated that they were representing other people looking to either invest in the area or develop their properties.

Most of these participants (57%) told us they were between 35 to 49 years old, 15% were between 50 to 69 years only, 13% 60 to 69 years old and 12% 25 to 42 years old.

54% of these participants were female, 43% male, and 3% did not specify their gender.

Out of the 67 people who provided a submission using HYS on this project, 51% said that they were not aware of or involved in any previous engagement about this project. 21% said that they had been engaged from the start of the process and 28% said that they were involved in the second phase of engagement.

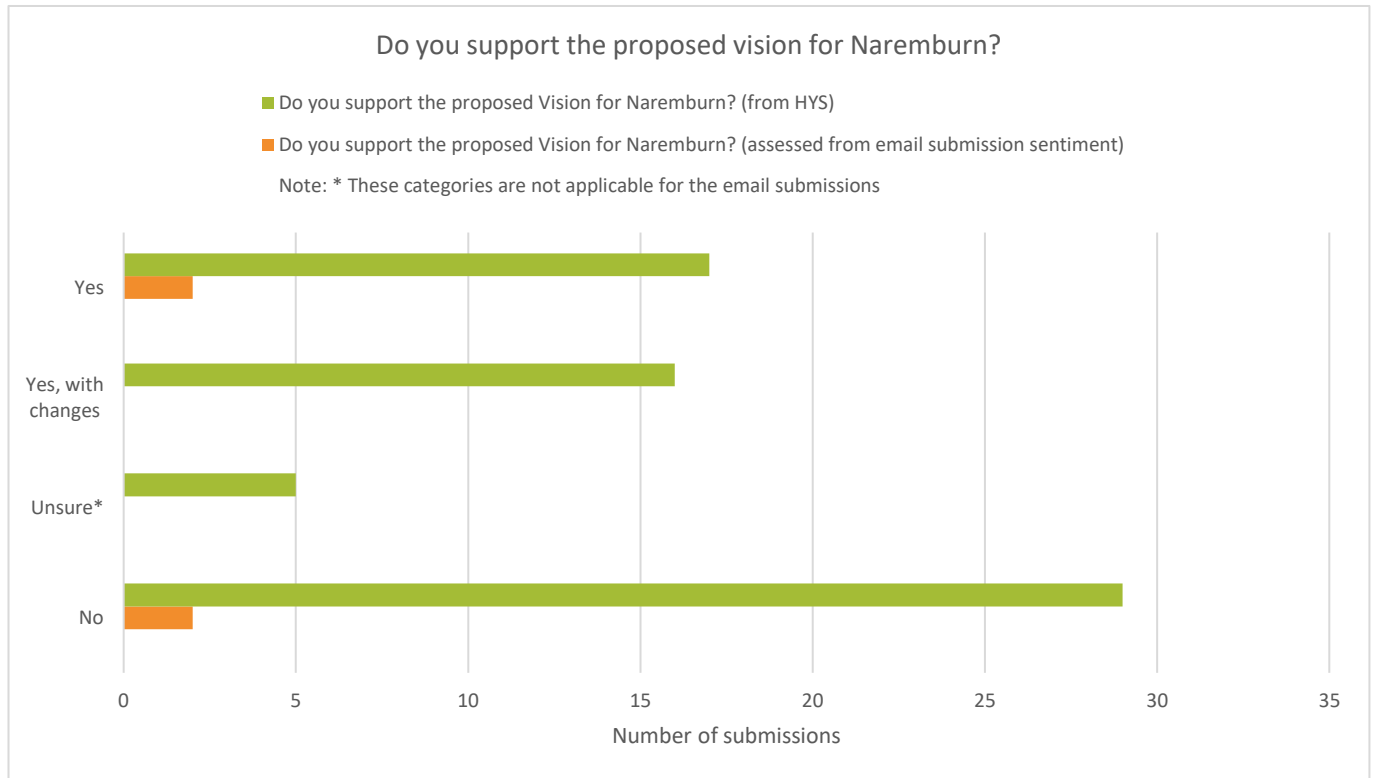
Figure 22: Types of participants for Naremburn submissions



Proposed Vision

Out of the 67 HYS participants, 17 supported the proposed vision and 16 agreed with changes, 5 were unsure, and 29 did not agree.

Figure 23: Support of the proposed vision for Naremburn



The next HYS survey question offered participants the opportunity to detail the reasons for their response regarding the proposed Draft Local Centres Strategy for Naremburn. 51 of the 67 HYS participants provided more detail. All 16 people who supported the draft strategy with changes provided more detail. These participants said that they would like to see:

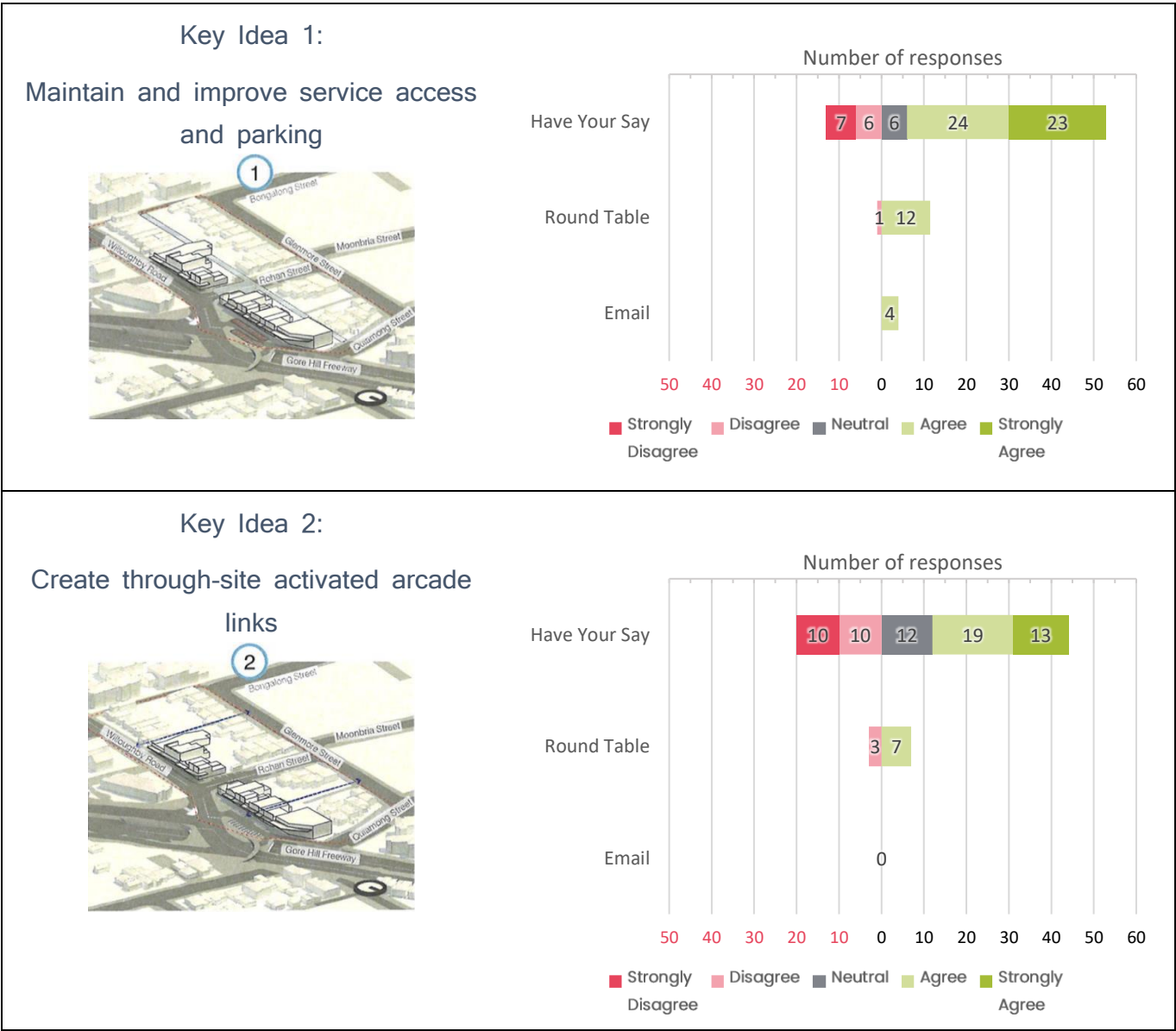
- Reduced heights
- The village feel of the area and conservation areas maintained
- Traffic congestion / parking issues addressed
- Improvements to infrastructure

Out of the 6 email submissions received, two participants supported the proposed vision and the other two submissions did not.

Key Ideas

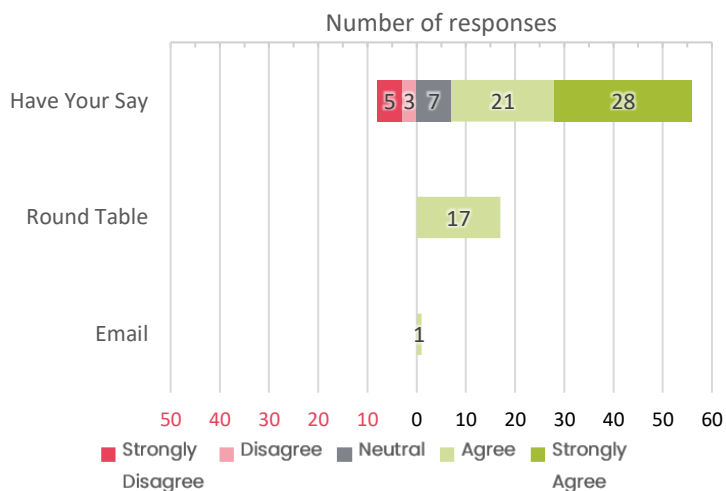
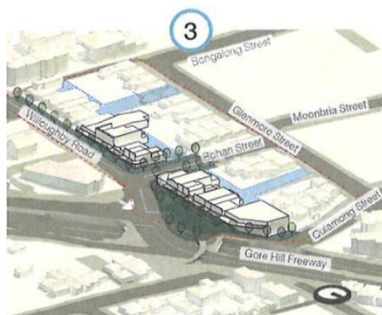
Participants were asked to provide their feedback about the five key ideas outlined in the Draft Local Centres Strategy for Naremburn. The following graphs show how many people agreed and disagreed with each idea. Where provided the reasons for these responses are also

summarised below. Detailed responses on each of these key ideas has also been provided to the project team in a separate output.



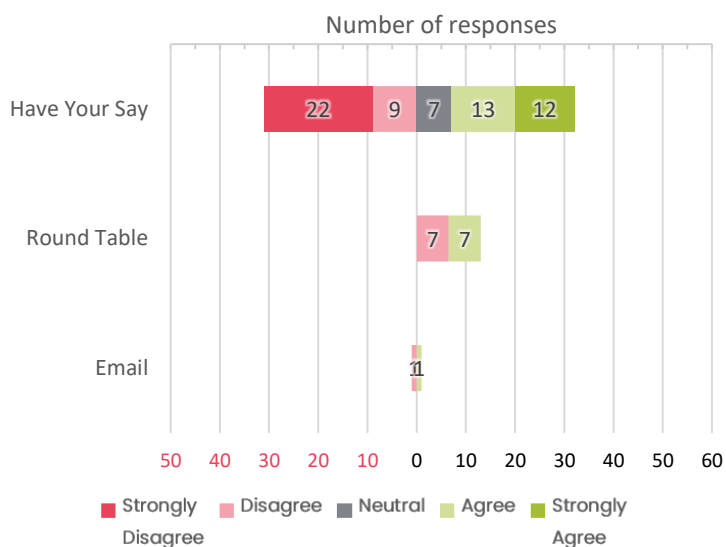
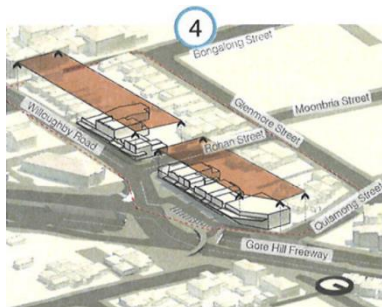
Key Idea 3:

Public domain and open space improvements



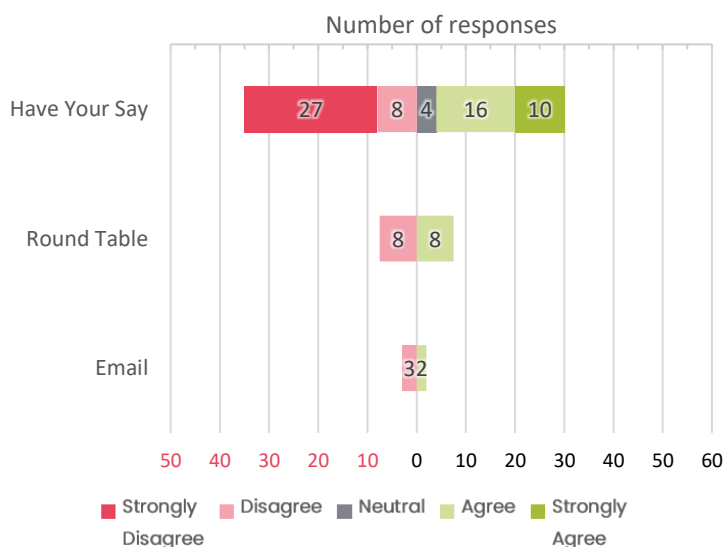
Key Idea 4:

Additional commercial and residential shop-top apartments



Key Idea 5:

Residential apartments to the rear of the retail strip



Maintaining and improving service access and parking (Key Idea 1) and public domain and open space improvements (Key Idea 3) was the most popular among most participants who said that:

“A communal area for residents and also visitors to the area to gather. Similar to Lane Cove precinct. It does have to be large but it gives the community a reason to visit aside from day-to-day commercial/retail visits.”

And

“With a higher zoning for the proposed site a viable parking solution could be factored into the redevelopment of the site.”

There were some concerns with Key Idea 2 about whether a safe environment could be maintained if the arcade links weren't activated successfully and that the excess level of development needed to make them viable.

Those opposed to Key Idea 4 and 5 provided similar reasons to those outlined in the Feedback about Key Ideas section above.

“Certain commercials could be refreshed however, the area is already well serviced by St Leonards and Crows Nest both of which are not far away.”

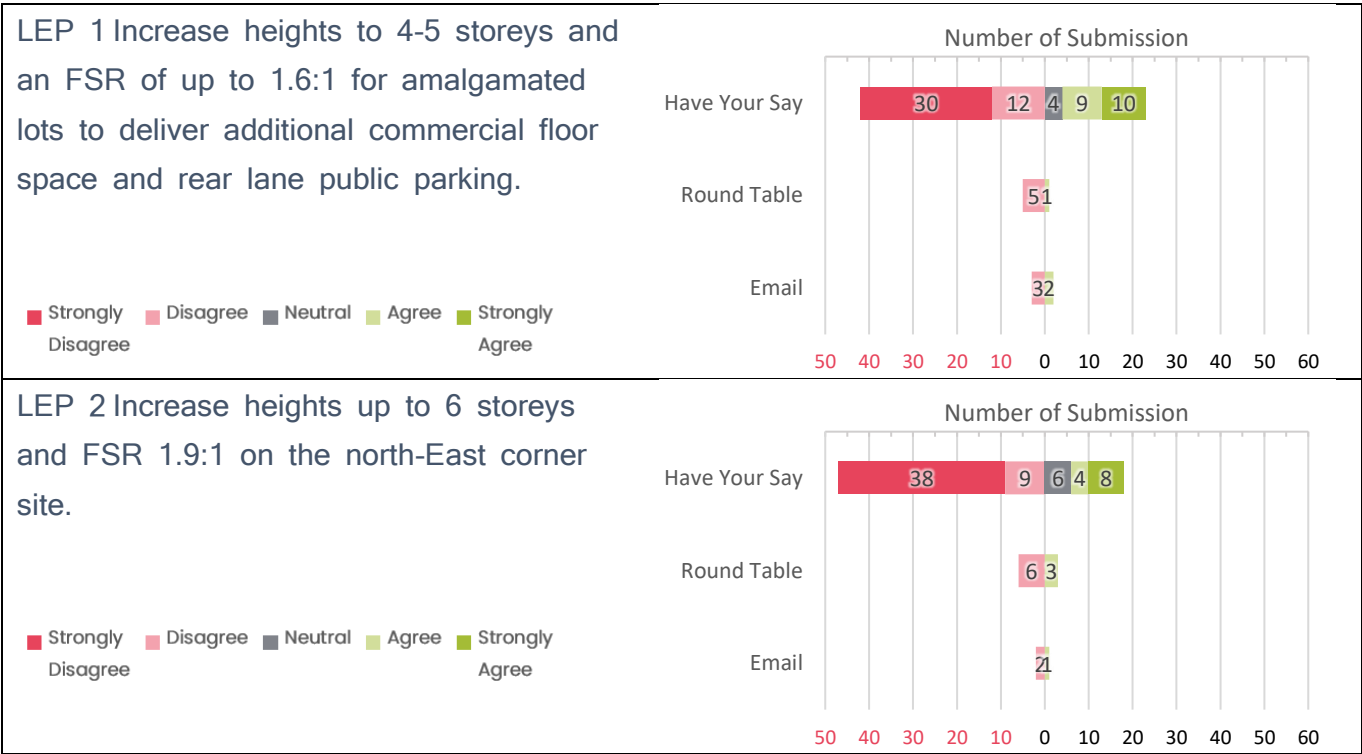
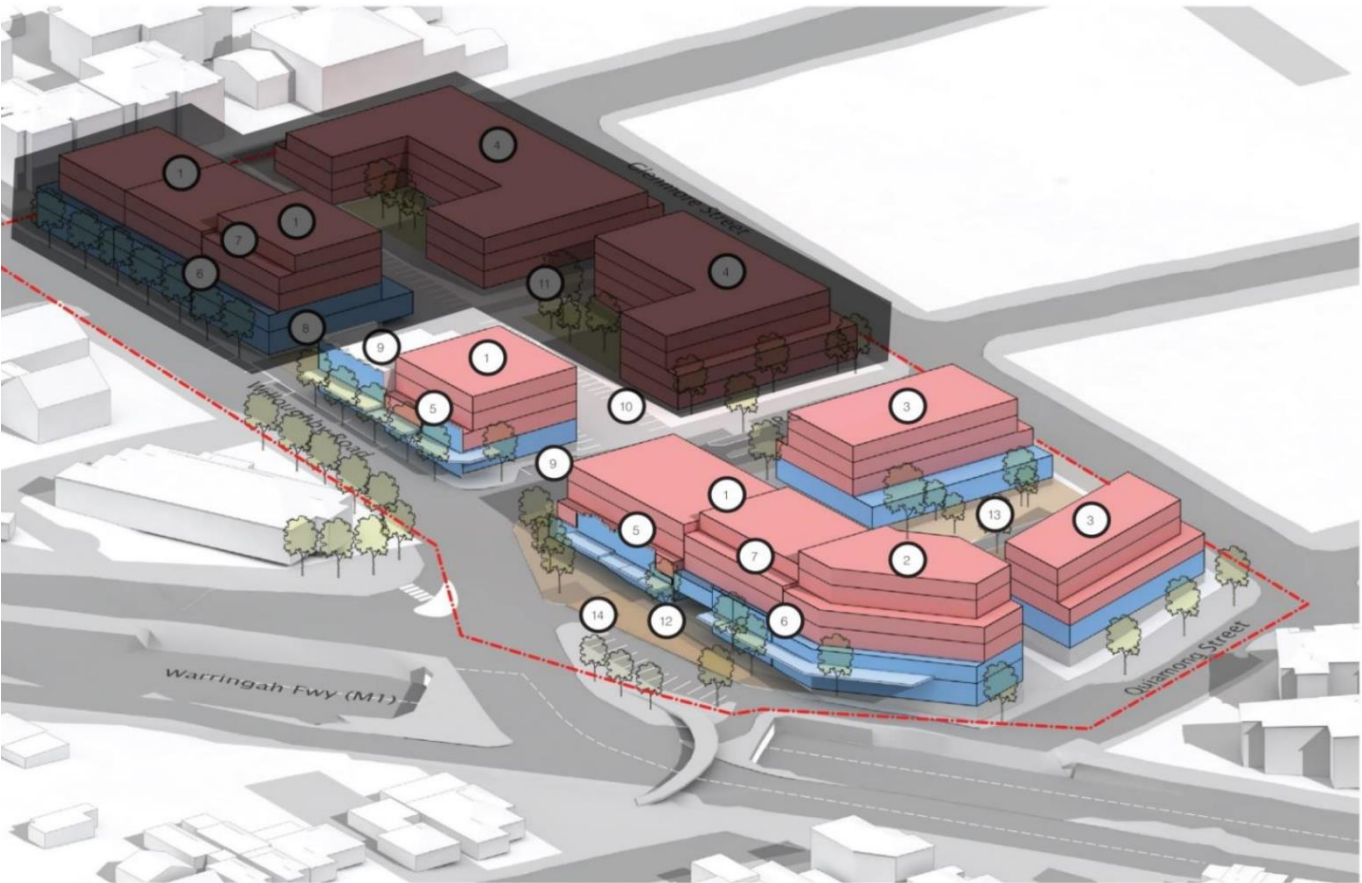
Scenario 4 and the Master Plan

Participants were shown an image illustrating the key recommendations of Scenario 4 regarding the Local Environment Plan (LEP) and Development Control Plan (DCP). They were also shown an image of the key features of the master plan.

Participants were then invited to provide feedback about each of the key recommendations and key features. The following graphs show the levels of support for each of these.

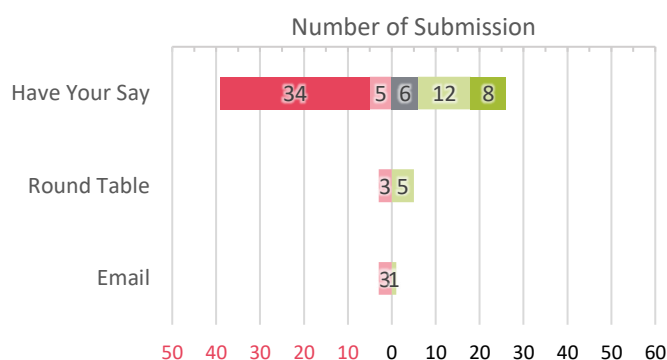
Comments from participants about each key recommendation and feature have been grouped and summarised after the graphs.

Scenario 4 recommendations



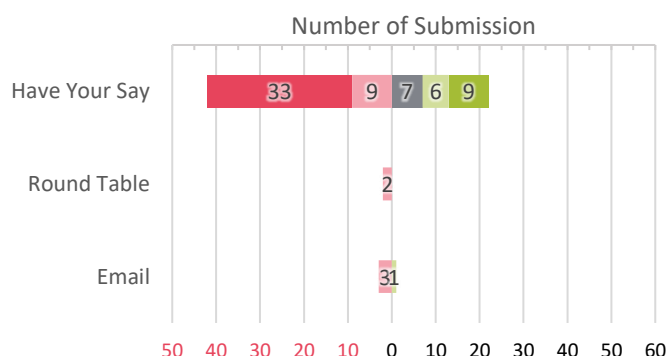
LEP 3 Rezone R3 land fronting Glenmore Street to B1 Neighbourhood Centre with heights up to 4 Storeys and an FSR up to 1:1 for amalgamated lots.

Strongly Disagree Disagree Neutral Agree Strongly Agree



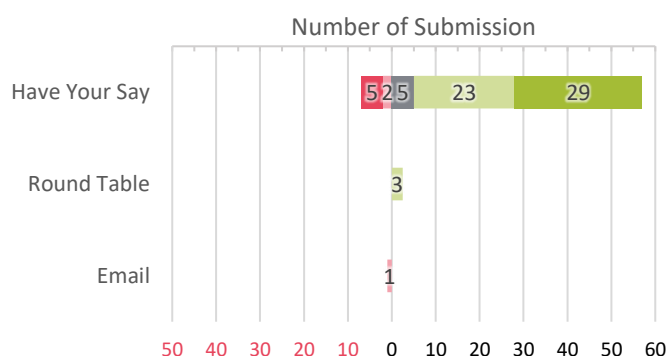
LEP 4 Rezone R2 land fronting Glenmore Street to R3 Medium Density Residential with heights up to 4 Storeys and an FSR up to 1.4:1 for amalgamated sites.

Strongly Disagree Disagree Neutral Agree Strongly Agree



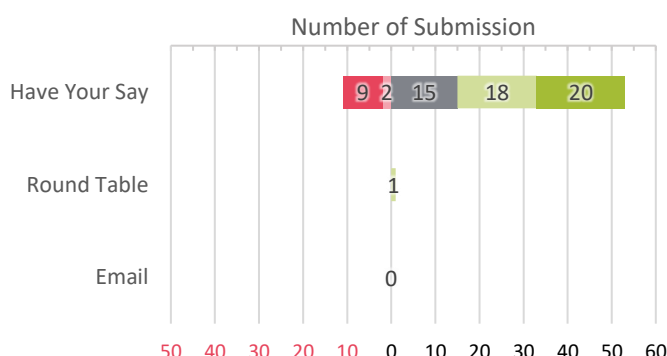
LEP 5 Maintain fine grain existing shop fronts along Willoughby Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree



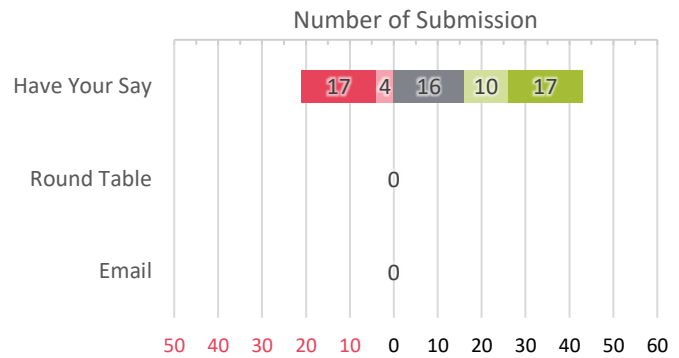
DCP 6 Minimum 3m upper level setback above 2 storeys fronting Willoughby Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree



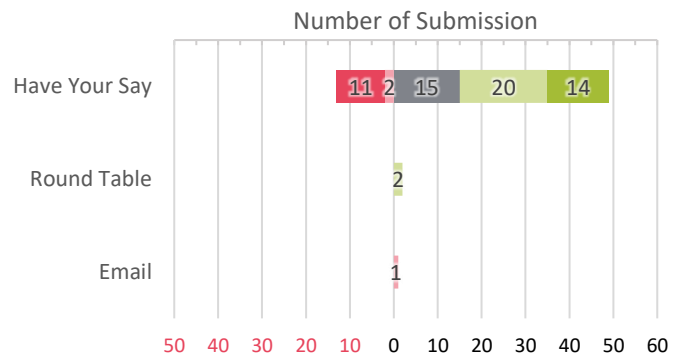
DCP 7 Additional 3m setback above 4 storeys fronting Willoughby Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree



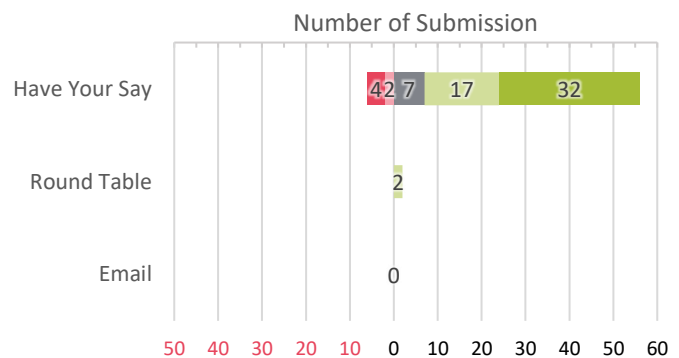
DCP 8 New public space and through site link to be provided to the south of heritage listed building (272 Willoughby Road).

Strongly Disagree Disagree Neutral Agree Strongly Agree



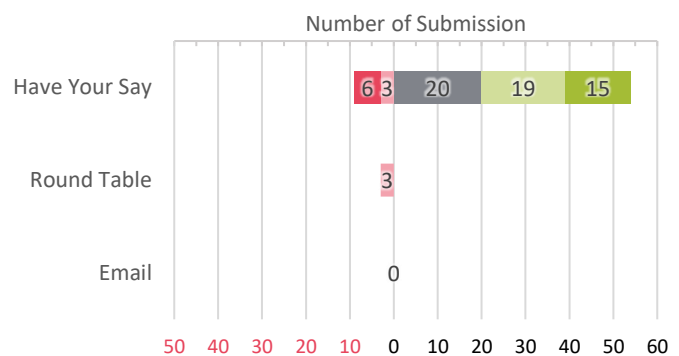
DCP 9 Maintain appropriate height and setbacks adjacent to heritage listed buildings.

Strongly Disagree Disagree Neutral Agree Strongly Agree

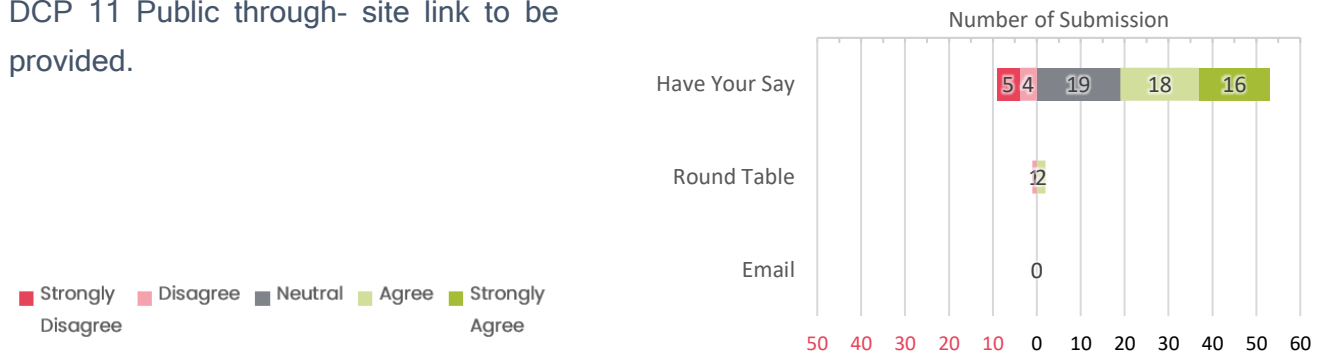


DCP 10 Minimum rear setback of 18m for lots fronting Willoughby Road to allow for future public parking and service access.

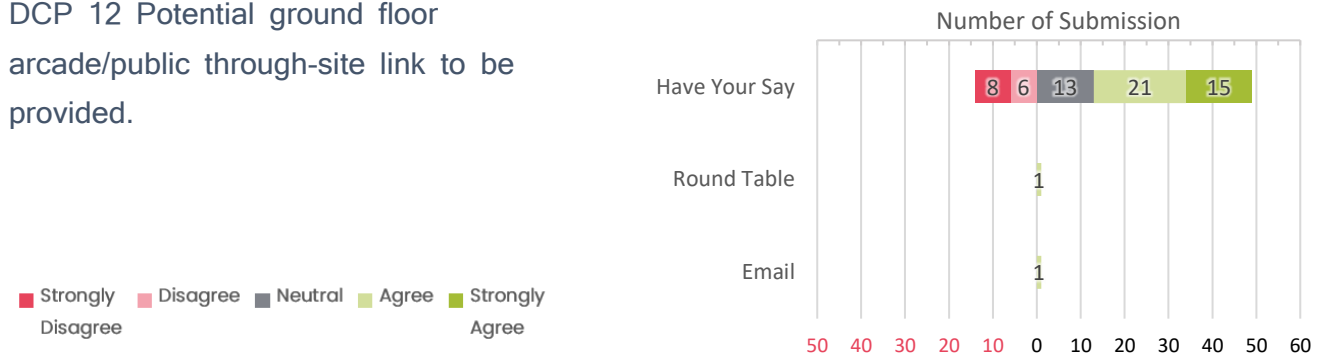
Strongly Disagree Disagree Neutral Agree Strongly Agree



DCP 11 Public through- site link to be provided.



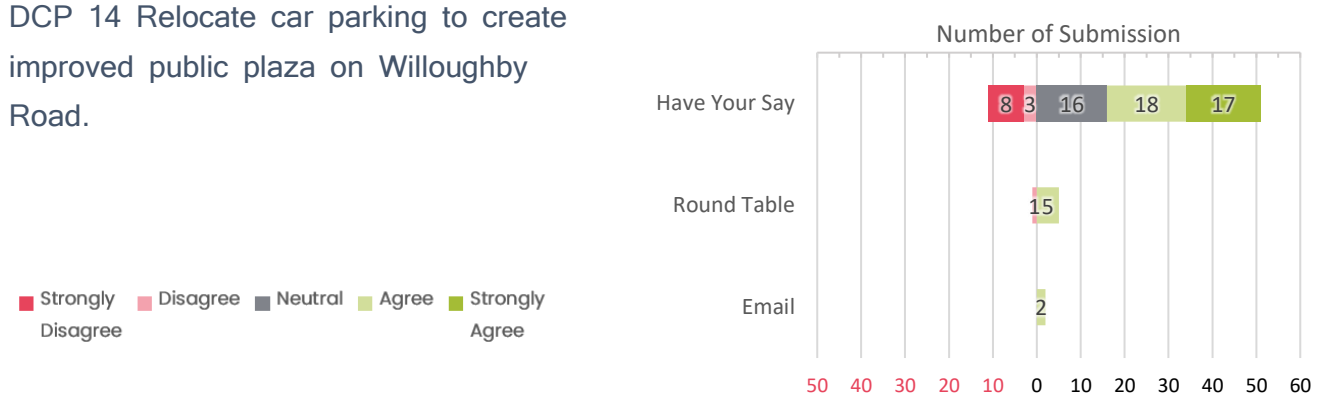
DCP 12 Potential ground floor arcade/public through-site link to be provided.



DCP 13 Provide new public space with active ground floor frontage.

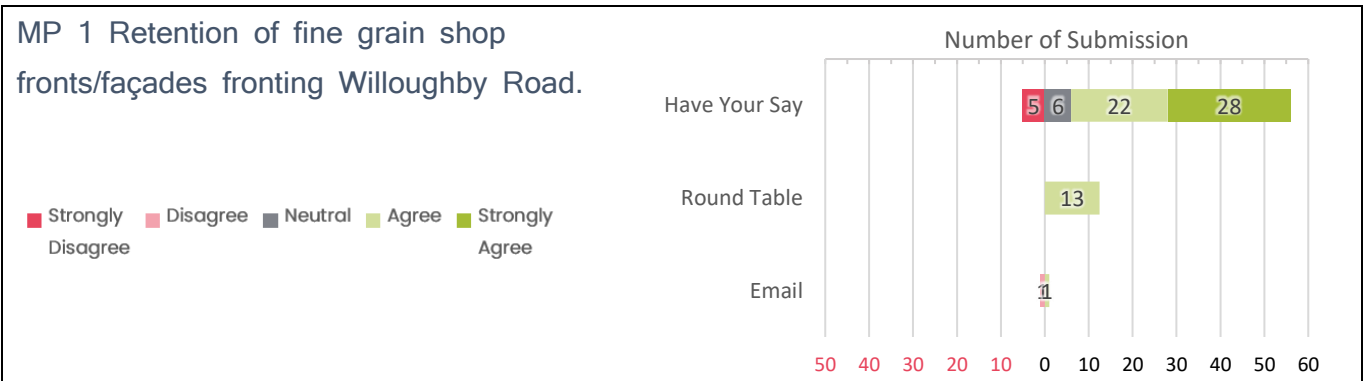


DCP 14 Relocate car parking to create improved public plaza on Willoughby Road.



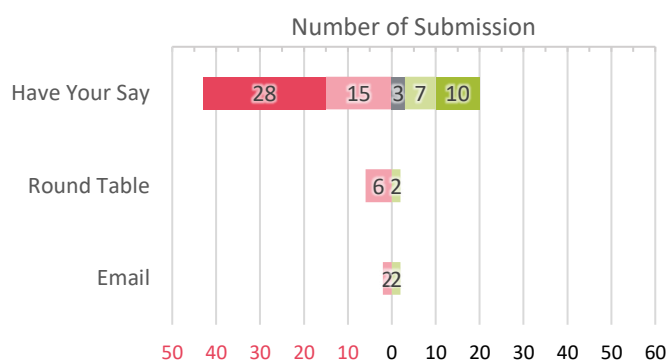
Master Plan

Participants were shown the following image and invited to provide feedback about the draft master plan for Naremburn.



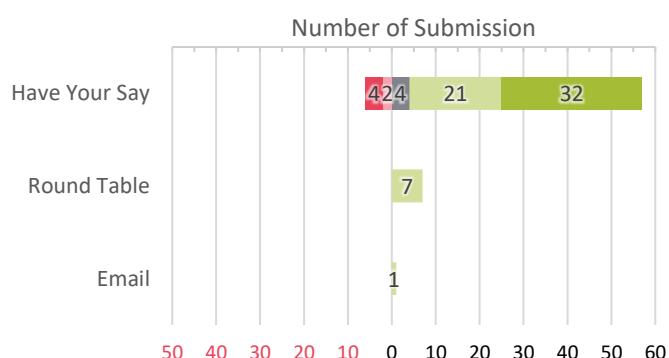
MP 2 Up to 4-5 storeys with shop top housing on amalgamated lots fronting Willoughby Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree



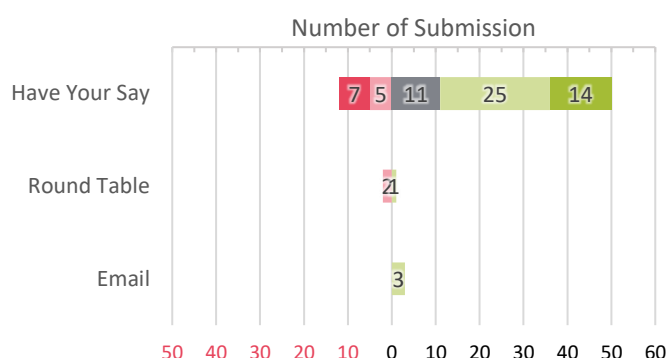
MP 3 Retention of heritage buildings/façades

Strongly Disagree Disagree Neutral Agree Strongly Agree



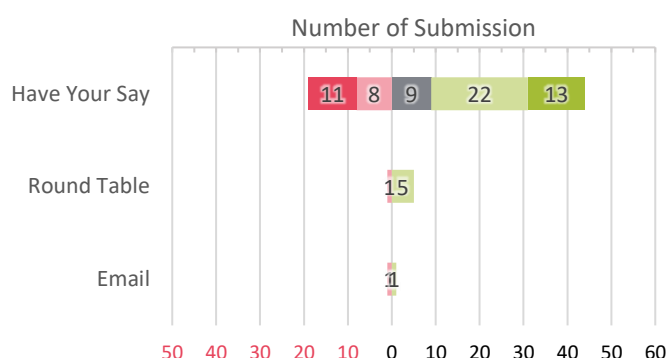
MP 4 Public parking and services access to the rear of lots fronting Willoughby Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree



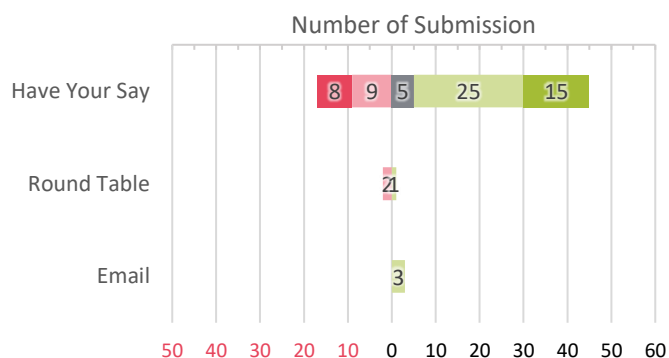
MP 5 A new public plaza and through site link.

Strongly Disagree Disagree Neutral Agree Strongly Agree



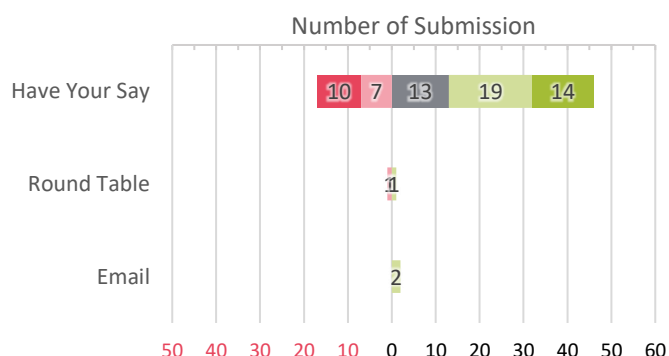
MP 6 Relocate some parking to rear laneway to create additional high-quality public space fronting Willoughby Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree



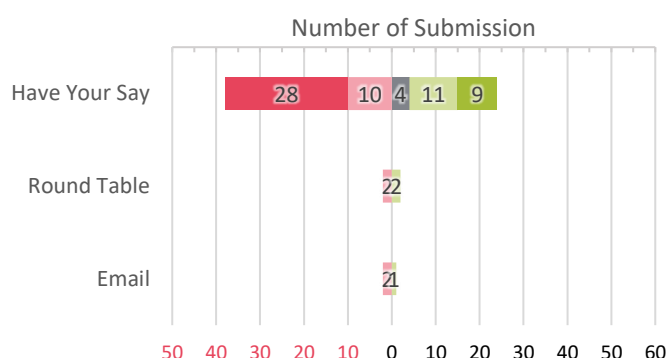
MP 7 Pedestrian arcade/through-site link

Strongly Disagree Disagree Neutral Agree Strongly Agree



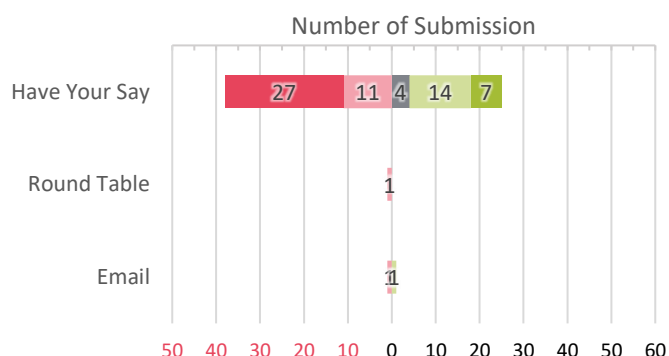
MP 8 Residential apartments on amalgamated sites up to 4 storeys with ground floor retail fronting a new public space.

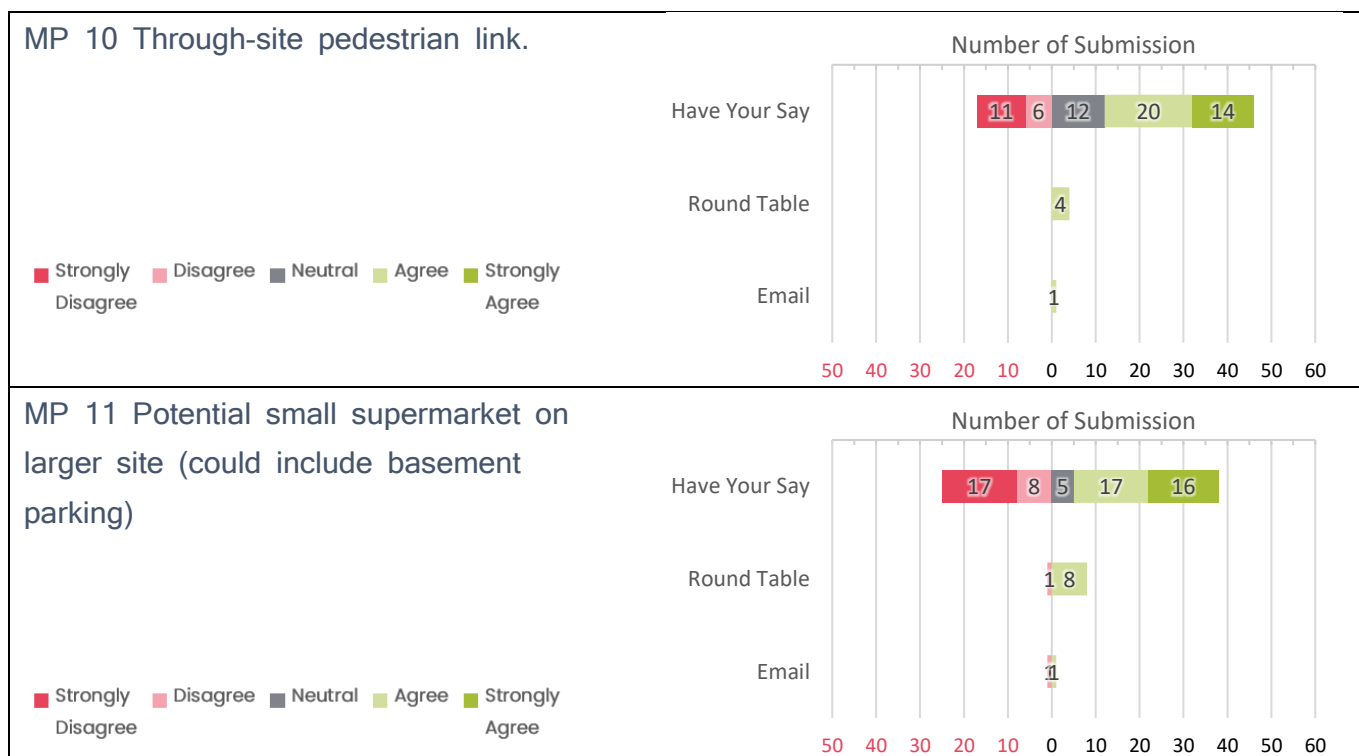
Strongly Disagree Disagree Neutral Agree Strongly Agree



MP 9 Residential apartments on amalgamated sites up to 4 storeys.

Strongly Disagree Disagree Neutral Agree Strongly Agree





Feedback about Scenario 4 and Master Plan

There is strong opposition to recommendations LEP 1 to LEP 4 of Scenario 4. Participants clearly stating that they felt that between 3 and 4 storeys would be more appropriate. For example:

"This recommendation does not support the vision of "retaining a pleasant village atmosphere"

Of those participants that commented on recommendation LEP 5, most wanted the fine grain existing shop fronts maintained. For example:

"The distinct nature of Naremburn is, in many ways, defined by its small, independent shops in buildings of distinctly different Style and size. This should be maintained."

Despite most participants supporting the DCP recommendations regarding setbacks (DCP 6, DCP 7, and DCP 9) most of the comments provided by participants were from those who disagreed with the recommendation. These participants were against the setback if it was a result of the proposed building heights. One participants felt that setbacks should be bigger.

There was strong support for the DCP recommendations DCP 10 to DCP 14, however very few participants provided comments in relation to these recommendations.

This feedback was consistent across both LEP and master plan recommendations, with most participants strongly disagreeing to all recommendations related to building heights (MP 2, MP 8 and MP 9). Participants commenting that they felt that 3 and 4 storeys would be more appropriate.

“This would detract from the existing shop fronts and increased density would detract from neighbouring low density housing.”

Recommendation MP 11 received mixed support. Those opposed to this recommendation stated that it was necessary due to the proximity to other supermarkets. For example:

“There are enough supermarkets in the area already, this is unnecessary and will bring more traffic than this local streets can handle.”

Despite the number of participants agreeing with MP 11, there were very few comments explaining their support.

All other master plan recommendations received moderate support.

Conclusion

Participants in the area were keen to see some development, but most only agreed with heights between 3-4 storeys and would only support development that included open space and public domain.

Many participants also expressed their concerns about increased density. Some said that this was because they wanted to retain the village feel of the area but most were more concerned about the impact on traffic flow and parking. Existing traffic flow and parking problems were mentioned by a few participants.

A couple of participants also said that they were unsure about the viability of commercial developments in the area, including the supermarket.

Feedback about the Draft Local Centres Strategy for Northbridge

Participants

126 people provided feedback about the Draft Local Centres Strategy for Northbridge. These people provided feedback through 59 HYS survey responses, 60 via email submissions (15 emails were received in total, however two of these emails represented multiple people) and 22 participants at the round table events.

Table 15: Number of participants for Northbridge

	Number of participants				Total unique participants
	HYS Survey	Emails	Round Table	Total	
Northbridge Local Centre	59	15 (1 email with 34 names) (1 email with 13 names)	22	141	126

Types of participants

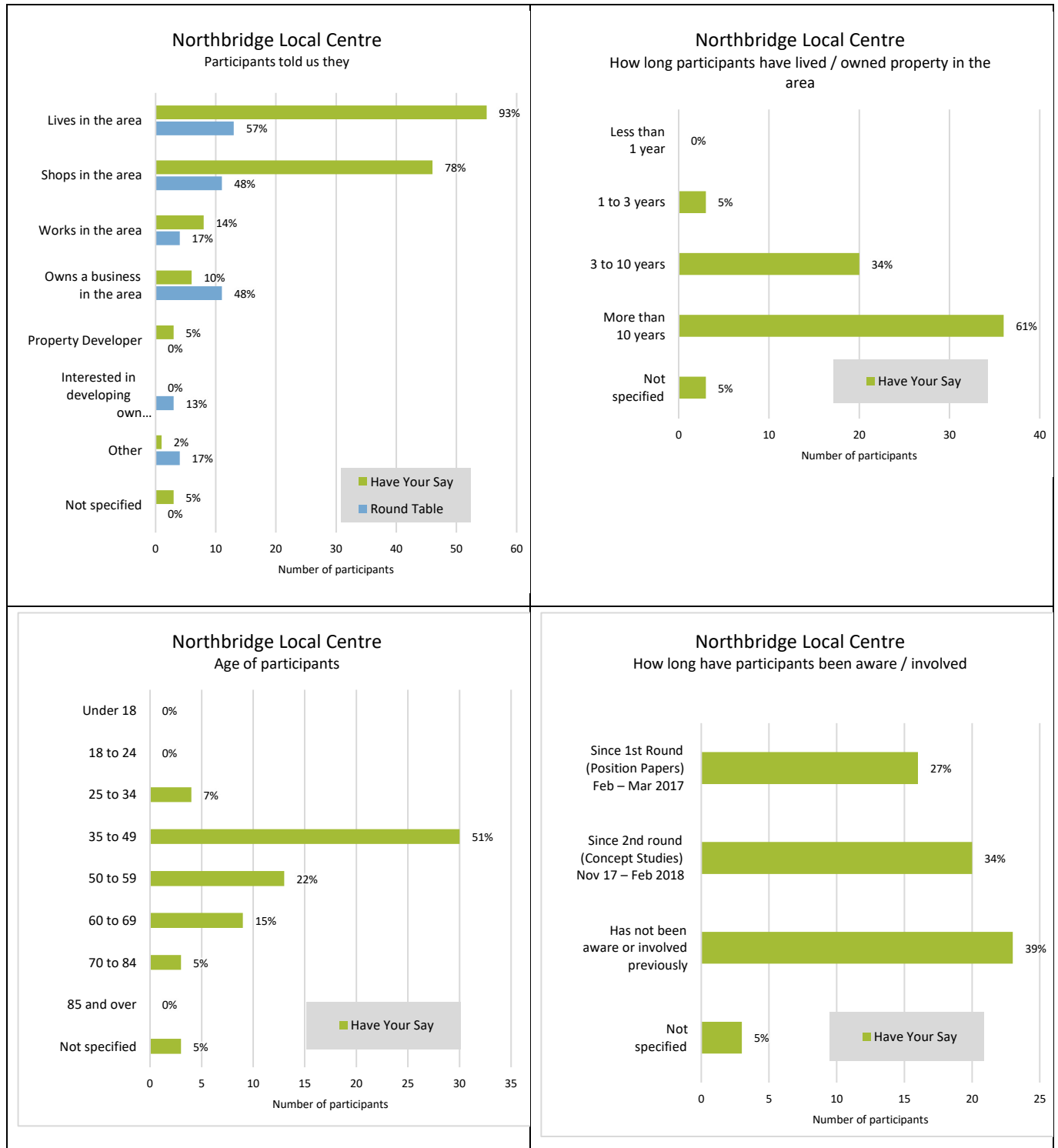
Out of the 59 people who provided a submission about the Draft Local Centre Strategy for Northbridge using HYS survey, 93% lived in the area. 61% of these participants had lived in the area for more than 10 years, 34% for 3-10 years and 5% for 1-3 years. 5% of these participants were property developers.

The Draft Local Centre Strategy for Northbridge was also of interest to people who did not reside in the area. Out of the 22 people who participated in the round table event 57% lived in the area, 48% shopped in the area and 48% owned a local business. 13% of these participants said that they were interested in developing their own properties.

The demographic of this area was younger than many of the other areas positioned to be Local Centres. 51% of participants told us that they were between 35 - 49 years old. 7% told us that they were 25 - 34 years old, 22% 50 - 59 years old and 20% were over 60 years old. Of the HYS survey participants, 51% were female, 44% male, and 5% did not specify their gender.

Out of the 59 of people who provided a submission using HYS on this project, 55% said that they were not aware of or involved in any previous engagement about this project. 18% said that they had been engaged from the start of the process and 27% said that they were involved in the second phase of engagement.

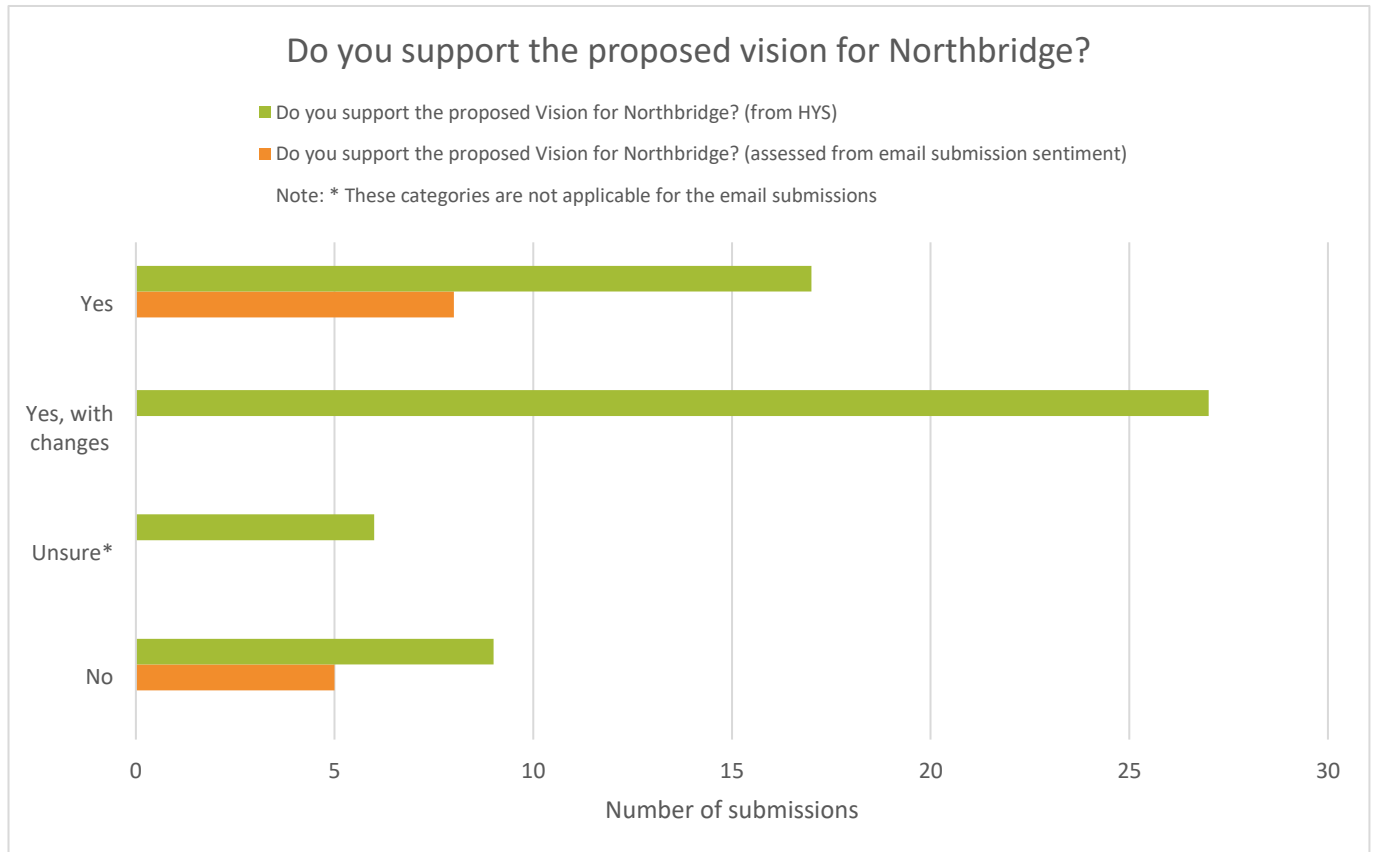
Figure 24: Types of participants for Northbridge submissions



Proposed Vision

Out of the 59 people who participated via the HYS survey, 17 supported the proposed vision and 9 did not, 6 were unsure and 27 said that they supported it with changes.

Figure 25: Support of the proposed vision for Northbridge



The next HYS survey question offered participants the opportunity to detail the reasons for their response regarding the proposed Draft Local Centres Strategy for Northbridge. 49 of the 59 HYS participants provided more detail. Of the 27 people who supported the draft strategy with changes, 26 provided more detail. These participants said that they would like to see:

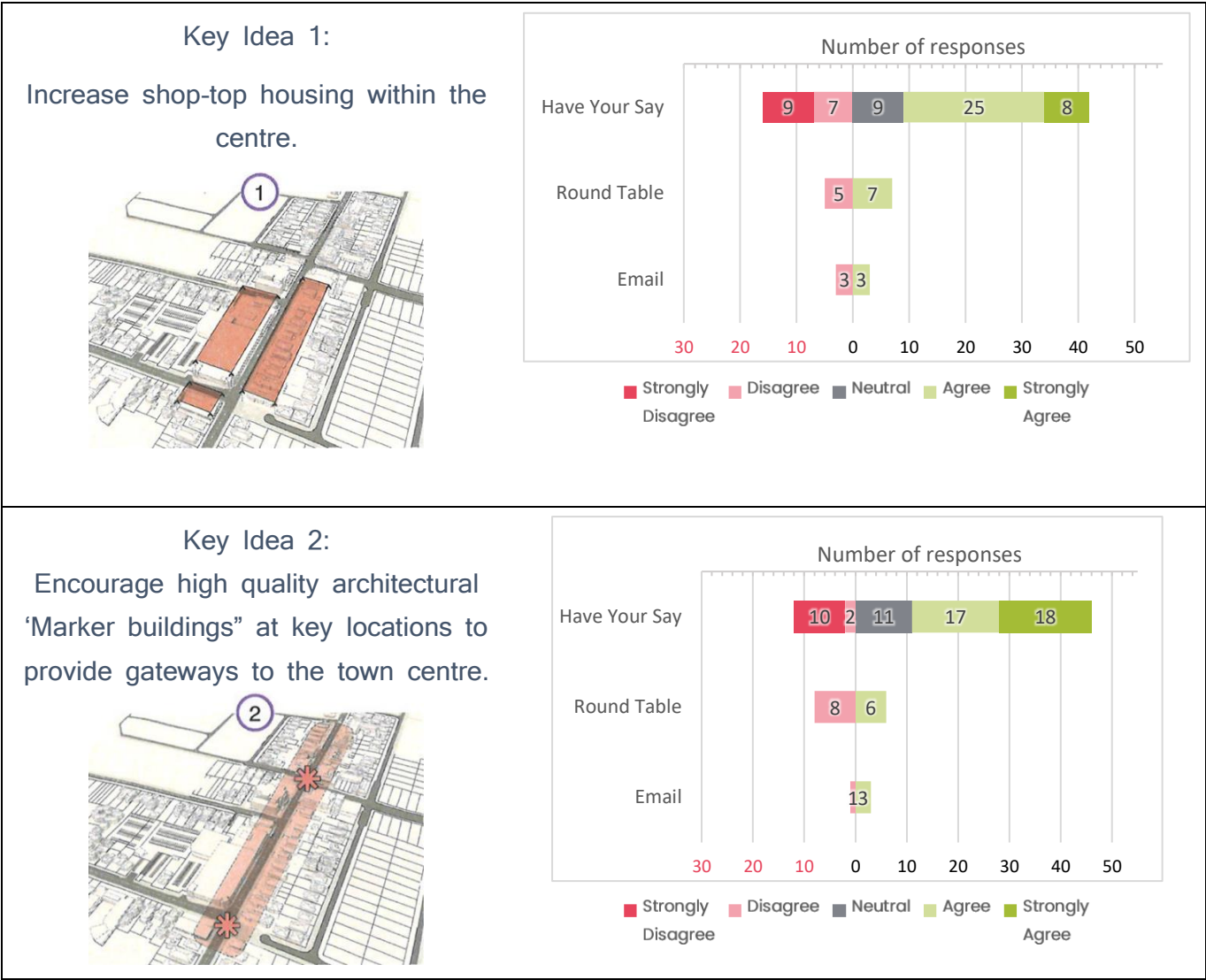
- The plaza expanded
- Heights of four storeys only
- Traffic / parking issues addressed / sufficient parking spaces provided
- Increases to density in certain areas including Sailors Bay Road
- Greater mix of businesses
- Development proportionate to existing buildings

Out of the 15 email submissions received, eight participants supported the proposed vision, five did not. Out of the remaining two, one was not clear about whether they supported or did not support the proposed vision and the other provided site specific feedback. Retention of the

village atmosphere and the need for additional car parking were the most commonly raised issues in these submissions.

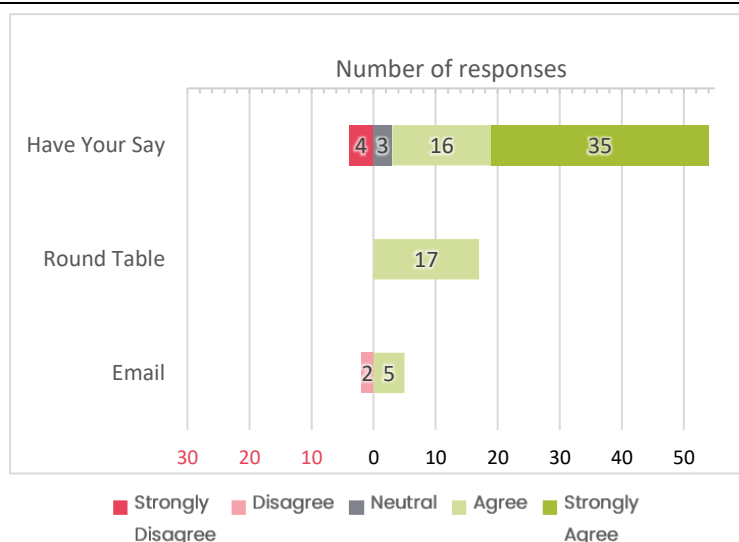
Key Ideas

Participants were asked to provide their feedback about 5 key ideas outlined in the Draft Local Centres Strategy for Northbridge. The following graphs show how many people agreed and disagreed with each idea. Where provided the reasons for these responses are also summarised below. Detailed responses on each of these key ideas has also been provided to the project team in a separate output.



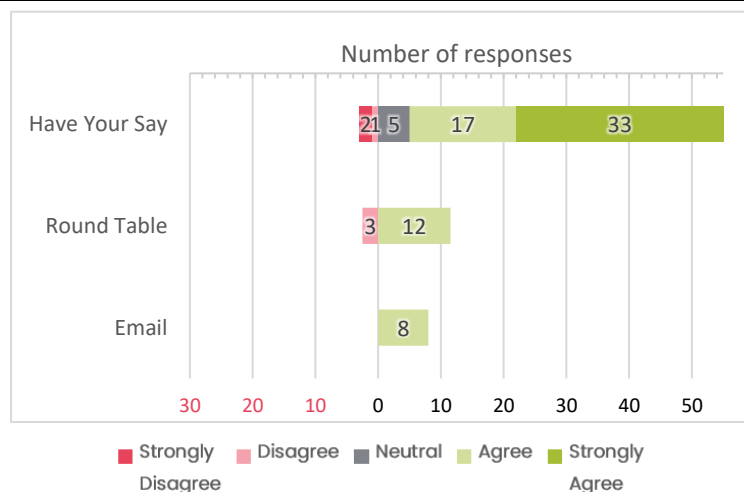
Key Idea 3:

Improve public open space provision by undergrounding Council car park and providing a plaza, create pocket parks and Streetscape improvements.



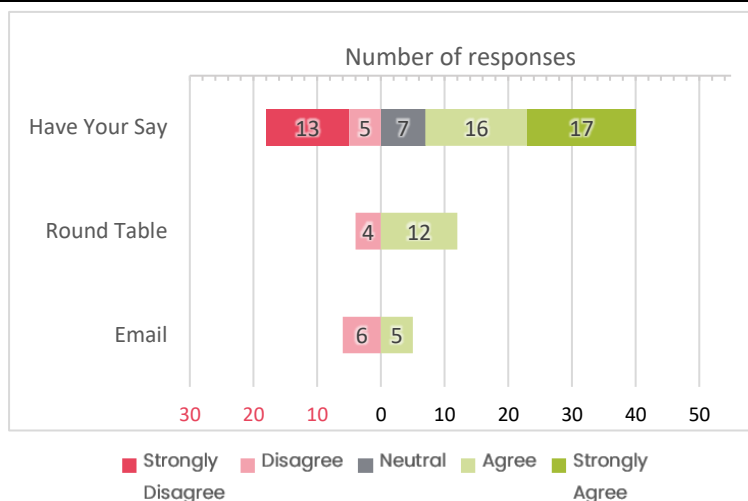
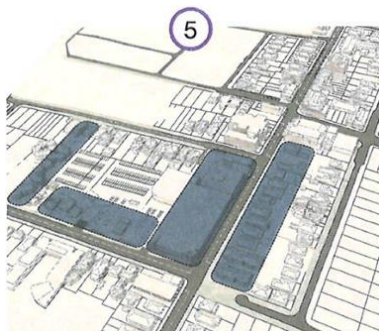
Key Idea 4:

Improve pedestrian connections.



Key Idea 5:

Development potential for new medium density residential, new retail and community uses and additional mixed-use development.



Participants views were mix about Key Idea 1 which suggested shop top housing, and Key Idea 5 which suggested new medium density residential, new retail and community uses and additional mixed-use development. Many of the participants who disagreed with Key Idea 1, also disagreed with Key Idea 5 citing:

"I disagree with more retail. Additional cars and traffic due to greater density development will not be supported on current streets and having higher density housing over the road from single dwellings changes the mood of the street and is a huge safety concern on the narrow network of streets Baringa-Nulgarra-Baroona. I am totally opposed to any higher density housing coming through to Baringa."

Those in favour of Key Idea 1, were also in favour of key Idea 5, for example:

"Shop top housing is a fabulous & idea and if done well, can bring great benefits. You only have to look at Cammeray Square to see the visual and practical appeal of how well this can work."

"For the younger generation, this design brings vibrance and a place of central social gathering and for the older generation (let's not forget that we live within an ageing community), this allows safe & easy access to a range of facilities and in many cases would enable the elderly to remain living independently at home for longer rather than relocating to an aged care facility (which could potentially bring about a whole range of other challenges that come with relocating the elderly)."

The majority of HYS participants agreed or did not have an opinion about Key Idea 2 (marker buildings at key locations as a gateway to the area). Those who did disagree with this idea, expressed concerns like the following:

"I would prefer all buildings to have architectural merit. The above term is disguise for higher density and heights"

"I would greatly prefer blending rather than promoting gateways, generating community foot traffic and flow rather than planning as though very large numbers of visitors need funnelling to shops. People don't stop and talk in gateways and outside marker buildings, they Stop and talk on footpaths and under trees?"

Key Idea 3 and 4 were the most popular among participants, with very few people disagreeing with either of them. The four people who disagreed with the suggestion to improve public space by making the car park underground and providing a plaza and pocket parks and streetscape improvements did so strongly because:

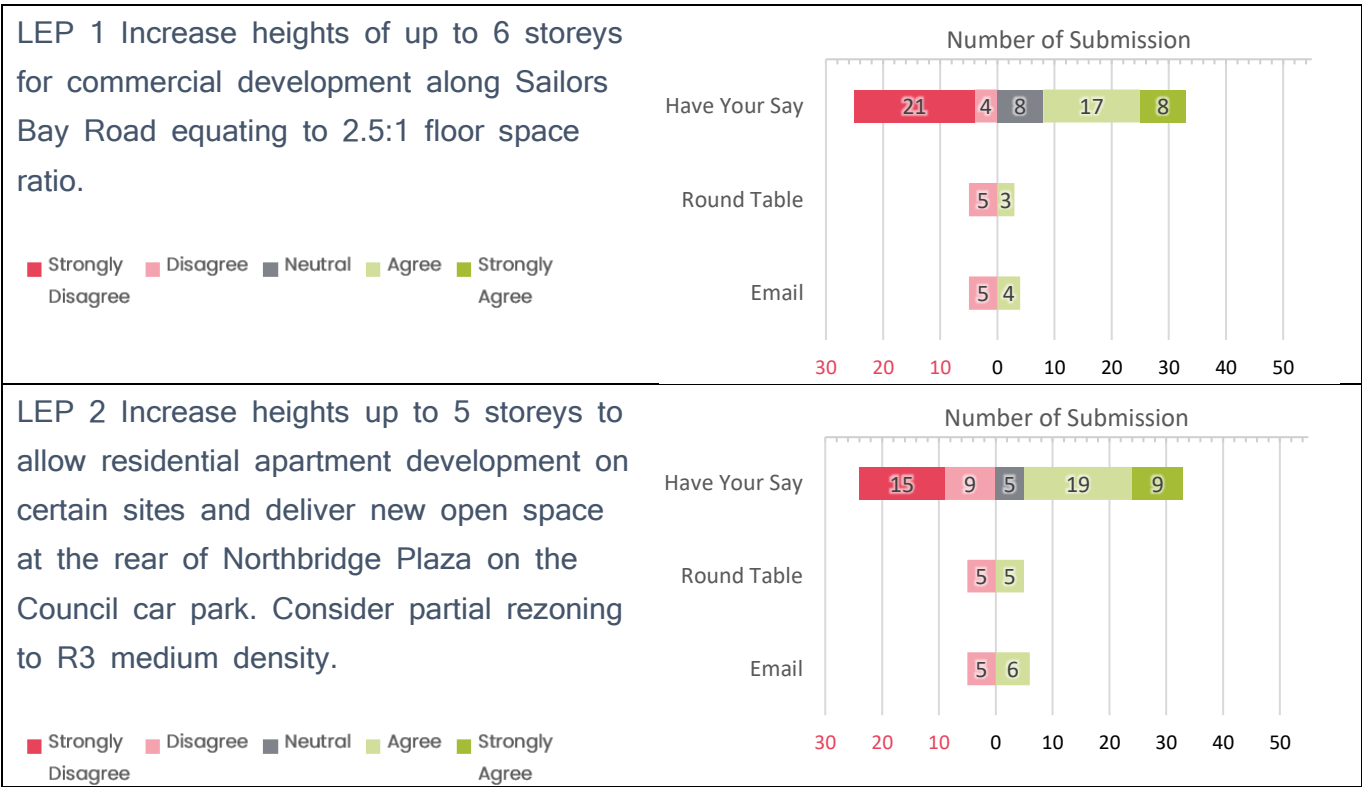
"Northbridge is fortunate to be serviced well by open spaces and parks. The \$ and social cost of increasing the car park and putting it underground is too high a price to pay for a bit of open space in a much larger retail centre with residential development."

Scenario 4 and the Master Plan

Participants were shown the following image and invited to provide feedback about proposed recommendations for the LEP and DCP. The following graphs show the levels of support for each of these recommendations. The section below also includes graphs are also provided showing levels of support for the changes proposed in the master plan.

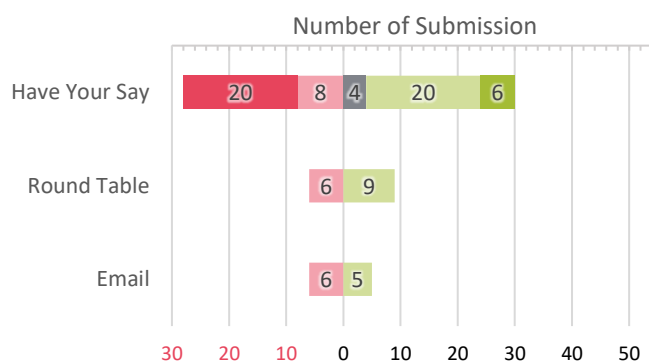
Very few participants provided comments about why they supported or did not support specific recommendations in this area. These responses have been grouped and summarised below in graphs showing support for all recommendations.

Scenario 4 recommendations



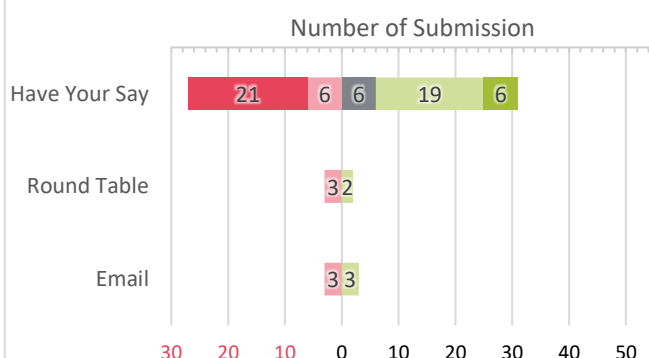
LEP 3 Increase heights up to 3-4 storeys and rezone to R3 Medium density Residential along the northern side of Baringa Road. Consider a minimum lot width to ensure lot amalgamation and improved access from Baringa Road, equating to 1:1 floor space ratio.

Strongly Disagree Disagree Neutral Agree Strongly Agree



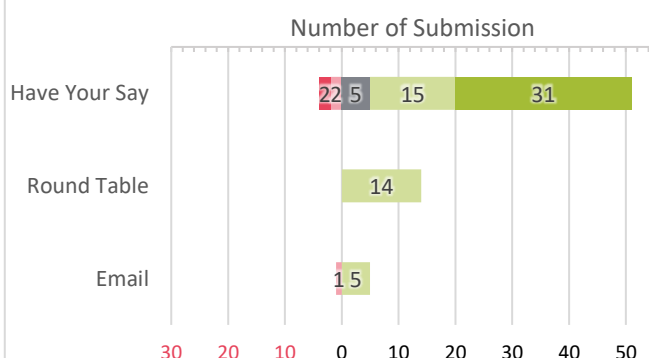
LEP 4 Increase heights up to 5 storeys as an incentive for an additional storey of commercial floor space on certain sites in Sailors Bay Road East and Strathallen Ave.

Strongly Disagree Disagree Neutral Agree Strongly Agree



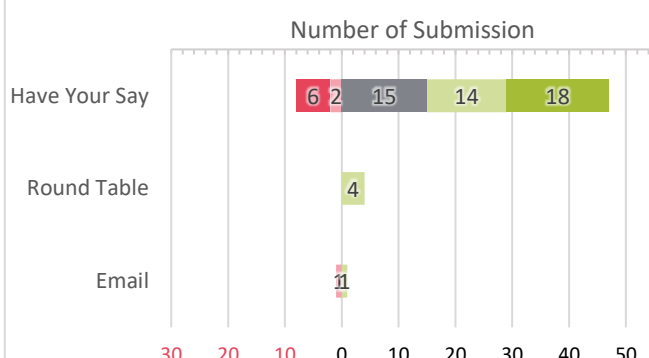
DCP 5 Deliver a new public open space, with a minimum area of 2,000sqm.

Strongly Disagree Disagree Neutral Agree Strongly Agree



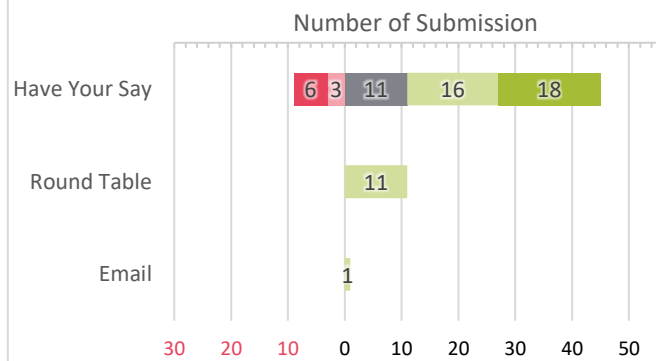
DCP 6 Minimum upper level setback of 3m above 2nd storey, and additional 6m setback above 4th storey for commercial buildings along Sailors Bay Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree



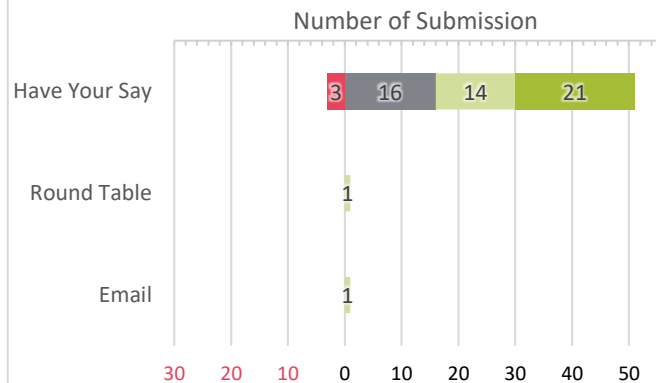
DCP 7 Minimum 6m landscaped setback to be provided along the southern side of Sailors Bay Road.

■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree



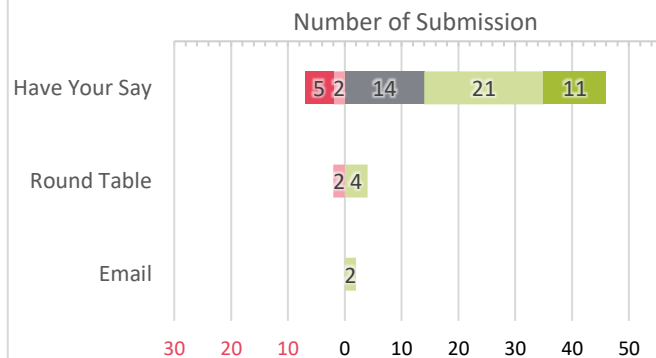
DCP 8 Shared laneway to be provided from Eastern Valley Way to Harden Ave.

■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree



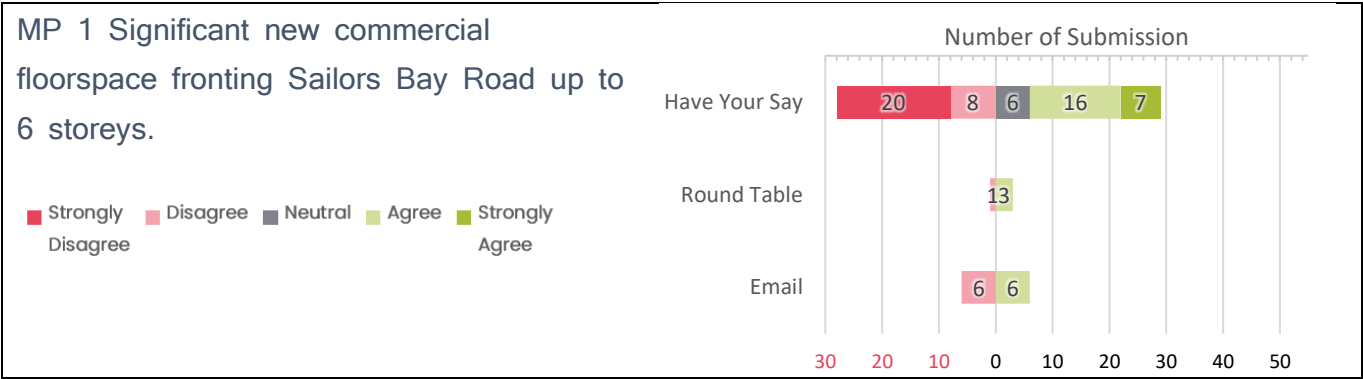
DCP 9 Laneway and service access to be provided from Sailors Bay Road.

■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree



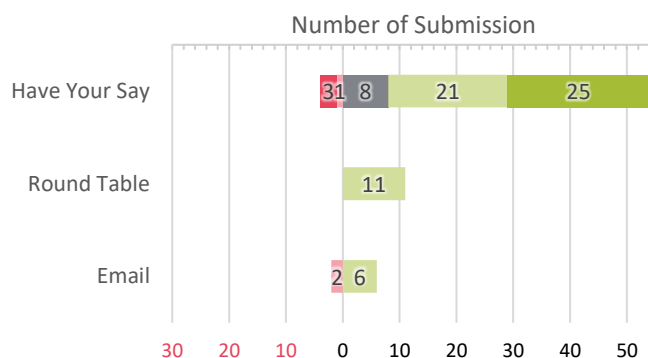
Master Plan

Participants were shown the following image and invited to provide feedback about the draft master plan for Northbridge.



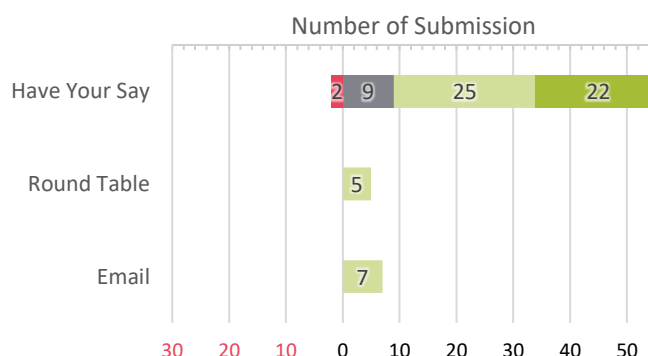
MP 2 New public open space surrounded by ground floor active frontage and above basement public parking (with improved capacity).

Strongly Disagree Disagree Neutral Agree Strongly Agree



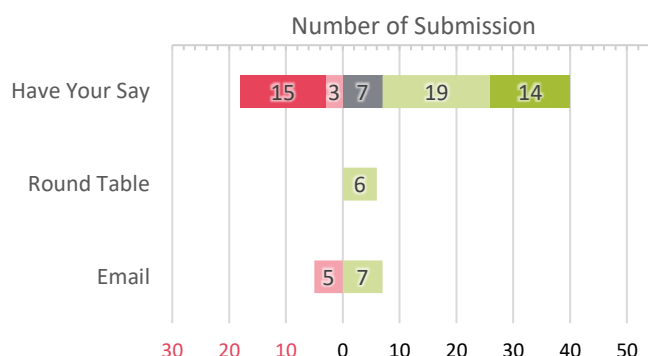
MP 3 Activated pedestrian laneway link.

Strongly Disagree Disagree Neutral Agree Strongly Agree



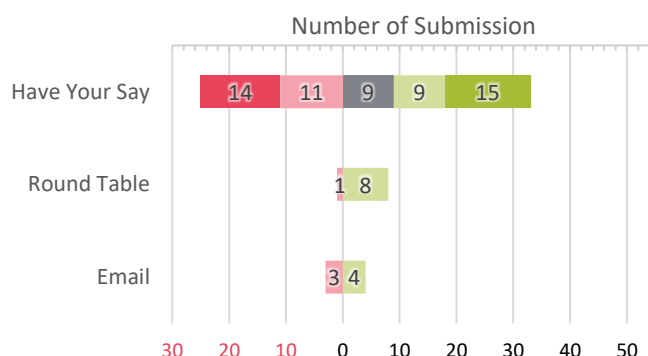
MP 4 Mix of residential apartment blocks (3-5 storey) and medium density terrace housing.

Strongly Disagree Disagree Neutral Agree Strongly Agree



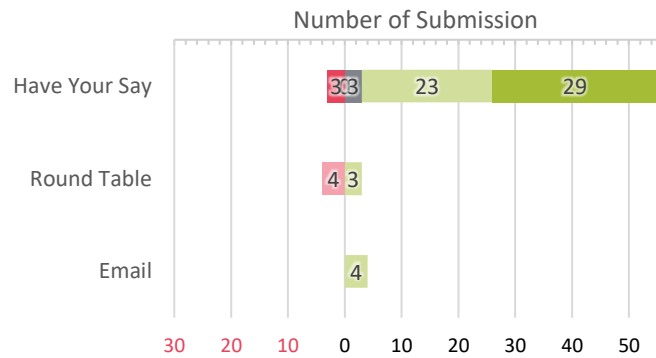
MP 5 Encourage amalgamation of lots between Sailors Bay Road and Baringa Road to facilitate improved vehicle and basement access from Baringa Road only (3-4 storeys).

Strongly Disagree Disagree Neutral Agree Strongly Agree



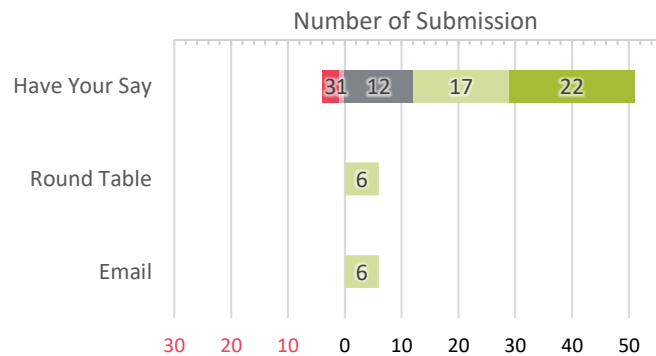
MP 6 Streetscape improvement to Sailors Bay Road and Strathallen Avenue.

Strongly Disagree Disagree Neutral Agree Strongly Agree



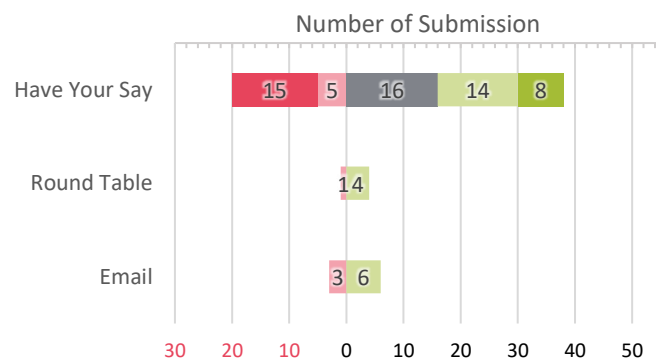
MP 7 Improved public domain and pedestrian amenity at the southern end of Belambi Street.

Strongly Disagree Disagree Neutral Agree Strongly Agree



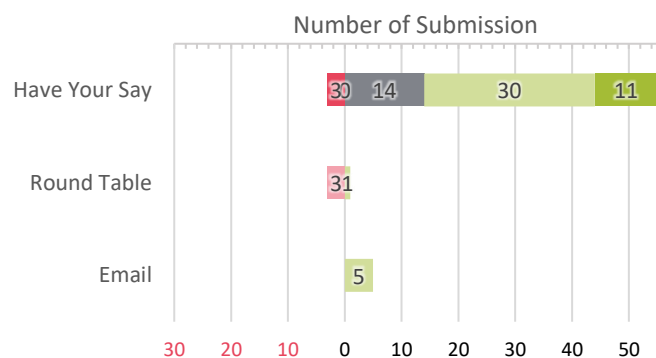
MP 8 Encourage additional first floor commercial floorspace fronting the Eastern end of Sailors Bay Road (4-5 Storeys).

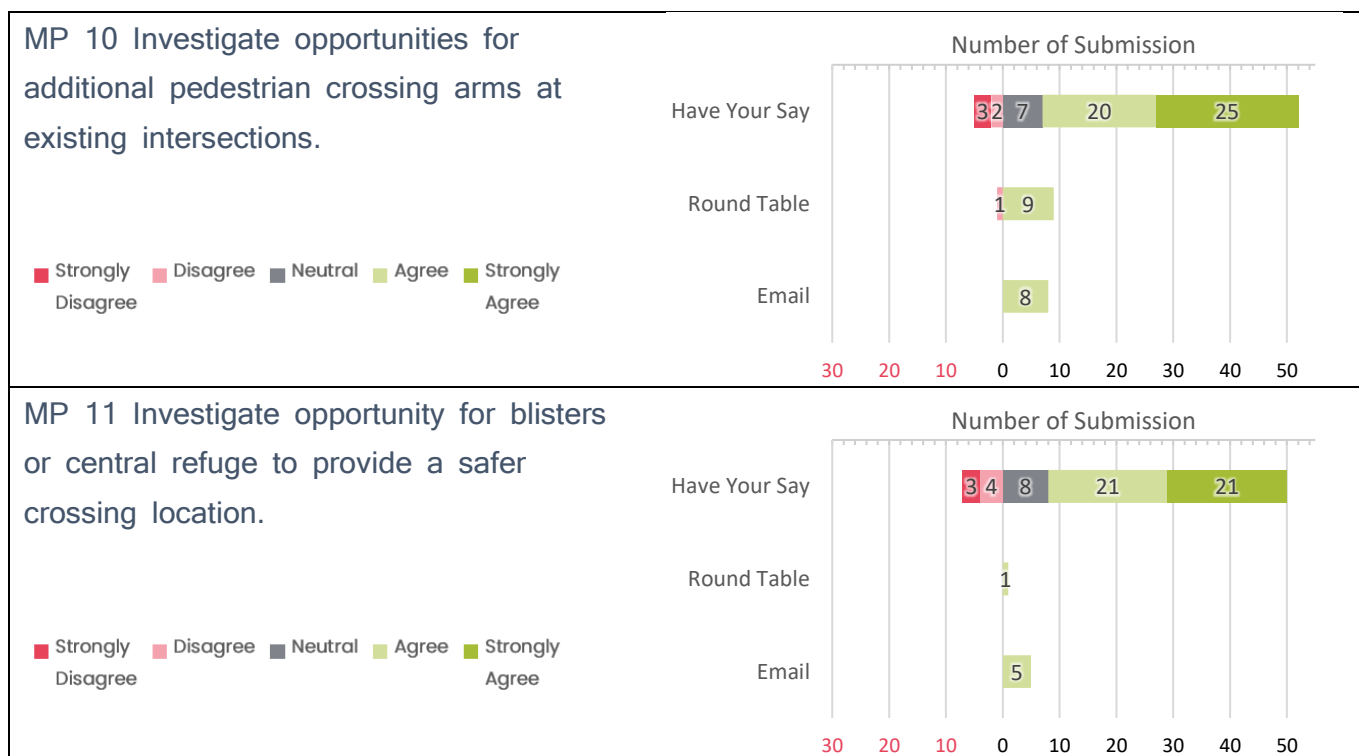
Strongly Disagree Disagree Neutral Agree Strongly Agree



MP 9 Improved laneway network for servicing and deliveries.

Strongly Disagree Disagree Neutral Agree Strongly Agree





Feedback about Scenario 4 and Master Plan

Participants who provided feedback on the Draft Local Centres Strategy for Northbridge agreed with many of the recommendations, except for recommendations related to height which attracted mixed views.

Recommendations LEP 1, MP 1 proposing 6 storeys and LEP 4 and MP 8 proposing 5 storeys for commercial development on Sailors Bay were the least popular suggestions among those that responded through HYS or the round table event. Approximately half disagreeing, many strongly, with the changes for Sailors Bay Road and Northbridge plaza.

“Absolutely not, the character of the suburb will deteriorate, the increase in traffic will be immense and there will be all sorts of problems with shadowing.”

Recommendations LEP 2, LEP 3 and MP 4 proposing increased heights up to 3-4 storeys for residential apartments also received mixed feedback with half of the participants in the HYS survey and round tables disagreeing with them and the other half in agreeing.

Participants who agreed, or strongly agreed, with heights said that:

“There must be a difference in height between Sailors Bay Road and Baringa Road development, a tiered down effect. 5-6 storeys is appropriate for Sailors Bay Road, 3-4 storeys appropriate for Baringa Road.”

Participants who didn't want increased heights said that:

"I do not want to see an increase in building heights along Sailors Bay Road, creating a corridor effect."

Many commented that the floor space ratio may need to be different.

"I agree with the majority of this statement however disagree with the suggestion of 1:1 FSR."

"I think the 1:1 Floor space ratio needs to change to at least 2.5:1."

Recommendation MP 5, regarding amalgamation of lots between Sailors Bay Road and Baringa Road for vehicle access, which referred to 3-4 storeys, generated the same mixed response. Those disagreeing with this recommendation said that:

"Enforcing lot amalgamation in this zone will create mega-lots that are too large and too costly for development to be undertaken, particularly at a height of 3-4 storeys and FSR of 1:1."

Participants in the round table event were more positive about recommendation MP 6.

Almost all participants agreed with the setbacks and landscaped setbacks suggested in Recommendations DCP 6 and DCP 7. These participants said that

"Set backs are vital to a good quality development as it reduces likelihood of shadowing, affecting solar access for others and visually is more appealing and less obtrusive. No one wants to live within a concrete jungle too close to the main road."

The 6 people who strongly disagreed with these recommendations did so because they didn't agree with the height proposed. One of these participants said that set-backs should be bigger citing:

"This needs to be even more than this on the 3rd and fourth storey, particularly when adjoins low density residential beside it."

Improving the Sailors Bay Road streetscape was also popular, with most participants agreeing or strongly agreeing with recommendation MP 6.

"Yes this is a very good idea as it would improve not only the 'visual' green space appearance but also improved pedestrian access and increase retail activity."

Participants also liked recommendations DCP 5, MP 2 and MP 7 which suggested additional public domain and open space, including above a basement carpark and at the southern end of Belambi Street.

Most participants agreed or strongly agreed with the recommendations DCP 8, DCP 9 and MP 9 suggesting laneway networks including a shared laneway from Eastern Valley Way to Harden Ave and a laneway and service access roads from Sailors Bay Road.

Recommendations MP 10 and MP 11 suggesting that pedestrian crossings, blisters and refuges be investigated were very well received with many participants strongly agreeing.

“This is very important as Northbridge comprises a number of elderly residents and children. It is essential the Council accommodate 'pathways' that deliver easy and safe access to the NB Shopping Centre and road crossings.”

Feedback from the Northbridge Progress Association

The Northbridge Progress Association (NPA) provided a comprehensive submission about the Draft Local Centres Strategy for Northbridge. They assessed the plan against the six principles outlined in the Better Placed Design Policy and found Scenario 4 to be a:

“very high level indicative master plan to guide the future development of the Northbridge Local Centre to 2036 and beyond.”

NPA also facilitated a co-design workshop to inform their submission. Participants in the workshop were generally positive about Scenario 4 but wanted to see more community engagement and work from Council to bring the high level plan and concepts within it to life. They asked Council to further consider:

- The relationship between density and height, and good urban design and placemaking
Good urban design and placemaking
- Sustainability
- Transport and mobility
- Housing affordability and diversity
- Gateway entrances to Northbridge

Their submission included detailed recommendations and suggested performance measures.

Feedback from Friends of Sailors Bay Road

The Friends of Sailors Bay Road encouraged Council to rejuvenate the underutilised land along Sailors Bay Road south (opposite the Plaza). They asked Council to adopt 2:5:1 FSR and heights of 5/6 storeys along Sailors Bay Road south and 3/4 storeys along Baringa Road. The submission with 34 signatories said that:

“Without the necessary uplifts to planning controls, Northbridge Town Centre will not progress with any future development activity. We want our businesses to thrive and our local hub to flourish for the benefit of all our residents.”

Feedback from The Baringa Road North Residents Group

The Baringa Road North Residents Group support revitalisation of the Northbridge Local Centre and the inclusion of Nulgarra Street, Sailors Bay Road, Strathallan Avenue and Baringa Road.

They requested the up-zoning of Sailors Bay Road to Baringa Road allowing for 1:5:1 FSR to increase housing density and commercial viability.

They also asked that this transition be orderly and rapid.

Conclusion

Participants in Northbridge were generally positive about the proposed changes, especially upgrades of the town centre, but responses to questions about the heights being proposed for the area were very mixed.

Almost everyone who participated wanted improvements to parking, pedestrian access and safety around the plaza. Although some were concerned about the impact of addition parking and access for commercial vehicles on the area if development occurred.

Residents wanted shop top housing but also had concerns about heights impacting the village atmosphere and affecting solar access and wind tunnels.

Local businesses owners wanted to see height increased and mixed use development encouraged.

Feedback about the Draft Local Centres Strategy for Penshurst Street

Participants

46 unique participants provided feedback about the Draft Local Centres Strategy for Penshurst Street. Of these people, 22 participated in the HYS survey, 2 submitted emails and 26 attended the round table event. This round table event was held concurrently with the Willoughby South round table event.

Table 16: Number of participants for Penshurst Street

	Number of participants				Total unique participants
	HYS Survey	Emails	Round Table	Total	
Penshurst Street Local Centre	22	2	26 (including Willoughby South)	48	46

Types of participants

Out of the 22 participants who provided a submission about the Draft Local Centre for Penshurst Street via the HYS survey 95% lived in the area. 68% of these participants had lived in the area for more than 10 years, 32% for 3-10 years and 0% for 1-3 years. 9% of HYS participants were property developers.

The Draft Local Centre Strategy for Penshurst Street was also of interest to people who did not reside in the area. Out of the 26 people who participated in the round table event only 34% lived in the area, 38% shopped in the area and 38% owned a local business. 8% of these participants said that they were interested in developing their own properties.

41% of the Have Your Say participants told us that they were 50 - 59 years old, 32% told us that they were 25 - 49 years old, 23% were over 60 years old and 5% were under 18 years old. varied between 18 and 69 years old. 45% of these participants were male and 50% female, 5% did not specify their gender.

Out of the 22 people who provided a submission about this area using Have Your Say, 55% said that they were not aware of or involved in any previous engagement about this project. 18% said that they had been engaged from the Start of the process and 27% said that they were involved in the second phase of engagement.

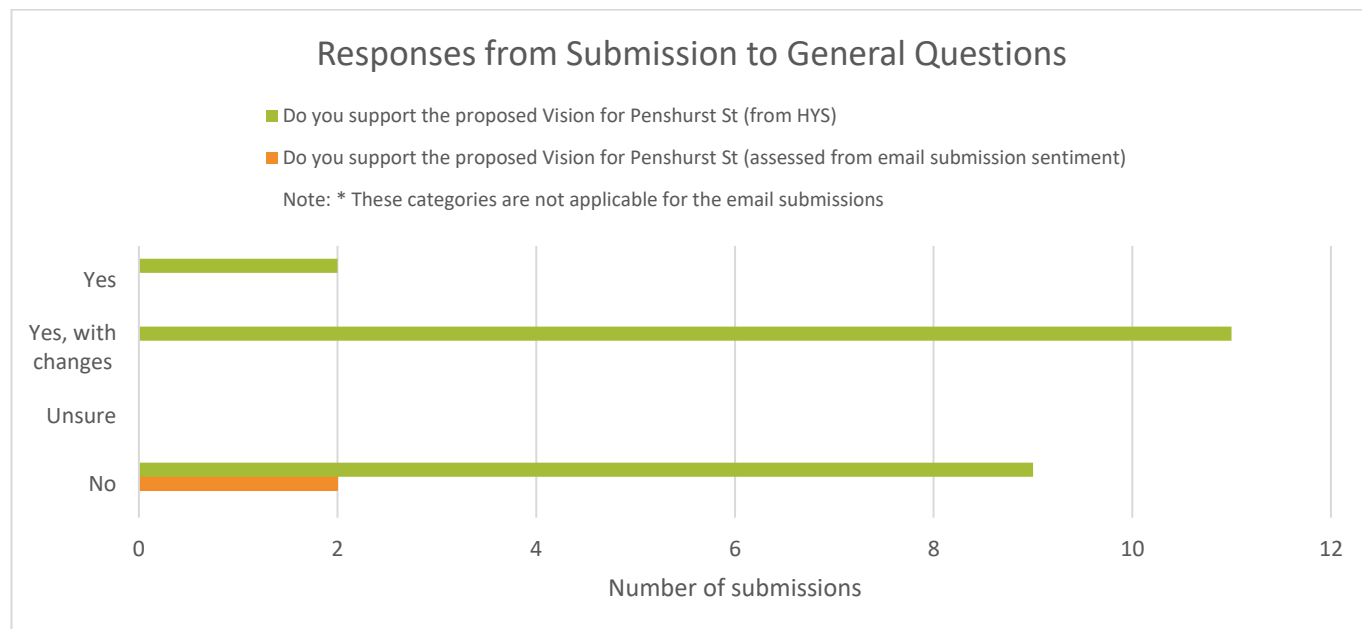
Figure 26: Types of participants for Penshurst Street submissions



Proposed Vision

Out of the 22 people who provided feedback about the Draft Local Centres Strategy for Penshurst Street via the HYS survey, 2 supported the proposed vision and 9 did not, and 11 said that they supported it with changes.

Figure 27: Support of the proposed vision for Penshurst Street



The next HYS survey question offered participants the opportunity to detail the reasons for their response regarding the proposed Draft Local Centres Strategy for Penshurst Street. 21 of the 22 HYS participants provided more detail. All 11 people who supported the draft strategy with changes provide more detail. These participants said that they would like to see:

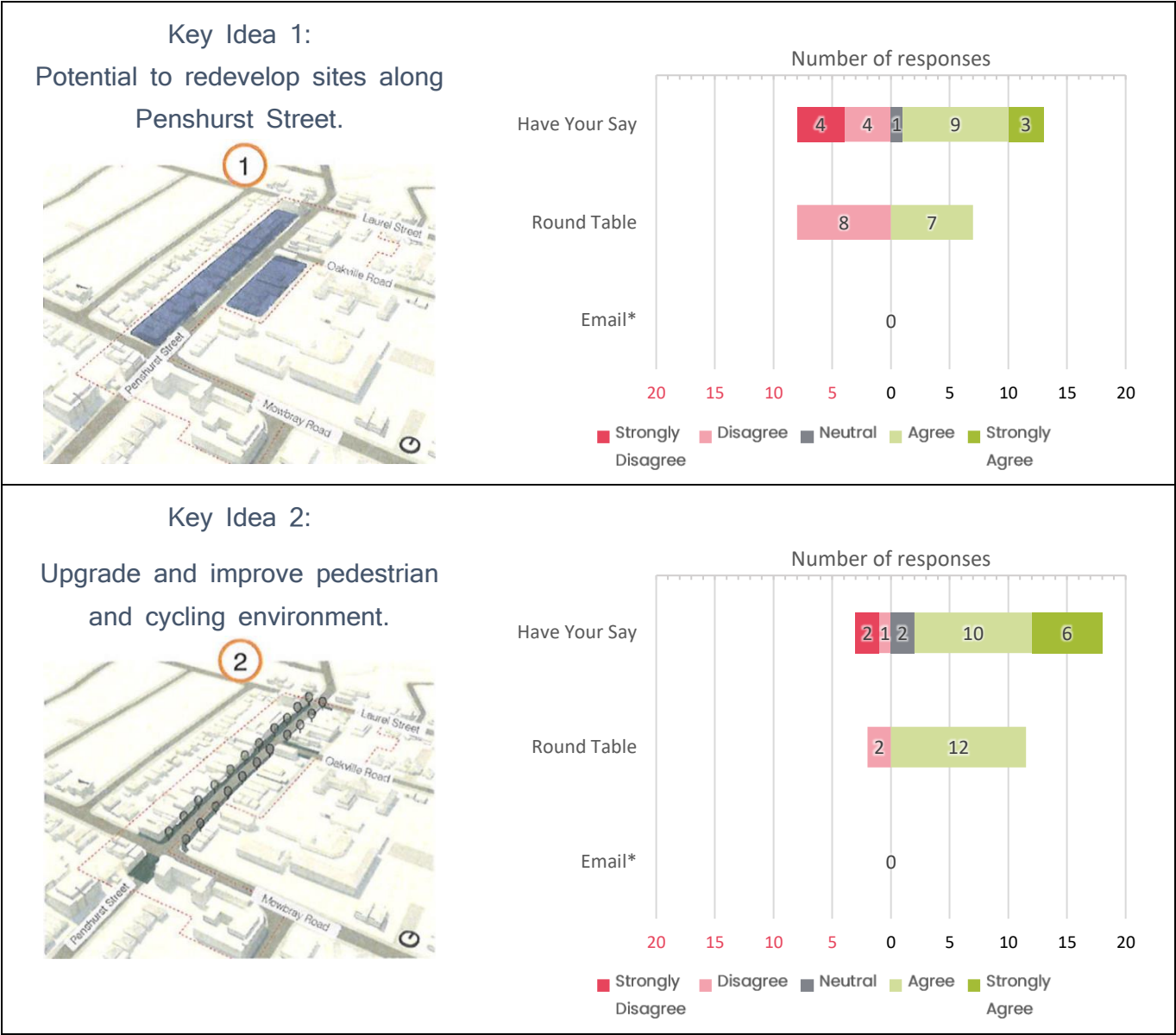
- Less than 5 storey heights
- Medium density only
- More open space and public domain
- Greater setbacks
- Parking issues addressed
- Safety in laneways considered

Two email submissions were received about Penshurst Street. These participants wanted to see the less density and the village character retained.

Key Ideas

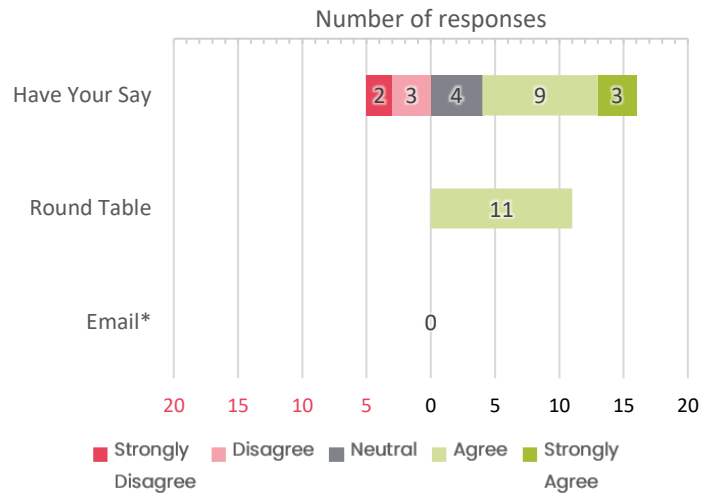
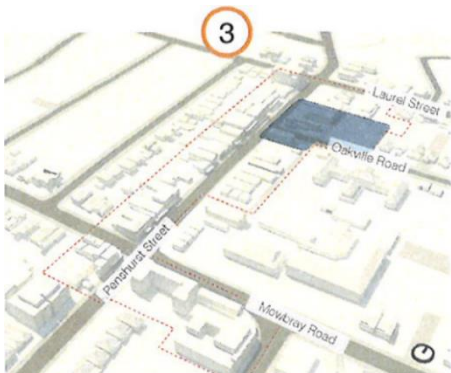
Participants were asked to provide their feedback about the 5 key ideas outlined in the Draft Local Centres Strategy for Penshurst Street. The following graphs show how many people

agreed and disagreed with each idea. Where provided the reasons for these responses are also summarised below. Detailed responses on each of these key ideas has also been provided to the project team in a separate output.



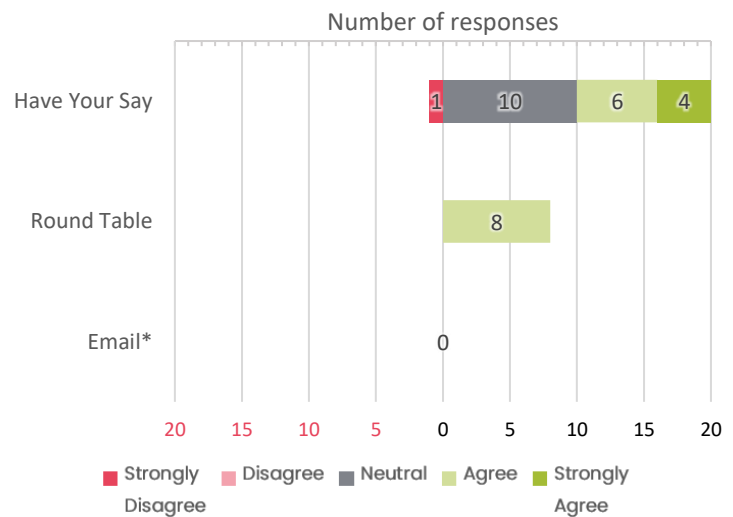
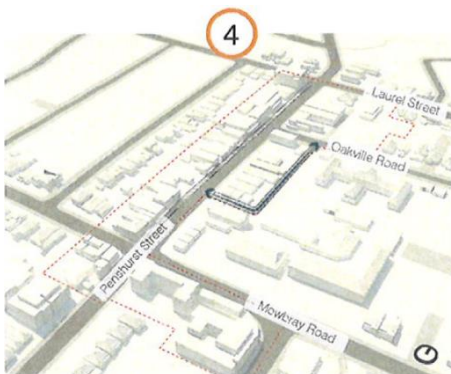
Key Idea 3:

Build on the Strength of the existing B2 local centre.



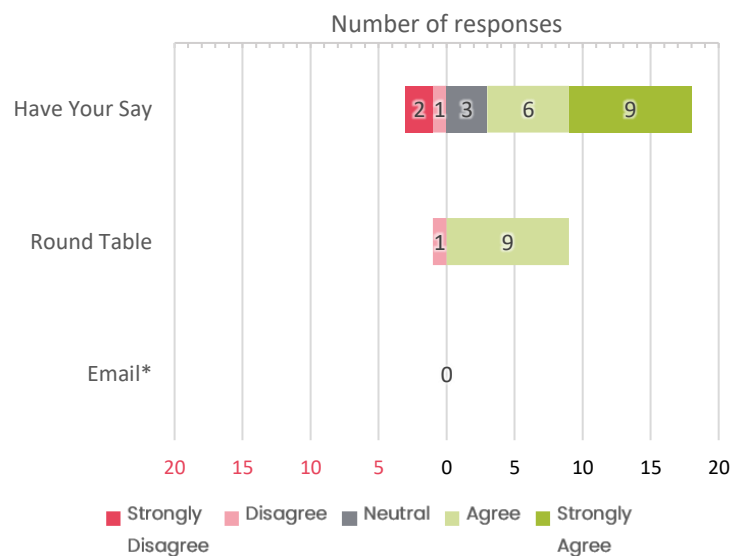
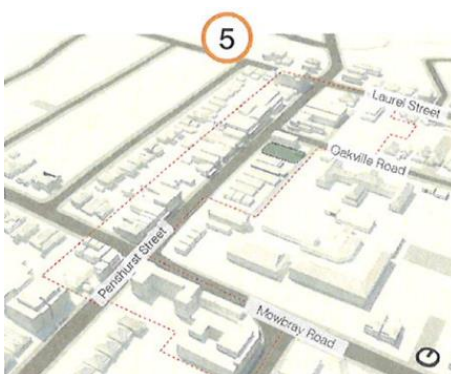
Key Idea 4:

Improve service access to minimise impacts to public domain along Penshurst Street.



Key Idea 5:

There is a potential key site for open space next to the old post office.



Key Idea 1 about the potential to redevelop sites along Penshurst Street received mixed support. Those opposed to the idea were strongly against the 5 storey heights. Those who agreed with the proposed redevelopment shared concerns about heights but said that they agreed if:

“setbacks are not just from the front and back, but also between each amalgamated site to allow for light and air circulation and breaking-up the scale of the buildings as they appear from both Penshurst Street and Ward Street”

Key Idea 2 upgrading and improving cycling and pedestrian routes was popular among most participants, as was Key Idea 5 which suggested open space next to the old post office.

Participants were less positive about Key Idea 3 which proposed building on the existing B2 centre. This was well received by participants in the round table event but some participants in the HYS survey said that they were concerned that increasing density will put a strain on the area.

“I agree consistency in the frontages is needed but I don’t agree that more sq footage should be added. It’s already a busy area.”

The response to Key Idea 4 suggested improving service access to minimise impacts to public domain along Penshurst Street was also mostly positive, but many of the participants in the HYS survey selected the “neither agree / disagree” option to this question which may indicate some confusion as to what is involved.

Scenario 4 and the Master Plan

Participants were shown an image illustrating the key recommendations of Scenario 4 regarding the Local Environment Plan (LEP) and Development Control Plans (DCP). They were also shown an image of the key features of the master plan.

Participants were then invited to provide feedback about each key recommendations and key feature. The following graphs show the levels of support for each of these.

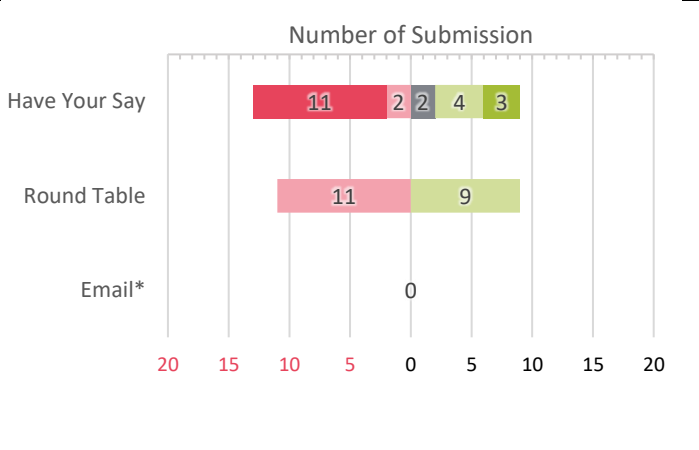
Comments from participants about each key recommendation and feature have been grouped and summarised after the graphs.

Scenario 4 key recommendations



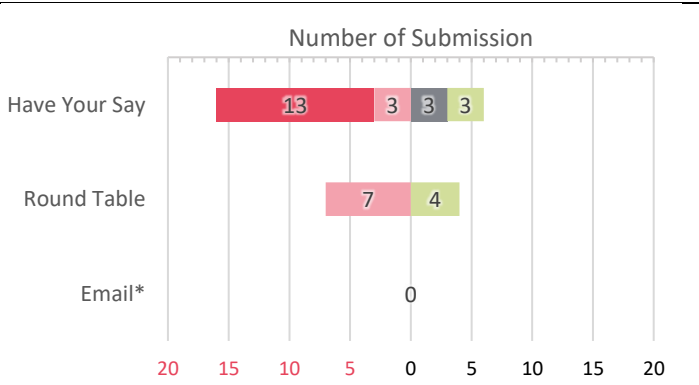
LEP 1 Heights up to 5 storeys and FSRs up to 3:1 fronting Penshurst Street on amalgamated sites are recommended by consultants; however, a density of 2:1 may be more appropriate in this location to minimise traffic impacts on Penshurst Street and maximise privacy to Ward Street properties.

Strongly Disagree Disagree Neutral Agree Strongly Agree



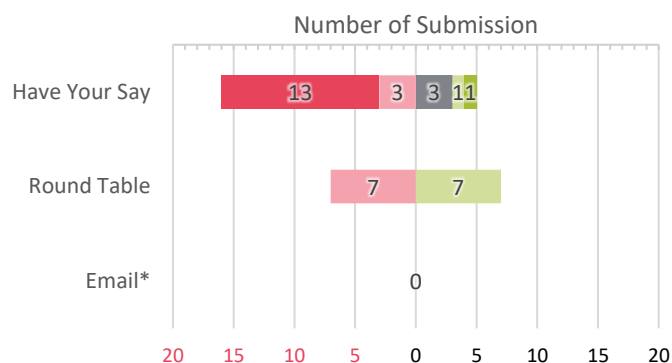
LEP 2 Retain R3 zoning with increased heights up to 5 storeys and FSRs up to DCP 7:1 on amalgamated sites.

Strongly Disagree Disagree Neutral Agree Strongly Agree



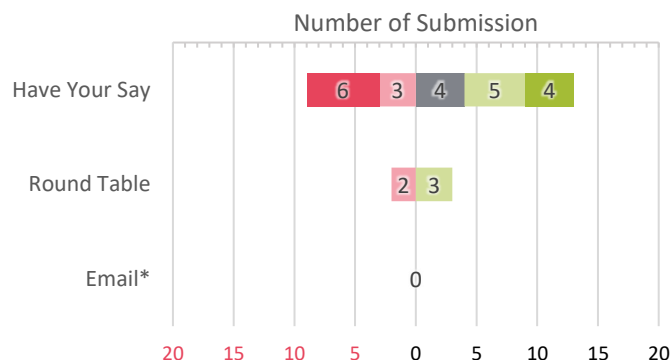
LEP 3 Increased heights up to 6 storeys and FSRs up to 2.8:1 on amalgamated corner lots fronting Penshurst Street and Mowbray Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree



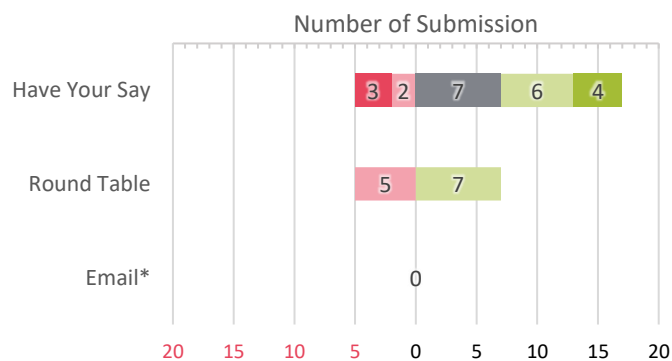
DCP 4 3m setback above 3 storeys and a further 3m setback above 5 storeys along Penshurst Street.

Strongly Disagree Disagree Neutral Agree Strongly Agree



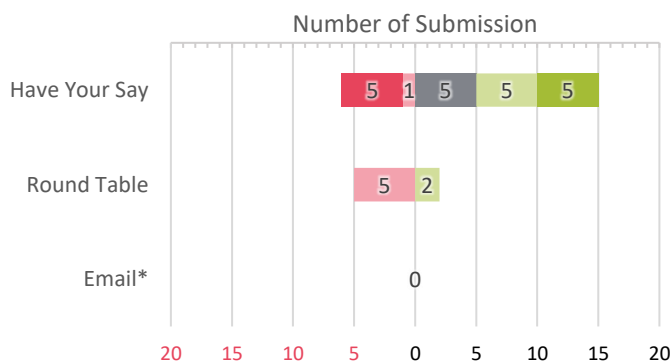
DCP 5 Maintain and extend Medway Lane to join Penshurst Street.

Strongly Disagree Disagree Neutral Agree Strongly Agree



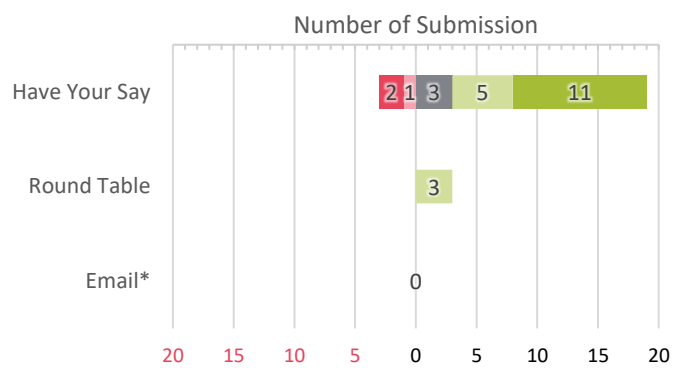
DCP 6 Encourage shared site access on amalgamated lot boundaries to minimise the number of driveways on Penshurst Street.

Strongly Disagree Disagree Neutral Agree Strongly Agree



DCP 7 Maintain rear setback and solar access to adjoining properties on Ward Street.

■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree

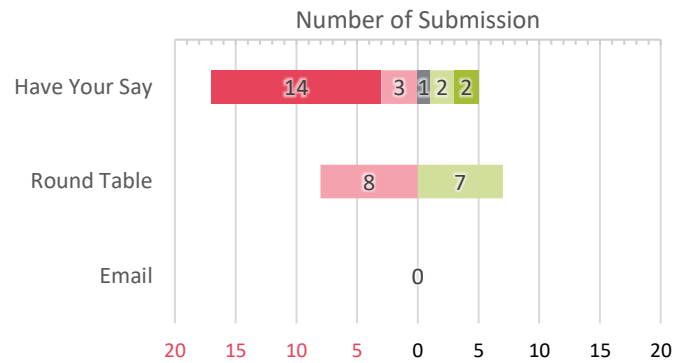


Master Plan



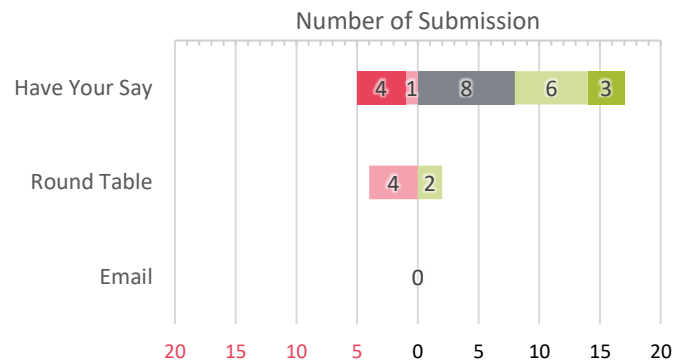
MP 1 Up to 5 storeys with shop top housing on amalgamated lots fronting the Western side of Willoughby Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree



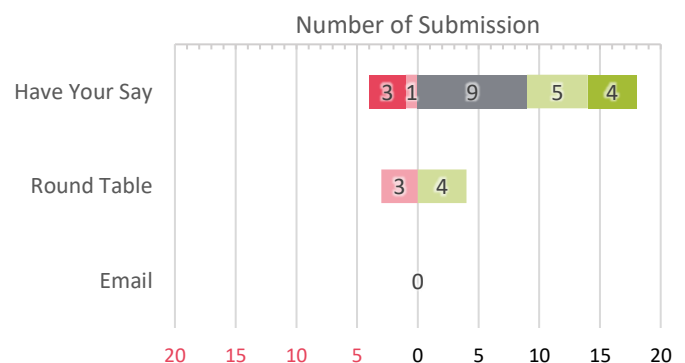
MP 2 Encourage shared access on lot boundaries to reduce driveways onto Penshurst Street.

Strongly Disagree Disagree Neutral Agree Strongly Agree



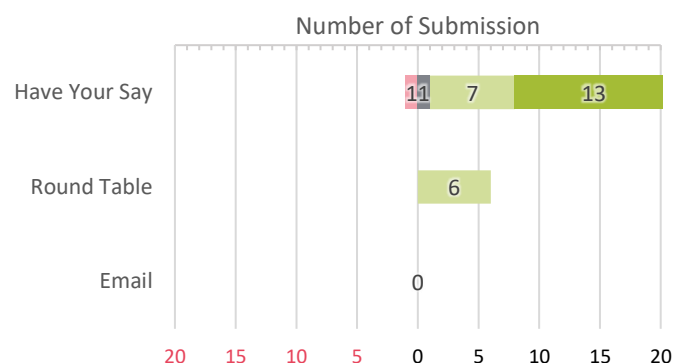
MP 3 Consider additional crossing arm at the intersection of Penshurst Street and Oakville Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree

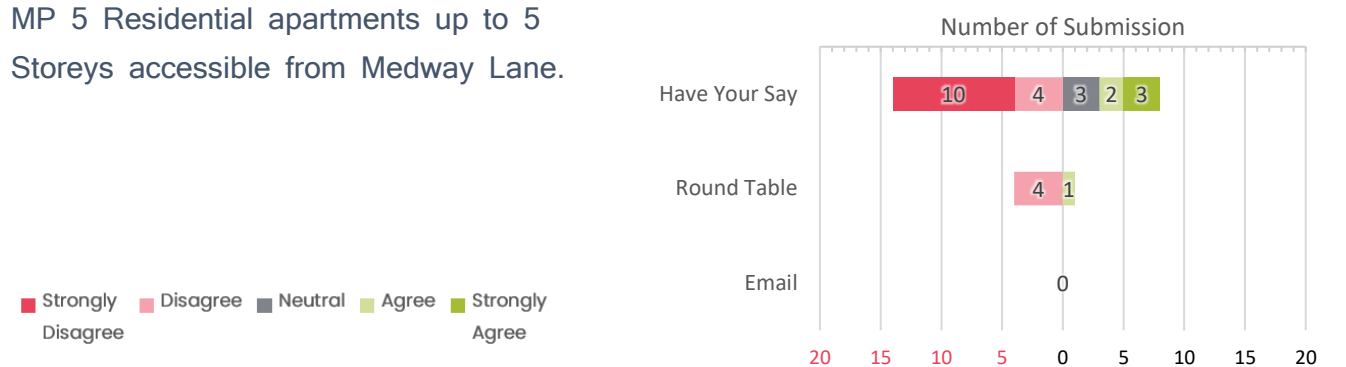


MP 4 Streetscape improvements and additional Street tree planting to Penshurst Street.

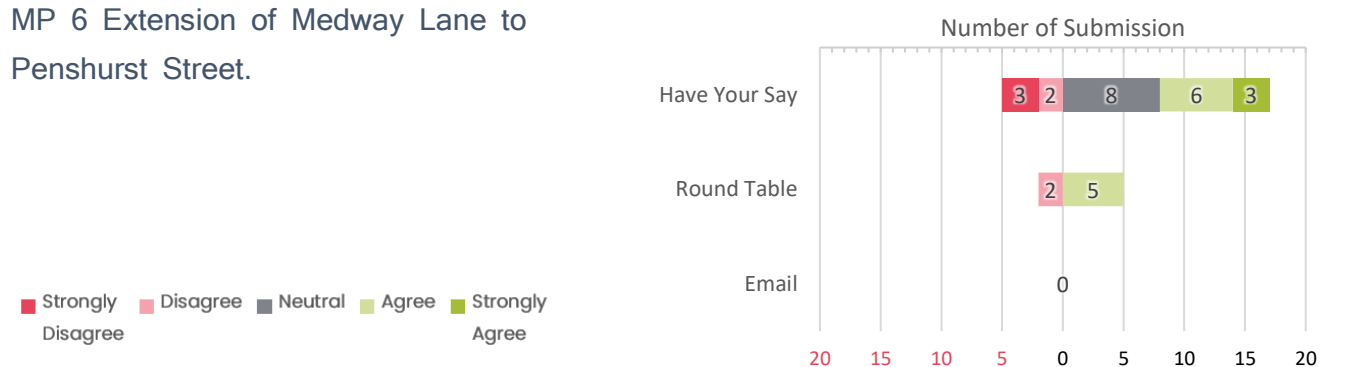
Strongly Disagree Disagree Neutral Agree Strongly Agree



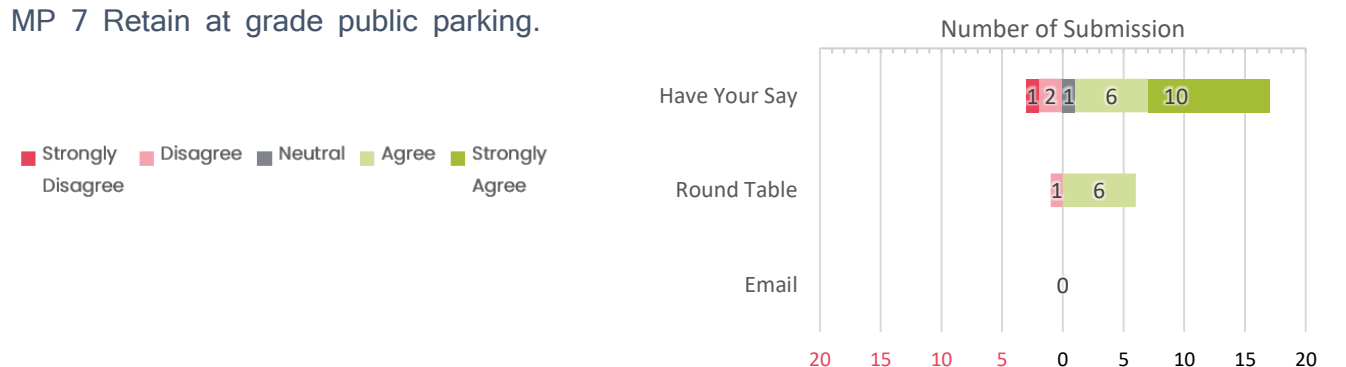
MP 5 Residential apartments up to 5 Storeys accessible from Medway Lane.



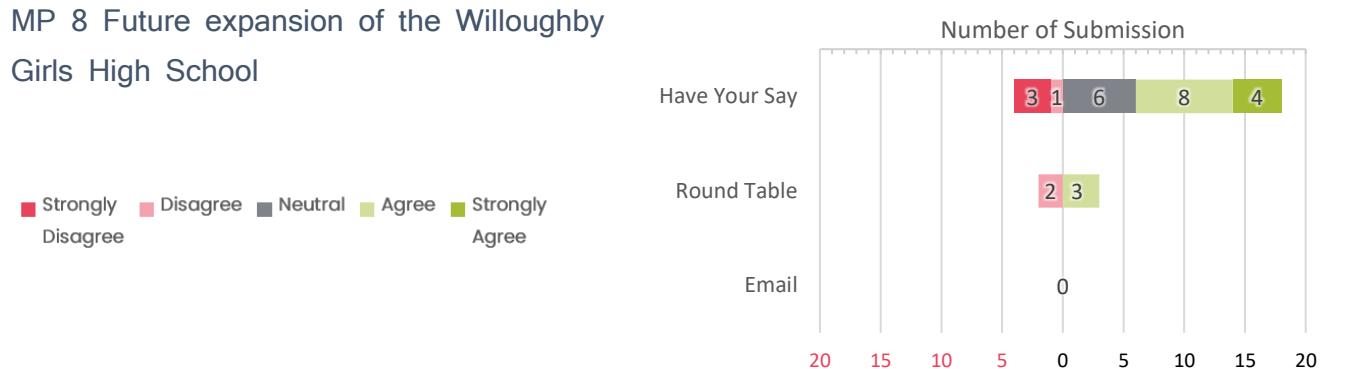
MP 6 Extension of Medway Lane to Penshurst Street.



MP 7 Retain at grade public parking.



MP 8 Future expansion of the Willoughby Girls High School



Feedback about Scenario 4 and Master Plan

Opinions about the heights and floor space ratio proposed in key recommendations LEP 1, LEP 2 and LEP 3 and key features of the master plan MP 1 and MP 5, were mixed. More people strongly disagreed with the proposed changes than agreed and there were differences in sentiment across the HYS survey responses and round table responses. The 5 storey

height proposed in LEP 1 for Penshurst Street was only slightly less contentious than the proposed LEP2 and LEP3 recommendations. The responses were consistent across questions asked about the master plan recommendations MP 1 and MP 5 with most participants in the HYS survey strongly disagreeing with both recommendations. Participants at the round table had mixed opinions, with responses almost equally divided, about each of these recommendations.

From the round table discussion, it was recorded that:

“5 storeys ok for main road, 5 storeys on both sides is overbearing”

Almost all participants agreed with recommendation DCP 7 to maintain rear setback and solar access to adjoining properties on Ward Street.

There was less support for recommendation DCP 4 to include 3-meter setbacks above 3 storeys and a further 3m setback above 5 storeys along Penshurst Street than the other DCP recommendations. Responses to this question were evenly mixed in both the HYS survey and round table with many participants responding neutrally to this question in HYS. It is possible these participants felt that agreement with this recommendation depended on agreement with the 5 storeys proposed in earlier. For example, in response to DCP 4 one participant said:

“Agree for increased set back but not an increase in height.”

Recommendations DCP 5 and MP 6 to maintain and extend the Medway Lane were generally well received, but some people were undecided and those who disagreed did so strongly. For example, one participant said:

“Will this mean another set of lights? Ridiculous more traffic build up. RMS says phased pedestrian lights at Willoughby Road & Mowbray Road are not feasible due to traffic build up, why would this be feasible?”

Views about recommendations DCP 6 and MP 2 for the master plan to encourage shared access on amalgamated lot boundaries to minimise the number of driveways on Penshurst Street were mixed. Many participants in HYS responded neutrally to these questions and those who disagreed did so strongly. Participants in the round table event had mixed views about these recommendations.

Participants strongly disagreed either because they didn't want to share access, or they were concerned driveways on the western side of Penshurst Street would cause traffic congestion.

There was strong agreement among participants about MP 4 in the master plan to improve the streetscape and almost all participants agreed with MP 7 to retain at grade public parking.

Views about recommendation MP 3 which proposed a crossing at Oakville Road were mixed. At the round table event, participants raised some safety concerns. One HYS participant against the recommendation said:

“Compromise to safety, higher level of confusion and more to look out for by drivers with particularly with high use by school children, there should be one clear crossing point, not two.”

Whereas another who was in support of the recommendation said:

“this intersection used by a lot of school children and there many near misses and risky behaviours by motorists”

Most participants in the HYS survey agreed or were neutral about the recommendation MP 8 regarding the future expansion of Willoughby Girls High School, but at the round table event views about this were mixed. One round table participant said:

“Encourage minimal expansion on the school, would like to see another school open so they stop losing their open space”

Conclusion

Feedback about the Local Centres Strategy in Penshurst Street was mixed. There was some support for the potential to redevelop sites along Penshurst Street and build on the strength of the existing local centre but many participants strongly disagreed with the 5 storey heights and FSR being proposed. Some participants said that they did not like shared driveways. Residents wanted ‘more places to hang out’ not just shops so were pleased to see plans for public domain and open space.

Feedback about the Draft Local Centres Strategy for West Chatswood

This section of the document and the term ‘West Chatswood’ refers to the portion of West Ward located west of the Pacific Highway. When this engagement was undertaken the term West Chatswood was used by Council in the Draft Local Centres Strategy document, at round table events and HYS surveys and is familiar to people who participated in this process.

Participants

100 people provided feedback about The Draft Local Centres Strategy for West Chatswood. These people provided feedback through 76 HYS survey responses, 12 email submissions and 25 participants at the round table events.

Table 17: Number of participants for West Chatswood

	Number of participants				Total unique participants
	HYS Survey	Emails	Round Table	Total	
West Chatswood Local Centre	76 (59 in survey 1) (24 in survey 2)	12	25	113	100

Types of participants

Out of the 76 people who provided a submission about the Draft Local Centre for West Chatswood using HYS survey almost 100% lived in the area. 64% of these participants had lived in the area for more than 10 years, 24% for 3-10 years and 11% for 1-3 years. 1% of these participants were property developers.

Out of the 25 people who participated in the round table event 92% lived in the area, 24% owned a local business. 4% of these participants said that they were interested in developing their own properties. Please note that there were many in person registrations for the West Chatswood round table discussion. As a result, they were not asked these demographic questions, however engage2 attempted to infer if they lived in the area if these participants provide the suburb they live in. It was not possible to infer the other categories, hence the large number of “Not Specified” participants.

Most of the HYS participants were aged between 35 - 49 years (57%), 22% were between 50 - 59 years old. Only 5% were younger than 35 years old. 34% of these participants were male and 55% female, 11% did not specify their gender.

Out of the 76 of people who provided a submission using Have Your Say on this project, 71% said that they were not aware of or involved in any previous engagement about this project.

This is a much larger percentage than the average of all the areas in this survey. 8% said that they had been engaged from the start of the process and 20% said that they were involved in the second phase of engagement.

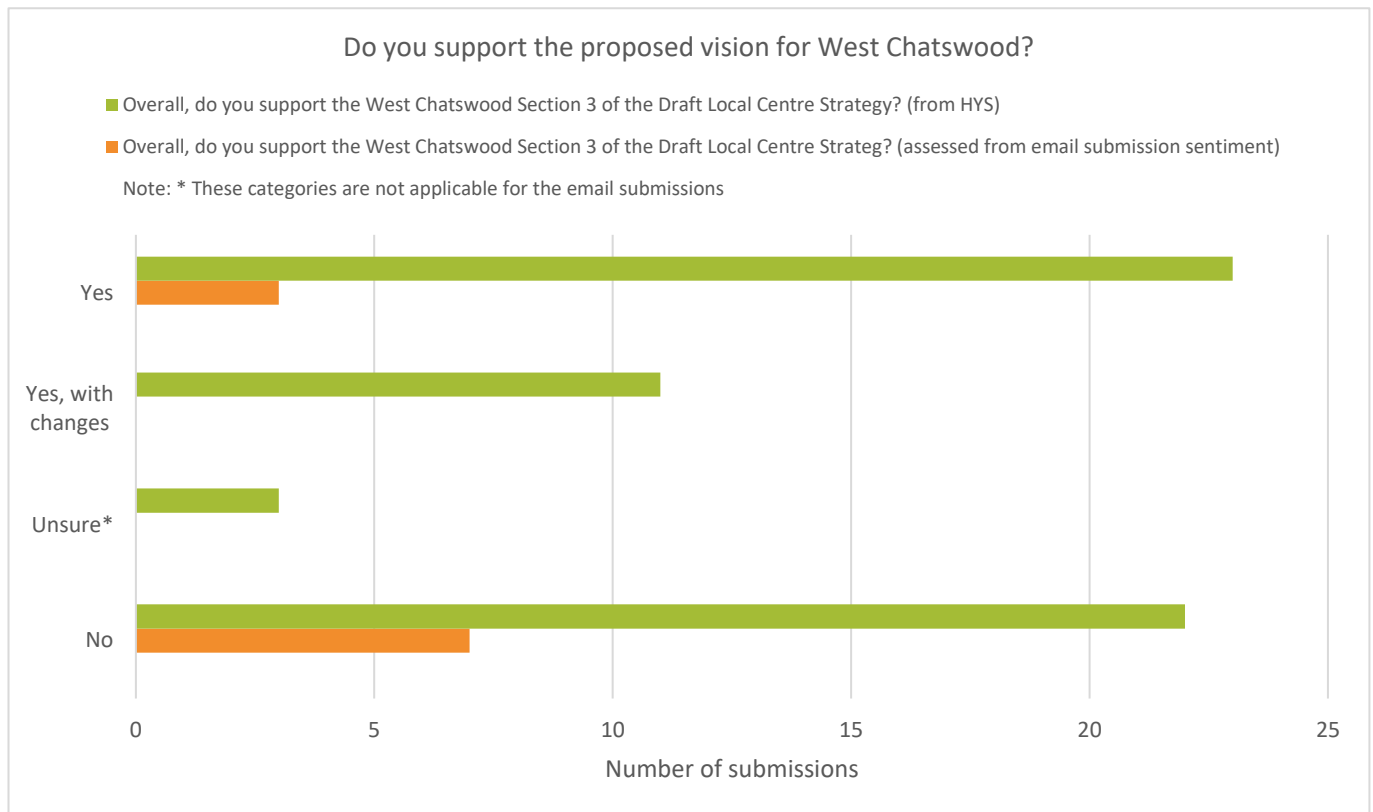
Figure 28: Types of participants for West Chatswood submissions



Proposed Vision

Out of the 76 people who participated in the HYS survey, 23 supported the proposed vision and 22 did not, 3 were unsure and 11 said that they supported it with changes. 17 participants did not answer this question.

Figure 29: Support of the West Chatswood Section 3 of the Draft Local Centre Strategy



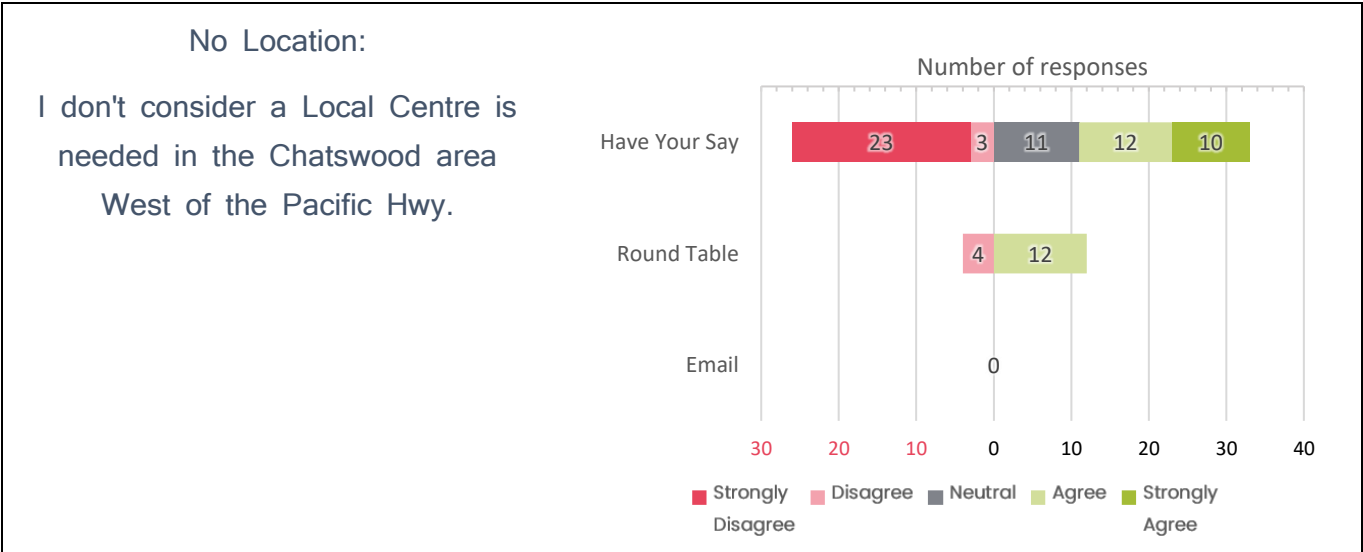
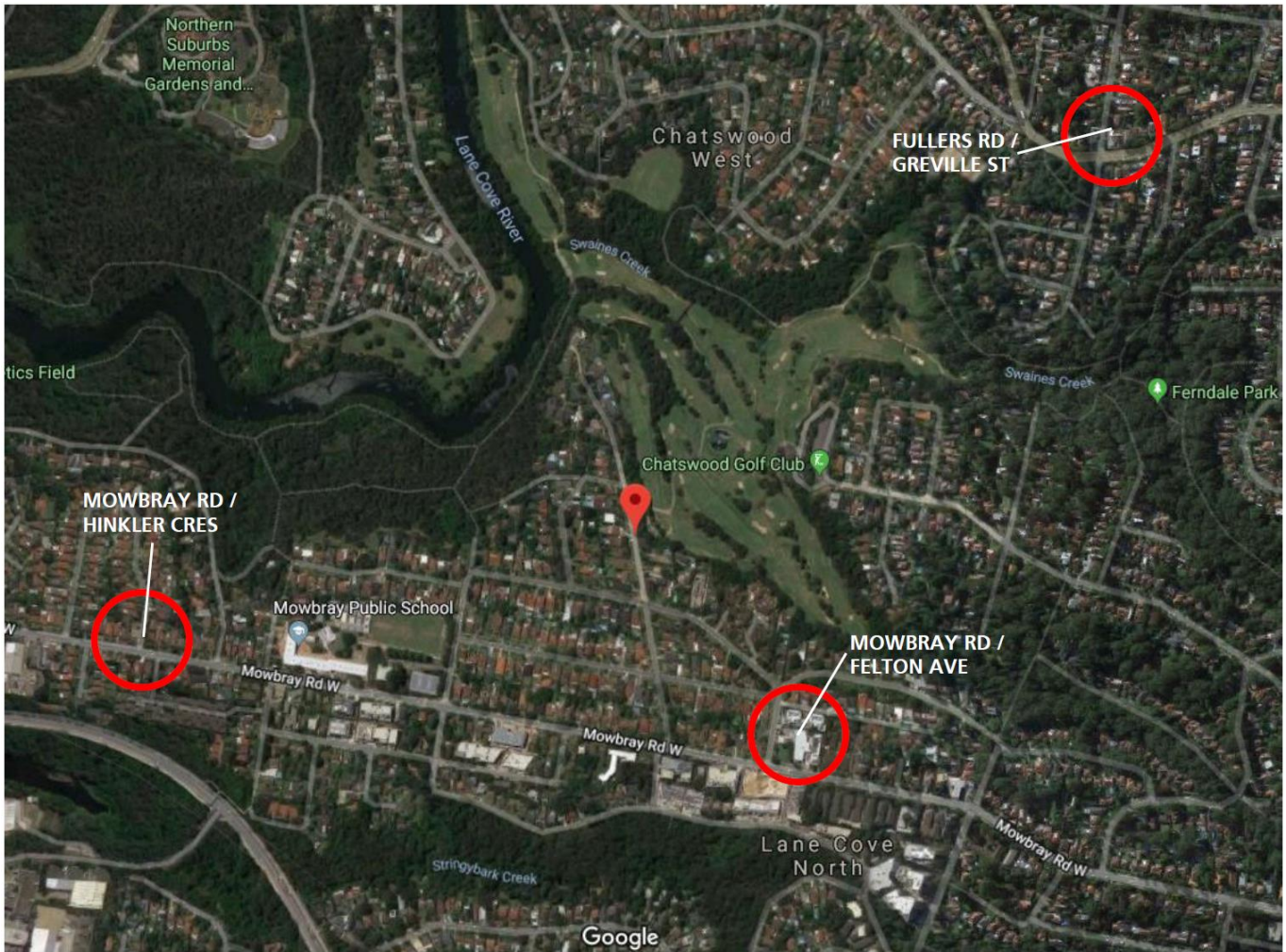
The next HYS survey question offered participants the opportunity to detail the reasons for their response regarding the proposed Draft Local Centres Strategy for West Chatswood. 32 of the 76 HYS participants responded to this question. Of the 11 people who supported the draft strategy with changes, 10 people provided more detail. These participants said that they would like to see:

- Low-rise shops- between one and two storeys only
- No high-rise buildings
- More parking
- Building on existing hubs only

Out of the 12 email submissions received, three participants supported the proposed vision, seven did not and two were unclear.

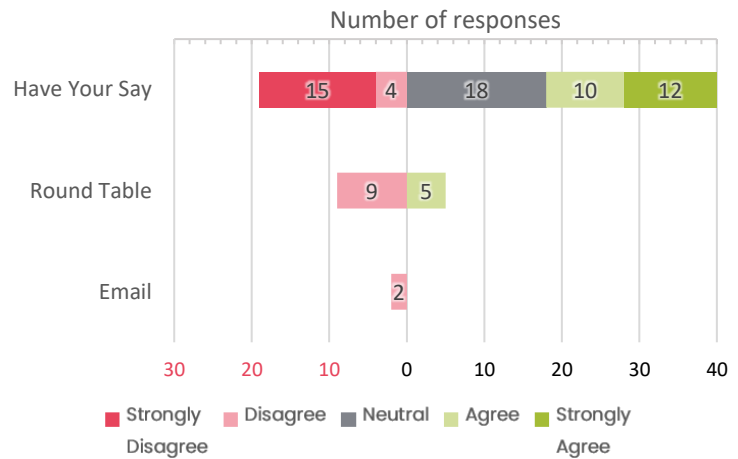
Potential Local Centre Locations

Participants were asked to provide their feedback about which areas they considered for a local centre option. The responses from participants have been grouped and summarised below the graphs.



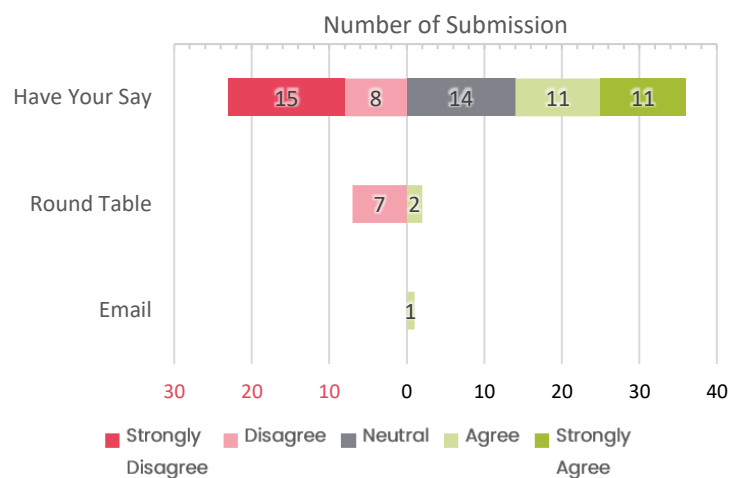
Location 1:

Do you consider the Mowbray Road West/Felton Ave location is a Local Centre option for investigation?



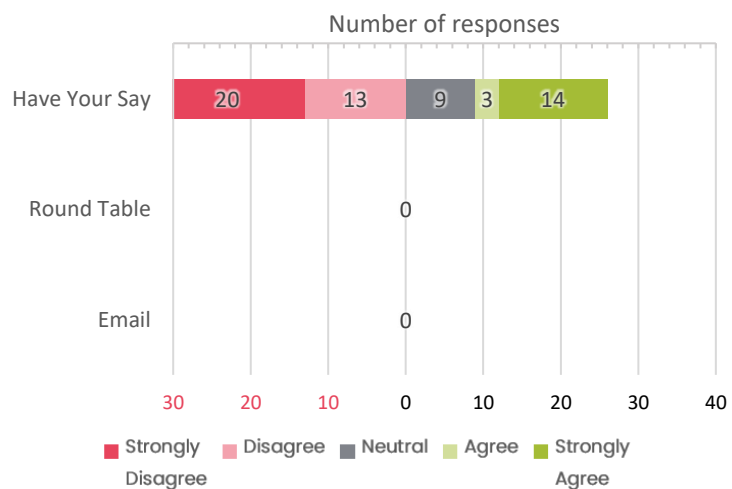
Location 2:

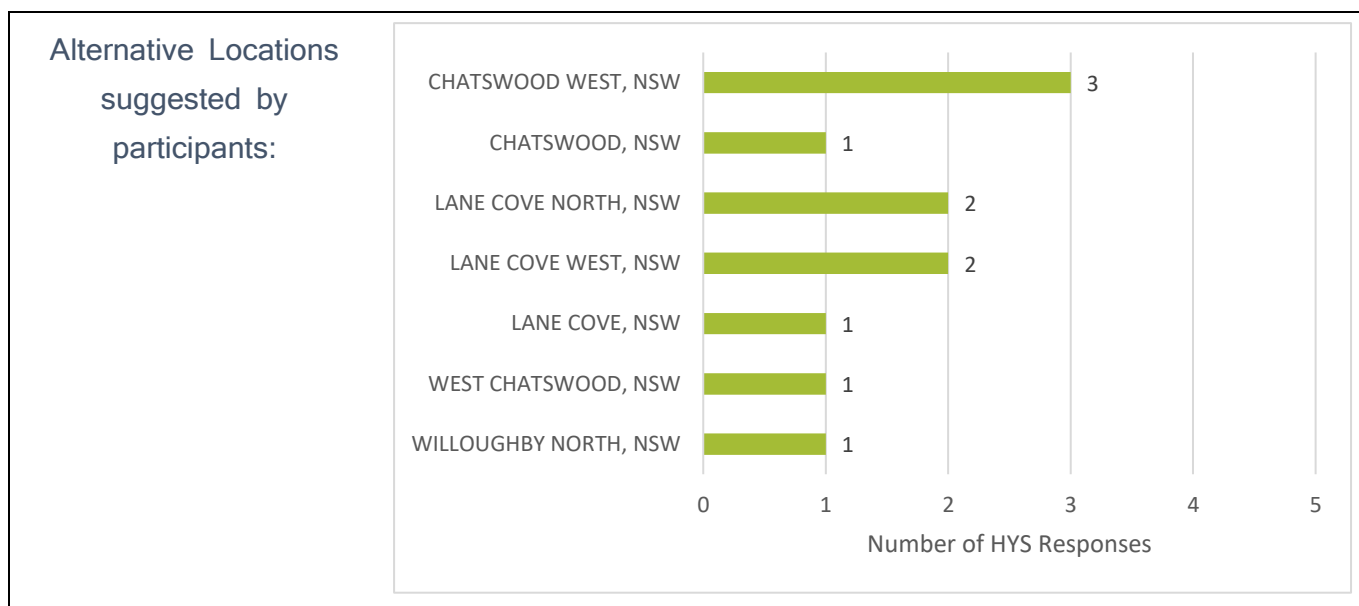
Do you consider the Fullers Road / Greville Street location is a Local Centre option for investigation?



Location 3:

Do you consider the Mowbray Road West / Hinkler Crescent location is a Local Centre option for investigation?





There was a slight preference for the establishment of a local centre in West Chatswood. Those who wanted a local centre said:

"We desperately need some local supermarket chemist and basic facilities as traffic with all the unit development in the area has made parking as traffic terrible especially for the disabled."

Another participant who was in support of the idea said:

"It would be good to have a small local centre that does not involve having to cross the Pacific Highway or Epping Road. It would be nice to create a better community area for residents of West Chatswood/Lane Cove North/Chatswood"

Of those participants who were opposed to a local centre in West Chatswood many stated that they thought that the area was already well serviced and were concerned about traffic and parking issues. For example:

"There are so many close large shopping areas already with traffic infrastructure and trains that can cope with the larger influx of people that a local center is not required."

For those that wanted a local centre Mowbray Road West / Hinkler Crescent was the least preferred option. Some reasons given as to why this location was unsuitable were:

"The area is too small, and not near any related community facilities"

"Hinkler is very narrow and parking in this area is tight already."

Those who thought that the Fullers Road / Greville Street location for a Local Centre was the preferred option said:

“Having a few shops here would reduce the number of car trips to Chatswood CBD for local residents. Even if they need to drive to shop here, they should be able to park in Greville Street.”

Those who thought that Mowbray Road West/Felton Ave location was a good location for a local centre stated:

“Is already a well used resource and close to other neighbourhood amenities, transport route etc. The size of the site is much larger than the other two proposed areas which allows for more variety of shops/businesses.”

Those who thought that Mowbray Road West / Hinkler Crescent location was a good location for a local centre stated:

“Well located in West Chatswood, involves existing services (cafes, bottleshop etc), accessible by public transport, high level of local population”

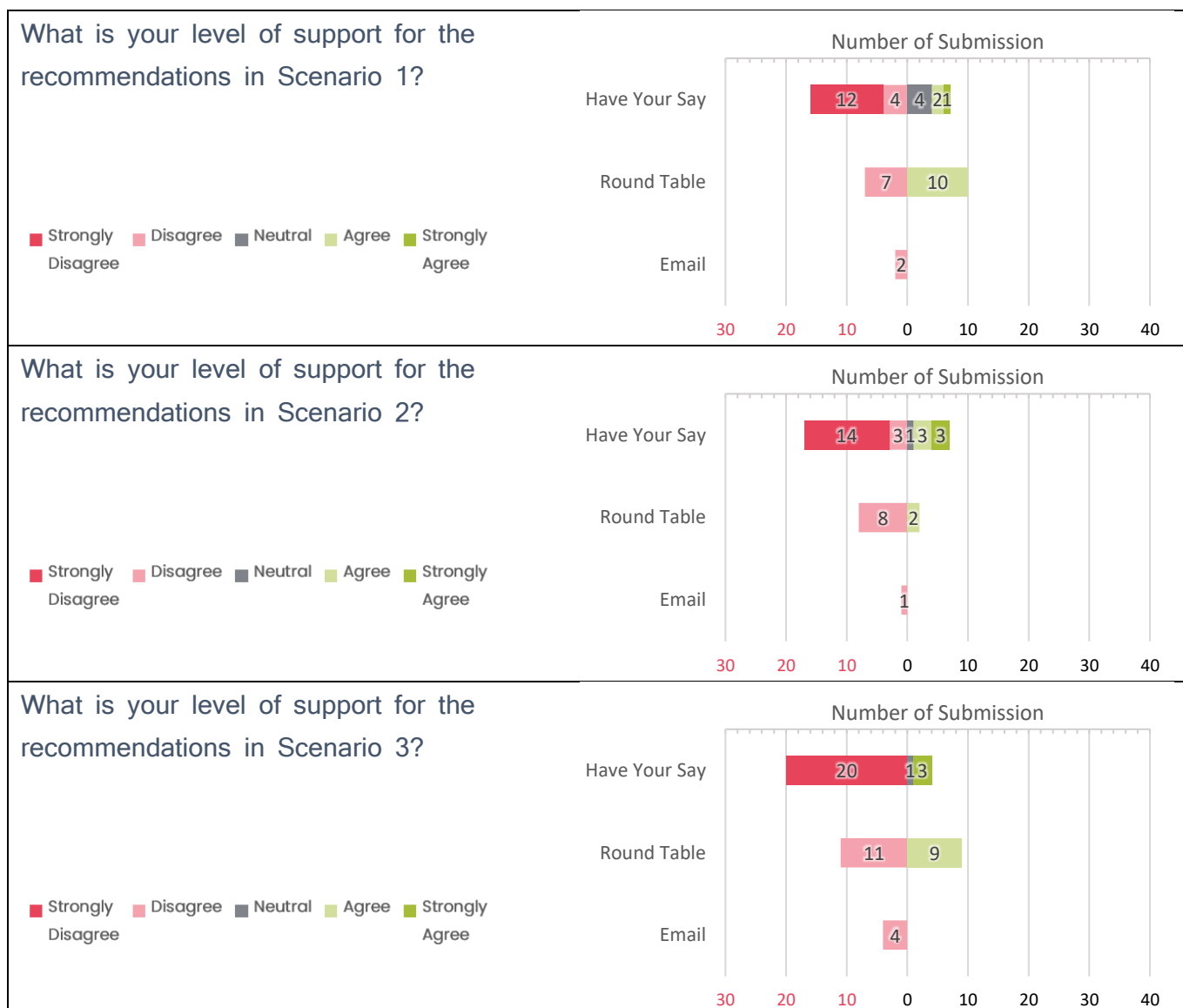
11 participants provided alternative locations, however there was no clearly preferred alternative location.

Scenario Options

Participants were asked to provide feedback about three scenarios (Scenario 1 to Scenario 3) as well the option for no change to the existing Local Environment Plan (LEP) and Development Control Plans (DCP). Participants were then invited to provide feedback about each scenario. The following graphs show the levels of support for each of these.

Comments from participants about each key recommendation and features have been grouped and summarised after the graphs.





Based on the participants responses, the No Change option is the most supported. Those opposed to the change cited:

"In the proposed designs, the public space is overwhelmed by the number of private shop top residences and townhouses. This will create severe traffic congestion on a road where there is already a high volume of Unit construction all along Mowbray Road West."

Of the proposed three scenarios, there was no clearly preferred option.

Where participants preferred Scenario 1 over the other two options they said:

"Scenario 1 provides a balanced addition of commercial and open public space with an incremental increase in GFA of 7%."

Where participants preferred Scenario 2 over the other two options they said:

"Big enough for a shopping centre plus other local shops and support of small businesses."

Where participants preferred Scenario 3, no additional comments were provided explaining their choice.

Scenario 3 and the Master Plan

Participants were shown an image illustrating the key recommendations of Scenario 3 regarding the Local Environment Plan (LEP) and Development Control Plans (DCP). They were also shown an image of the key features of the master plan.

Participants were then invited to provide feedback about each of the key recommendations and key features. The following graphs show the levels of support for each of these.

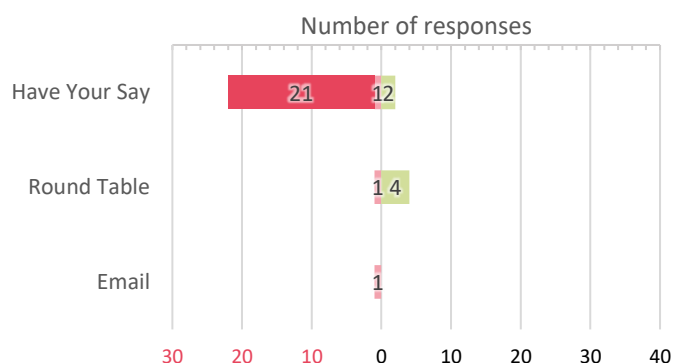
Comments from participants about each key recommendation and feature have been grouped and summarised after the graphs.

Scenario 3 key recommendations



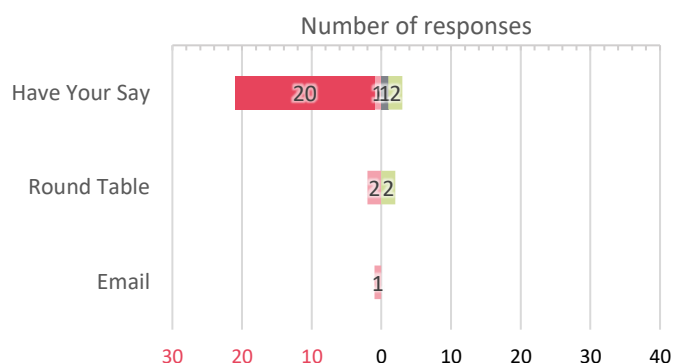
LEP 1 Rezone R3 land West of Felton Avenue (up to 6 lots, 3 lot fronting Mowbray Road West and 3 lots fronting Farran Street) to B1 Neighbourhood Centre, with building heights up to 4 storeys and FSR up to 1.7: 1 for the amalgamated zones.

Strongly Disagree Disagree Neutral Agree Strongly Agree



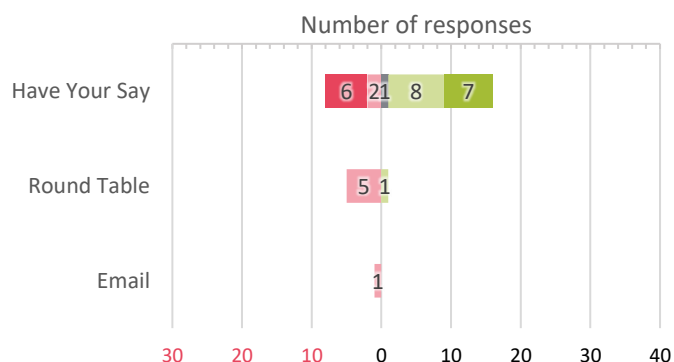
LEP 2 Increase building height up to 4 storeys and FSR up to 1.2: 1 to the residential zone along Mowbray Road West

Strongly Disagree Disagree Neutral Agree Strongly Agree



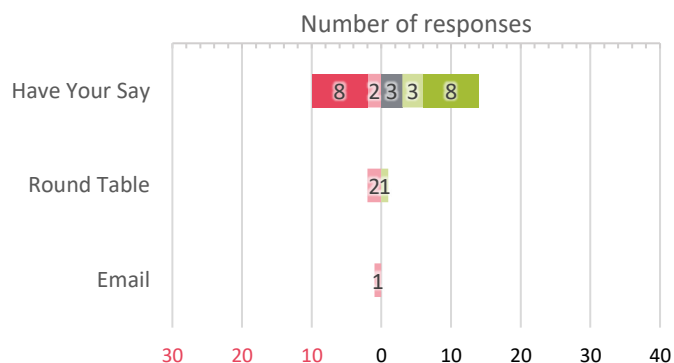
LEP 3 Retain building height up to 2 storeys with an FSR up to 0.5: 1 to the residential zone along Farran Street.

Strongly Disagree Disagree Neutral Agree Strongly Agree



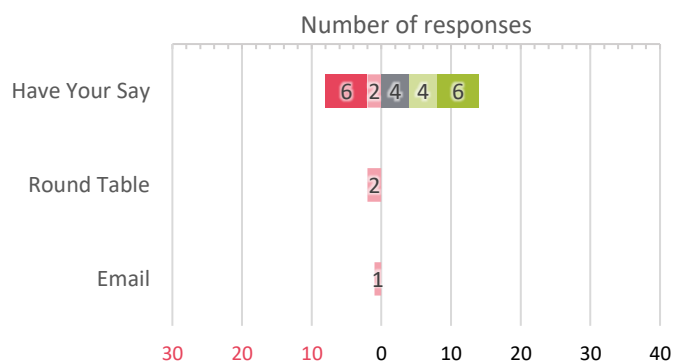
DCP 4 Minimum 3m street setback to all development fronting Mowbray Road West.

Strongly Disagree Disagree Neutral Agree Strongly Agree



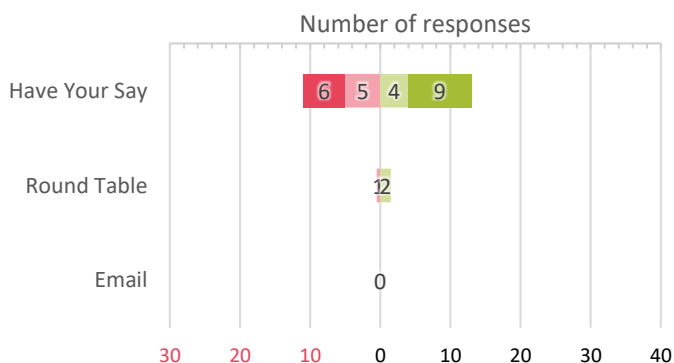
DCP 5 Minimum 6m rear setback for lots in the B1 zone to allow for future parking and service access.

■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree



DCP 6 Provide new public space with active ground floor frontage to Felton Avenue.

■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree

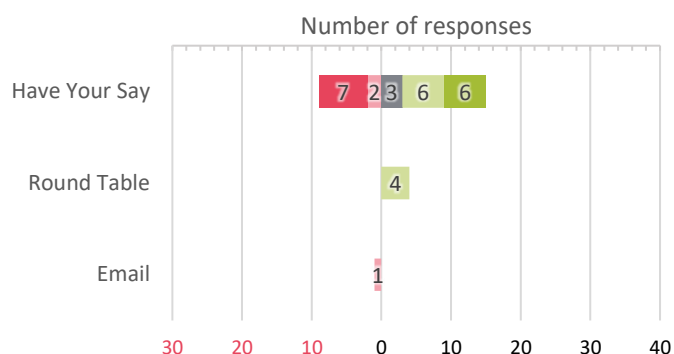


The Master Plan



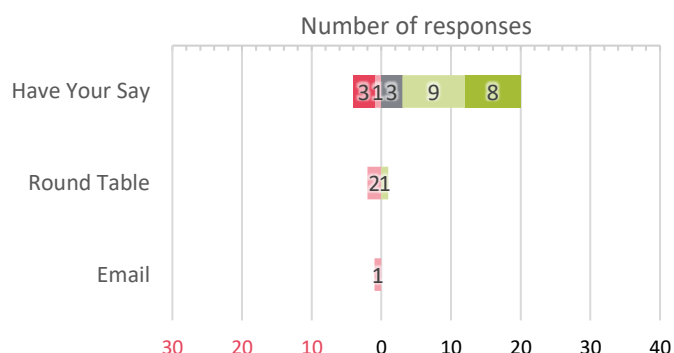
MP 1 A new high-quality public space and landscape streetscape along Felton Avenue.

Strongly Disagree Disagree Neutral Agree Strongly Agree



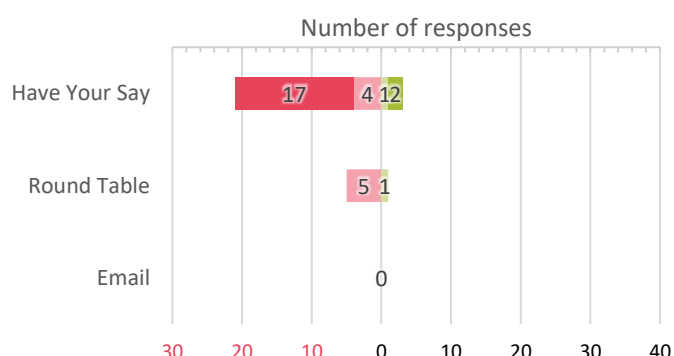
MP 2 Improved pedestrian amenity/crossings and public domain along Felton Avenue and Mowbray Road West.

Strongly Disagree Disagree Neutral Agree Strongly Agree



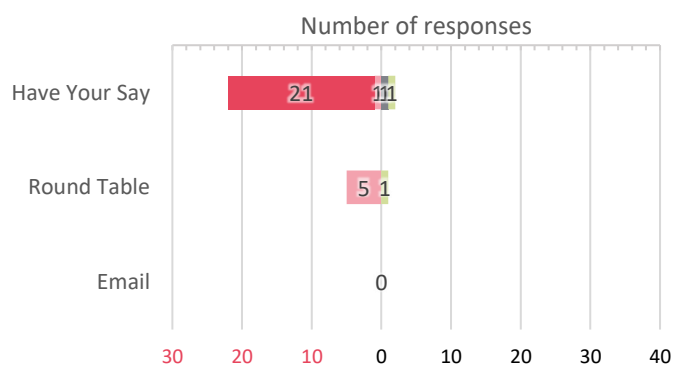
MP 3 Up to 4 storeys of shop top housing on amalgamation lots fronting Felton Avenue with ground floor non-residential.

Strongly Disagree Disagree Neutral Agree Strongly Agree

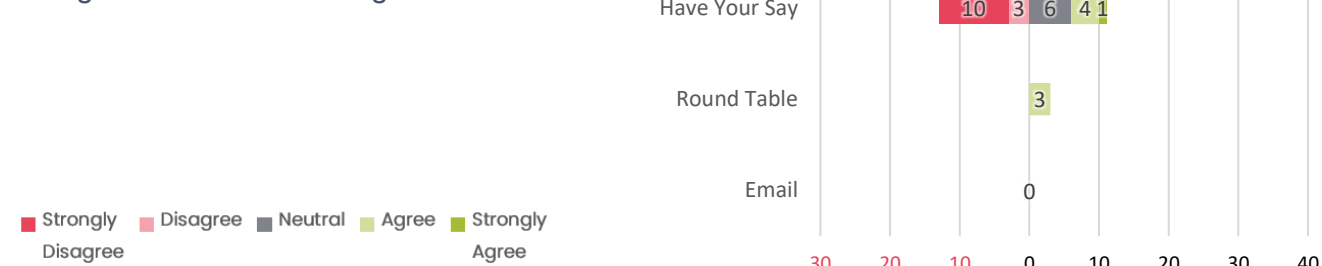


MP 4 Residential apartments on amalgamated sites up to 4 storeys.

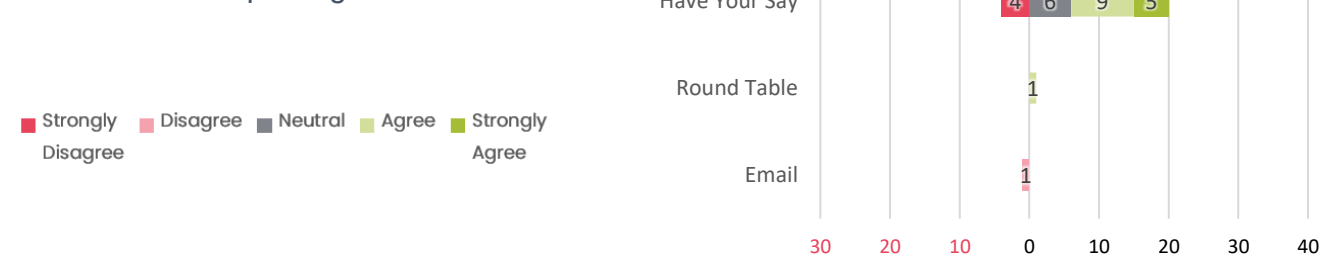
Strongly Disagree Disagree Neutral Agree Strongly Agree



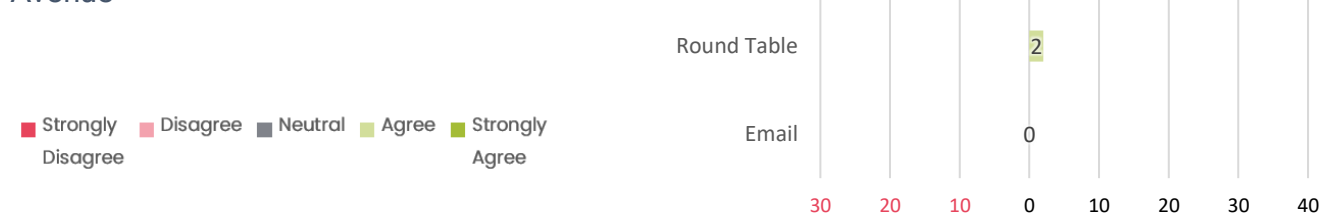
MP 5 New 2 storey town houses on amalgamated sites fronting Farran Street



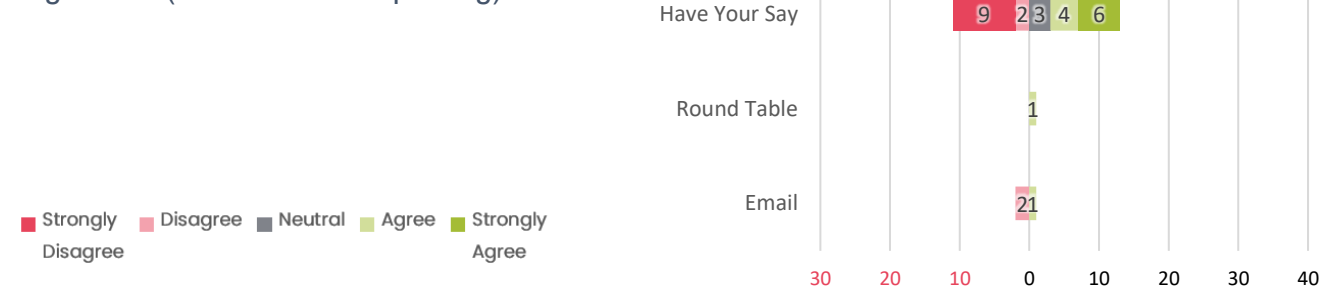
MP 6 Retain existing and provide additional street parking on Felton Avenue



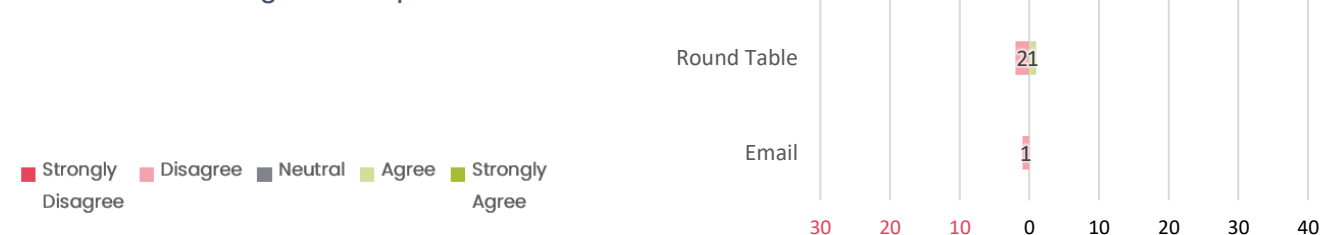
MP 7 Streetscape improvements and additional street tree planting to Felton Avenue



MP 8 Potential small supermarket on larger site (with basement parking)



MP 9 Threshold treatments to Felton Avenue to mark entry into the centre and assist with calming traffic speed.



Feedback about Scenario 3 and Master Plan

The HYS survey did not provide the ability for participants to provide individual feedback on each key recommendation of Scenario 3 and each key feature of the master plan. There are also very few comments from the round table discussion that provided insight context to their preferences.

The quantitative data indicates that there is strong opposition to key recommendations LEP 1 to rezone R3 land West of Felton Avenue.

Also, there is some correlation between the strong opposition to LEP 2, MP 3, and MP 4 which all have key recommendations proposing to increase building heights to 4 storeys.

There is support for improving pedestrian amenity/crossings and public domain along Felton Avenue and Mowbray Road West (MP 7) as well as streetscape improvements on Felton Avenue. (MP 2)

While MP 8 (small supermarket) and MP 5 (2 storey town houses) receive mixed results.

Conclusion

Overall there is some resistance to all of the proposed scenarios for West Chatswood with no change to the existing Local Environment Plans and development controls preferred.

Participants were unsure whether this area should be a local centre. When asked why, one participant said that they felt that council were pushing density off the back of a new centre. Another said they didn't think the area could support new businesses and expressed concern about the impact on existing businesses. Others said that they would like to see new infrastructure before housing, and mentioned schools, public transport and community facilities in their reasons for disagreeing with proposed changes.

Most participants did not want to see the existing LEP and DCP controls changed, but a few were keen to see dual occupancy encouraged. Of the proposed key features of Scenario 3, the ones referring to increase the height of building to 4 storeys were the least supported by participants.

Almost all participants expressed concern about the impact of density on existing parking and traffic congestion.

Feedback about the Draft Local Centres Strategy for Willoughby South

Participants

47 unique participants provided feedback about the Draft Local Centres Strategy for Willoughby South. Of these, 22 participated in the HYS surveys, 3 submitted emails and 26 attended a round table event. The round table event was held concurrently with the Penshurst Street round table event.

Table 18: Number of participants for Willoughby South

	Number of participants				Total unique participants
	HYS Survey	Emails	Round Table	Total	
Willoughby South Local Centre	22 (11 in survey 1) (11 in survey 2) (excl. 1 duplicate)	3	26 (including Penshurst Street)	51	47

Types of participants

Out of the 47 people who responded to the HYS survey for this Local Centre. 65% lived in the area. 65% of these participants had lived in the area for more than 10 years, 35% for 3-10 years and 4% did not specify. 22% of HYS participants were property developers.

Of the 26 people who participated in the round table event only 34% lived in the area, and 38% owned a local business. 6% of these participants said that they were interested in developing their own properties. Please note that there were 11 “in person” registrations for the Willoughby South round table discussion. These participants were not asked this question and as such they have been classified as “Not Specified”.

Most (52%) of the participants who participated in the HYS survey were aged between 35-49 years old. 13% were 50 - 59 years old, 26% were 60 - 69 years old, 9% were 70 - 84 years old. None of the participants were younger than 35 years old.

65% of these participants were male and 30% female, 4% did not specify their gender.

Out of the 26 of people who provided a submission using Have Your Say on this project, 22% said that they were not aware of or involved in any previous engagement about this project. 43% said that they had been engaged from the start of the process and 35% said that they were involved in the second phase of engagement.

Figure 30: Types of participants for Willoughby South submissions

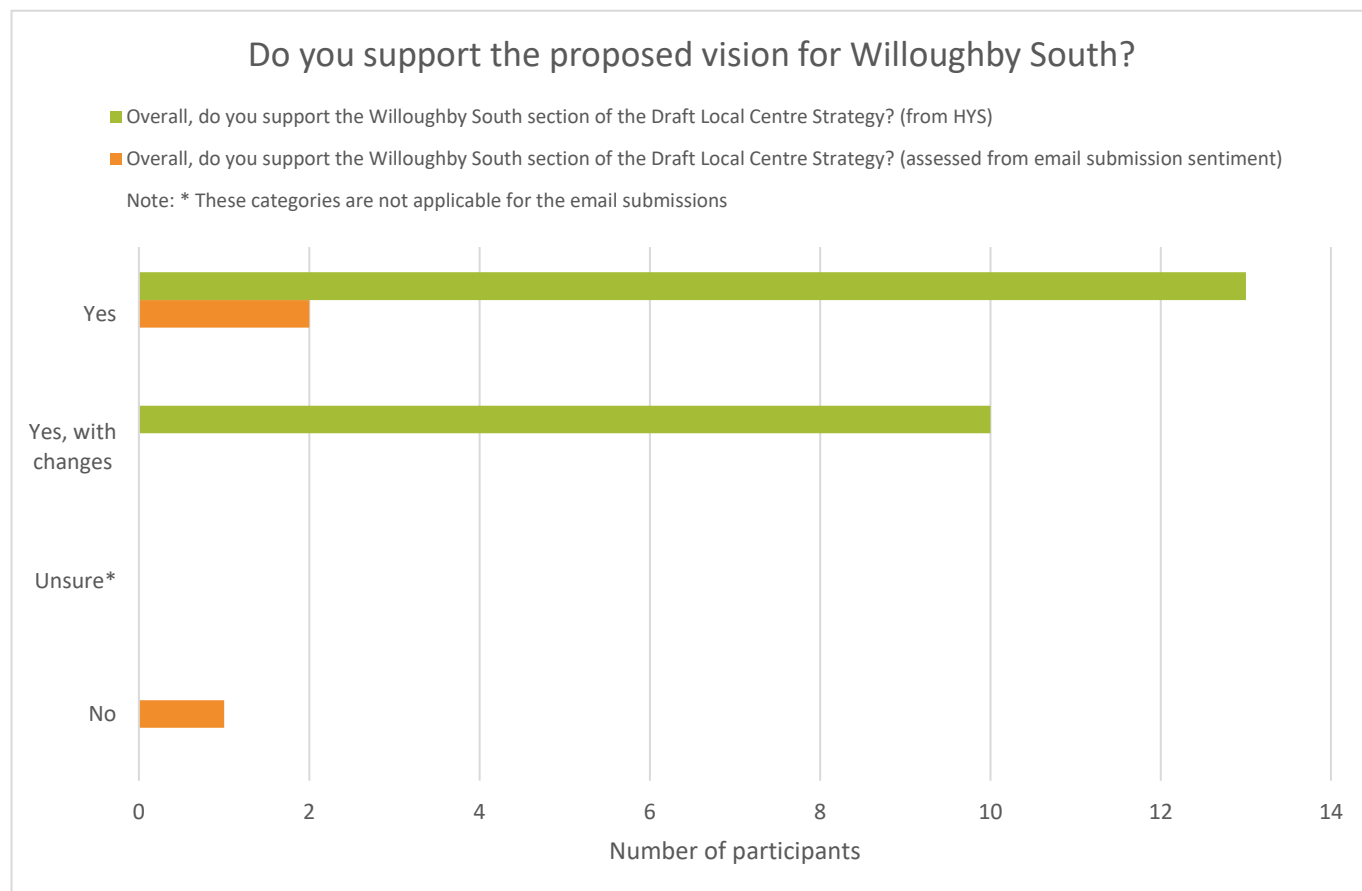


Proposed Vision

Out of the 22 people who participated in the HYS process 13 supported the proposed vision and 9 supported the proposed vision with some changes. Of those that provided feedback via

HYS survey none did not support the vision. 1 email submission received did not support the proposed vision.

Figure 31: Support of the Willoughby South section of the Draft Local Centre Strategy.



The next HYS survey question offered participants the opportunity to detail the reasons for their response regarding the proposed Draft Housing Strategy for Willoughby South. 11 of the 22 HYS participants provided more detail. Of the 10 people who supported the draft strategy with changes, 9 provided more detail. These participants said that they would like to see:

- Lower heights
- Increased parking
- More amenity and open space for the neighbourhood

Out of the three email submissions received, two participants supported the proposed vision, one did not.

Key Ideas

Participants were asked to provide their feedback about the four key ideas outlined in the Draft Local Centres Strategy for Willoughby South. The following graphs show how many people agreed and disagreed with each idea. There were two versions of the HYS survey that

participants completed. Only the second HYS survey contained the key idea questions. It also did not allow participants to provide comments on individual key ideas.

Where provided the reasons for these responses are also summarised below. Detailed responses on each of these key ideas has also been provided to the project team in a separate output.





There was support for both the key ideas relating to improving accessible open space as well as enhancing laneway connections and services.

Participants at the round table event said:

“Sanders Park a key asset to community”

Another said:

“support for more interesting stores within active streetscapes”

Some participants who disagreed with Key Idea 3 that recommended providing shop-top housing, said:

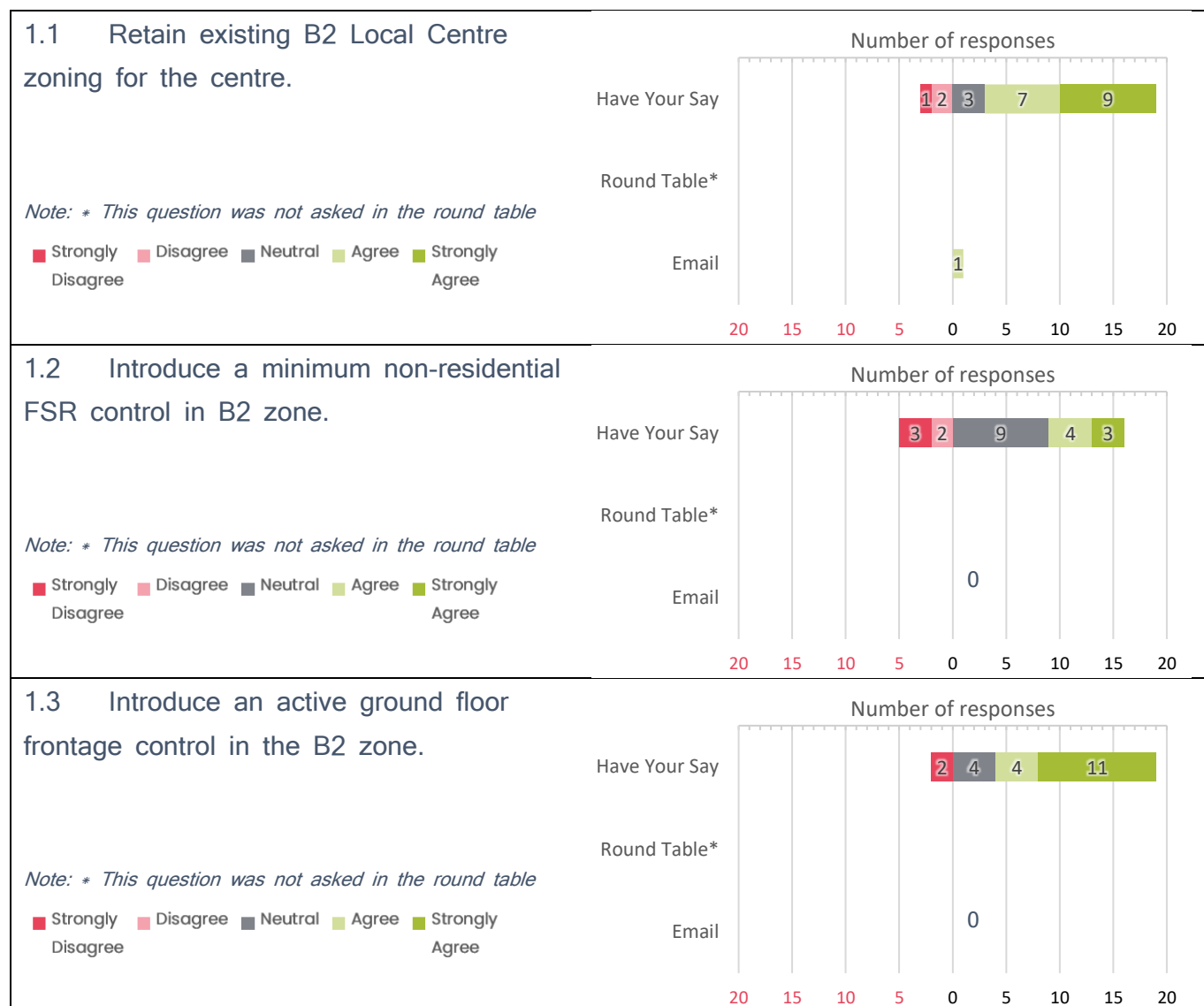
“Provided height restrictions over topography to ensure high side of street does not dominate.”

Vision for Willoughby South

Participants were invited to provide feedback about the proposed vision for Willoughby South. These questions were only asked in the HYS survey and not in the round table discussions.

The following graphs show the levels of support for each of these recommendations. Below this section graphs are also provided showing levels of support for the changes proposed in the master plan.

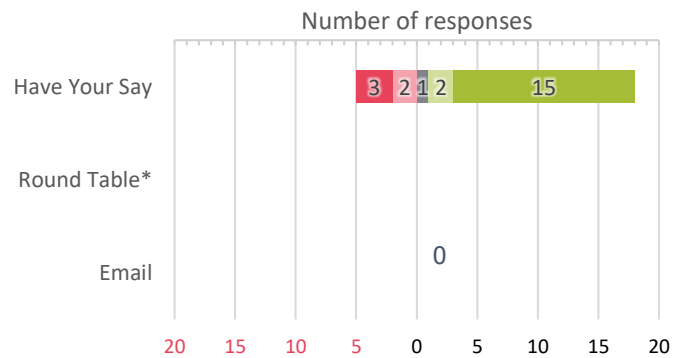
Where participants provided comments about why they supported or did not support specific recommendations in this area, these responses have been grouped and summarised below graphs showing support for all recommendations.



1.4 Additional height and FSR permitted as an incentive for amalgamated sites offering improved public domain outcomes.

Note: * This question was not asked in the round table

Strongly Disagree Disagree Neutral Agree Strongly Agree



There was strong support for all four recommendations.

“This area needs to be completely rejuvenated. It is close to public transport that links directly to the CBD and Chatswood. The concept for a plaza and supermarket on the corner of Frenchs Road and Willoughby Road is a brilliant concept. It integrates housing and the local supermarket.”

Comments in relation to Recommendation 1.2 indicated that many participants did not understand the question, and this is reflected in the large amount of neutral responses.

Generally, those participants who disagreed with one key recommendation would disagree in with all 3 other key recommendations.

There were some concerns regarding heights of buildings with a few participants preferring restrictions of up to 3 storeys.

Scenario 2 and the Master Plan

Participants were shown an image illustrating the key recommendations of Scenario 2 regarding the Local Environment Plan (LEP) and Development Control Plans (DCP). They were also shown an image of the key features of the master plan.

Participants were then invited to provide feedback about each of the key recommendations and key features. The following graphs show the levels of support for each of these.

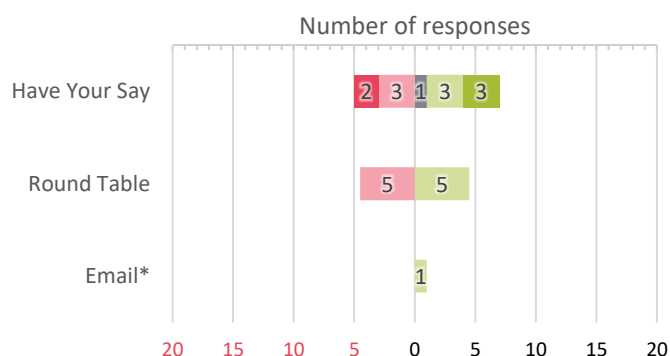
Comments from participants about each key recommendation and feature have been grouped and summarised after the graphs.

Scenario 2 key recommendations



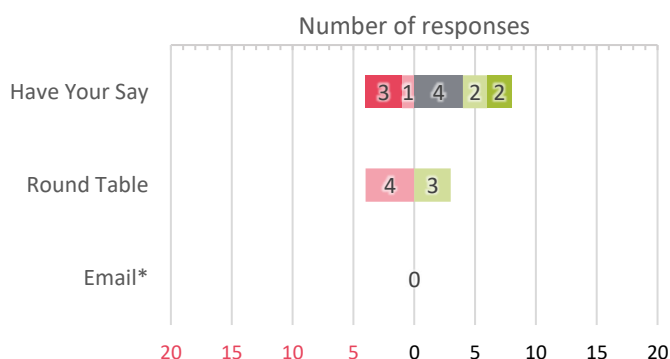
LEP 1 In the B2 zone increase heights to 5-6 storeys on lots immediately on the eastern side of the intersection between Willoughby Road and Frenchs Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree

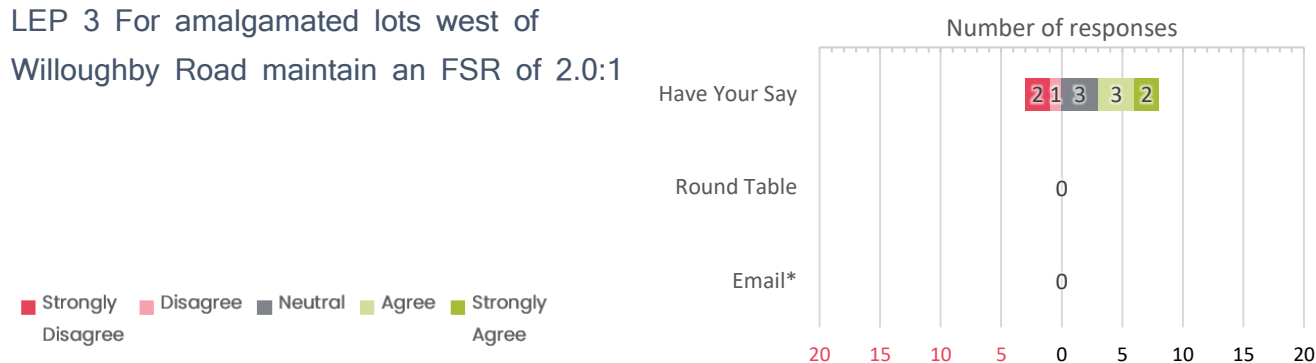


LEP 2 For amalgamated lots east of Willoughby Road increase in FSR to 2.0:1

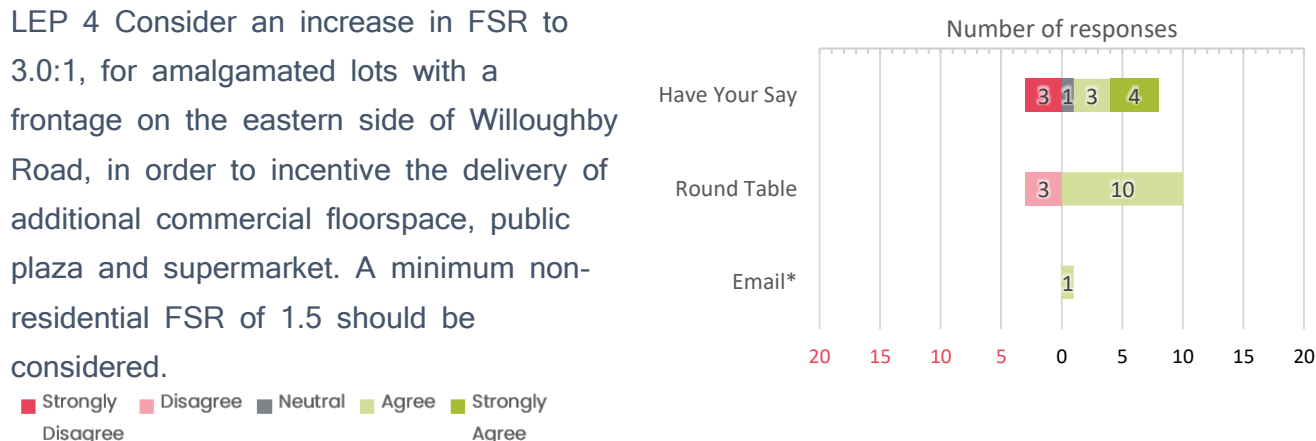
Strongly Disagree Disagree Neutral Agree Strongly Agree



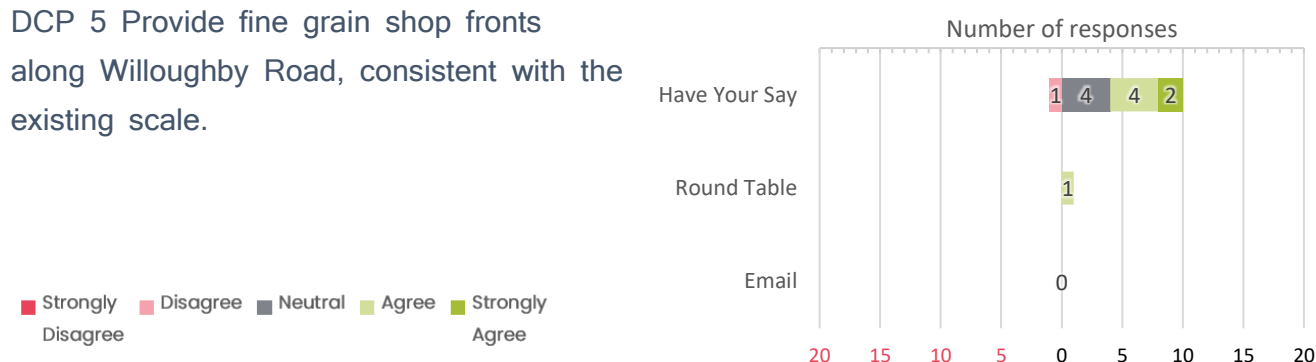
LEP 3 For amalgamated lots west of Willoughby Road maintain an FSR of 2.0:1



LEP 4 Consider an increase in FSR to 3.0:1, for amalgamated lots with a frontage on the eastern side of Willoughby Road, in order to incentive the delivery of additional commercial floorspace, public plaza and supermarket. A minimum non-residential FSR of 1.5 should be considered.



DCP 5 Provide fine grain shop fronts along Willoughby Road, consistent with the existing scale.

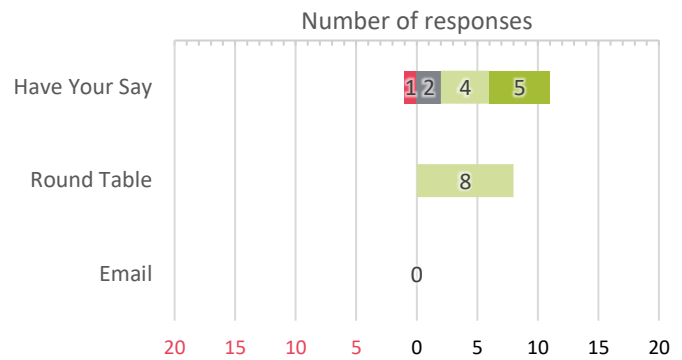


DCP 6 A minimum 3m upper level setback above 2 storeys fronting Willoughby Road. Consider additional upper setbacks to minimise any amenity impacts on Willoughby Road.



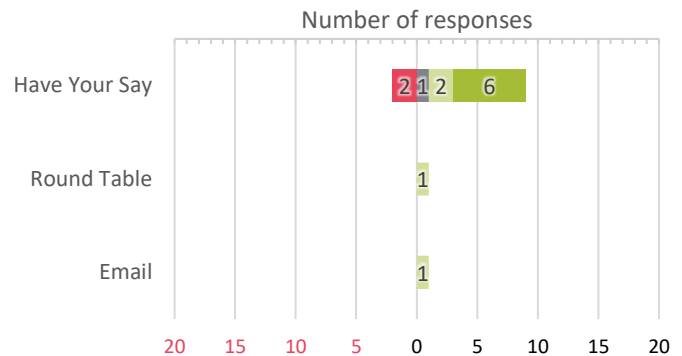
DCP 7 Future development on lots adjacent to The Bridgeview Hotel, between Julian Street and Borlaise Street, is to provide a consistent street setback to the heritage item above the first Storey, and a 3m setback to the heritage item.

■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree

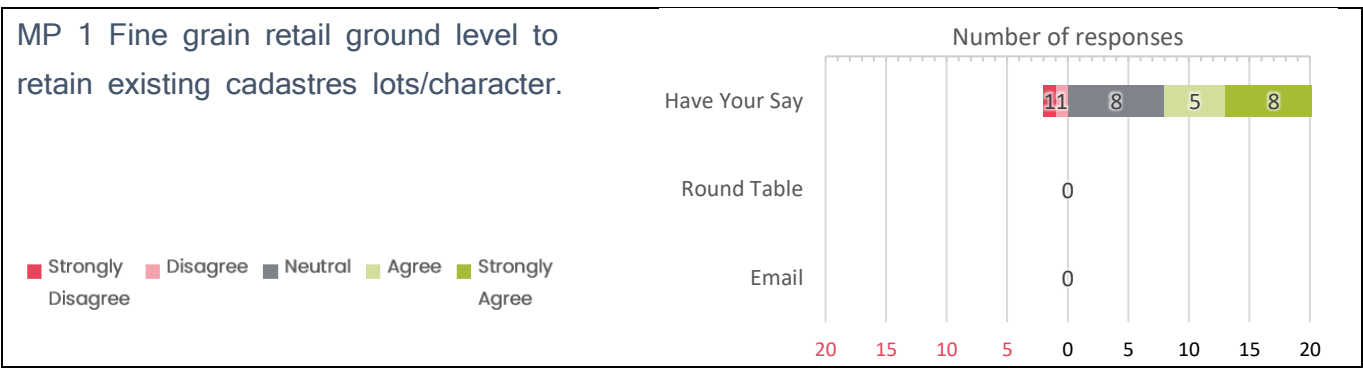
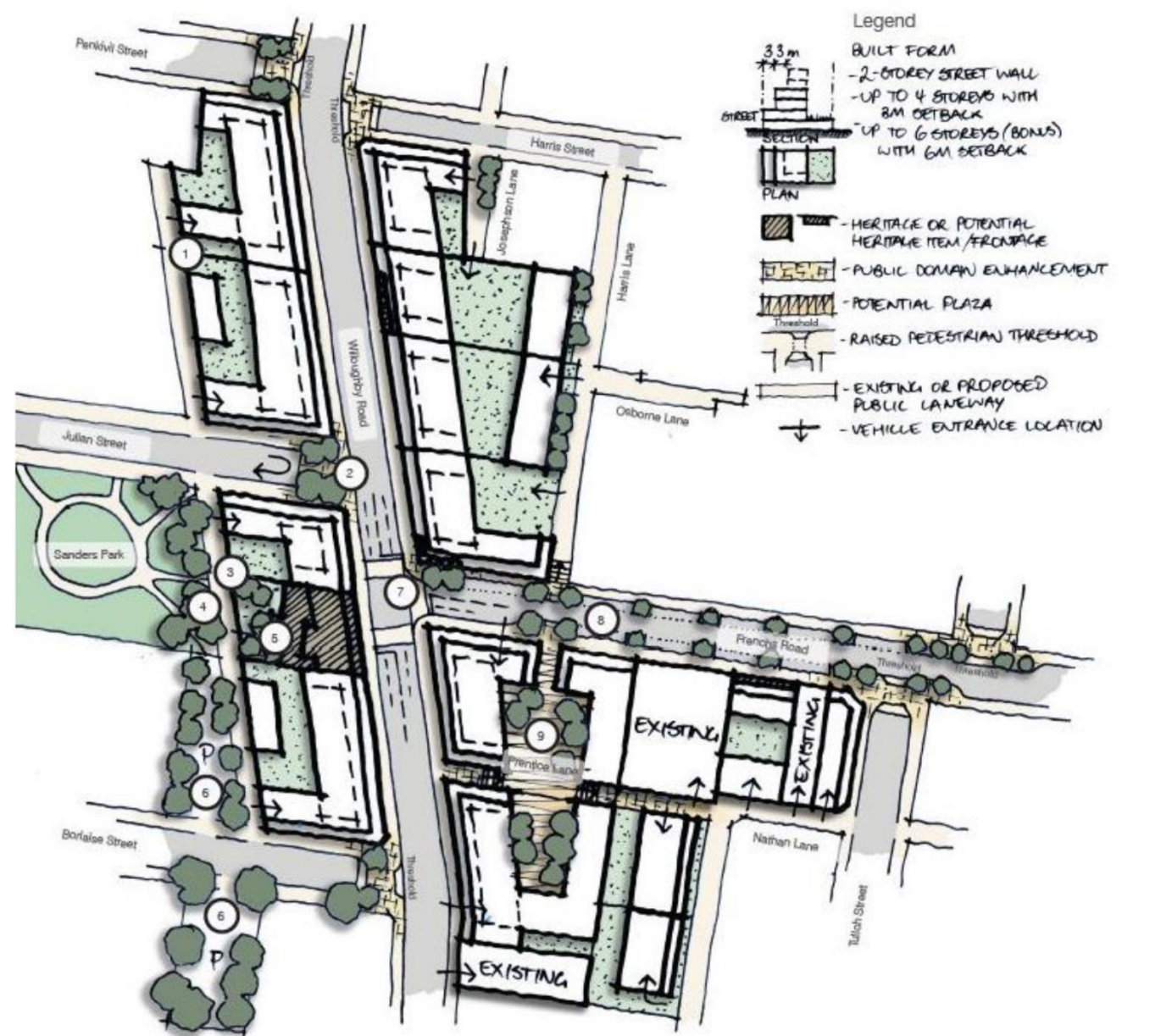


DCP 8 For all development, measures to limit access from Willoughby Road should be considered to limit pedestrian and vehicular conflict and increase activation.

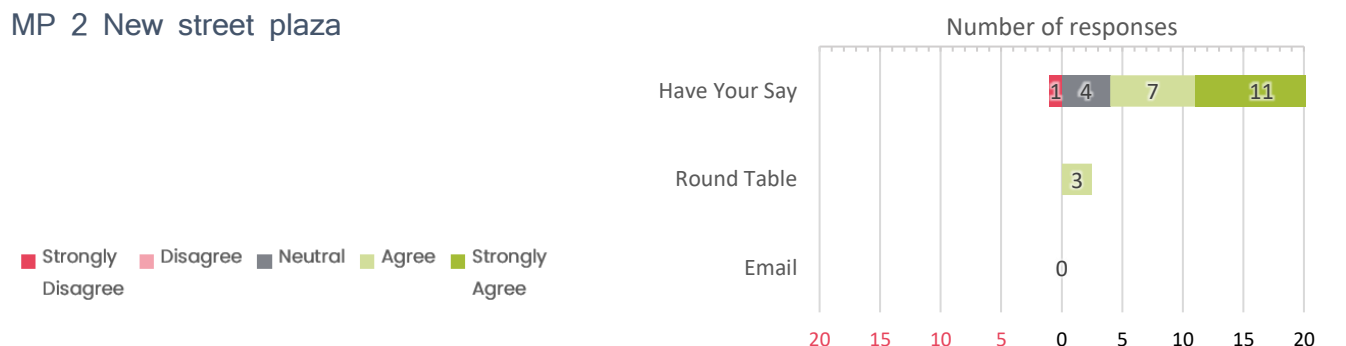
■ Strongly Disagree
 ■ Disagree
 ■ Neutral
 ■ Agree
 ■ Strongly Agree



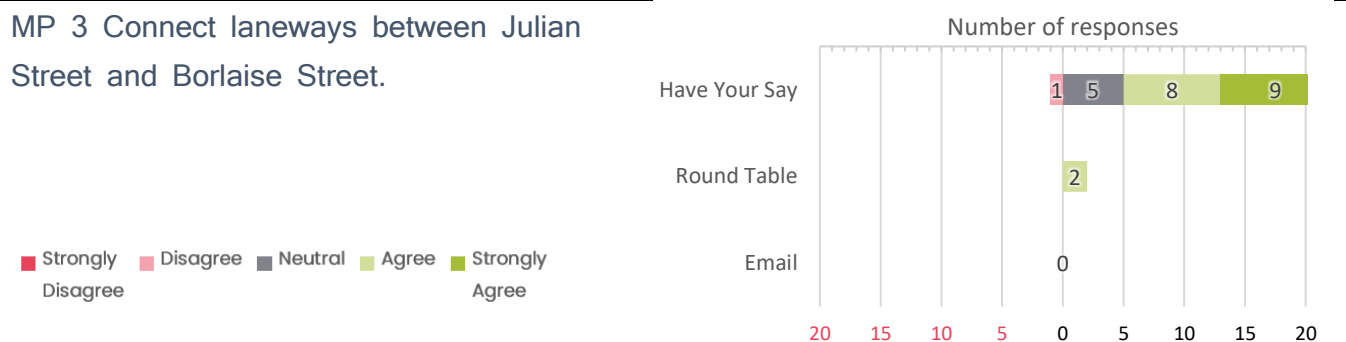
Master Plan



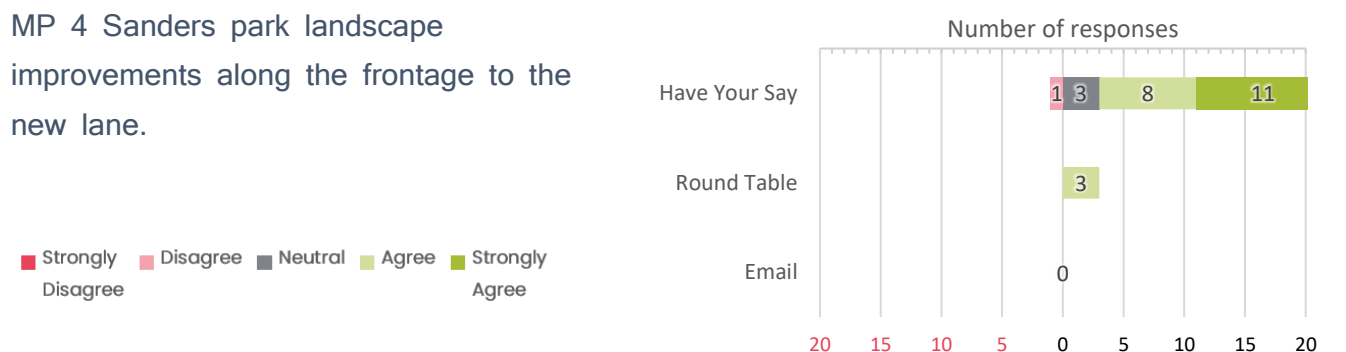
MP 2 New street plaza



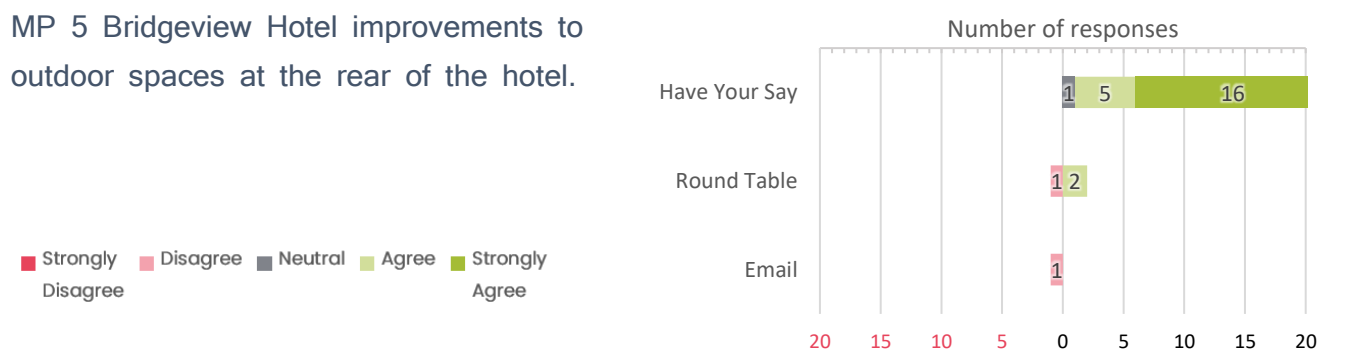
MP 3 Connect laneways between Julian Street and Borlaise Street.



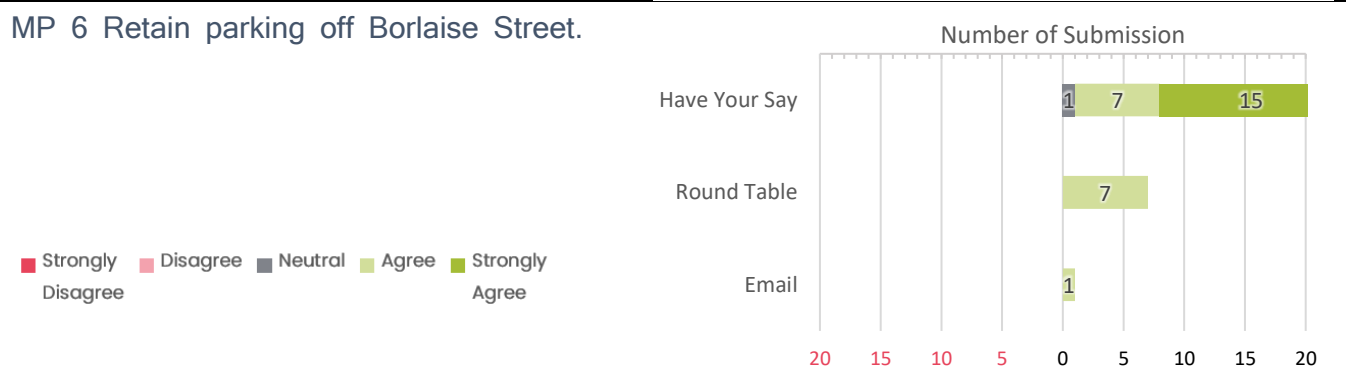
MP 4 Sanders park landscape improvements along the frontage to the new lane.



MP 5 Bridgeview Hotel improvements to outdoor spaces at the rear of the hotel.

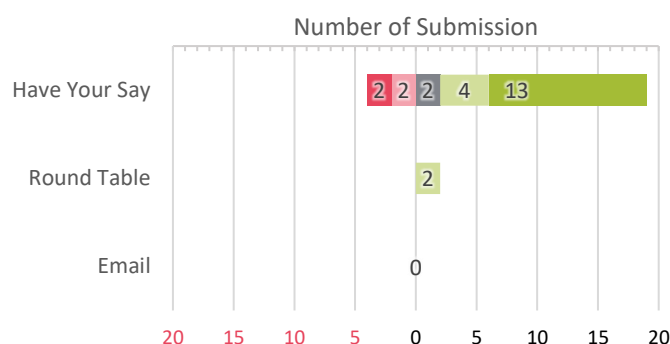


MP 6 Retain parking off Borlaise Street.



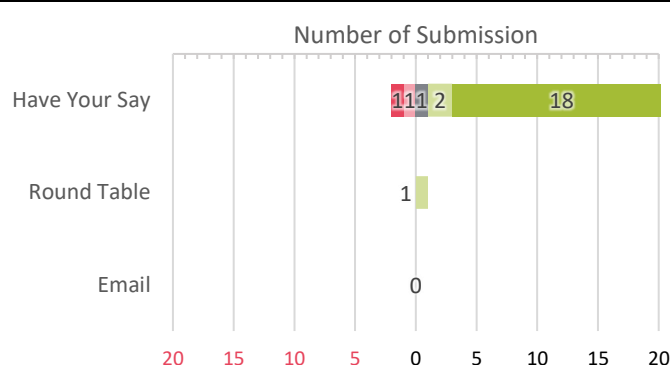
MP 7 Kerb extension on the north side of Frenchs Road at the corner of Willoughby Road.

Strongly Disagree Disagree Neutral Agree Strongly Agree



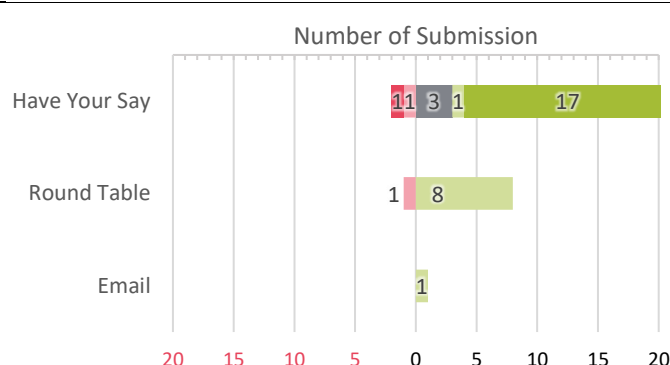
MP 8 Streetscape enhancements along Frenchs Road, including regular street tree plantings.

Strongly Disagree Disagree Neutral Agree Strongly Agree



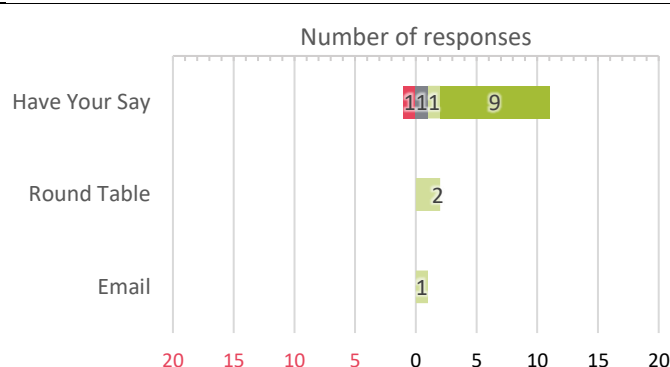
MP 9 Plaza redevelopment of the properties around Prentice Lane.

Strongly Disagree Disagree Neutral Agree Strongly Agree



MP 10 Informal pedestrian crossings

Strongly Disagree Disagree Neutral Agree Strongly Agree



Feedback about Scenario 2 and Master Plan

Very few participants provided comments in the HYS survey about why they supported or did not support specific recommendations of Scenario 2.

There was no clear consensus regarding any of the four LEP recommendations.

Those opposed to LEP 1 commented that:

“The area is too congested to support 5-6 storey building heights along Willoughby Road. We can't park on Willoughby Road anymore. We can only catch buses at very restricted times. We can't drive along Willoughby Road during peak hours, but have to use Miller Street instead. The maximum increase should be to three Storey buildings as it is commonly in the Willoughby area. The only place to permit higher buildings should be the low area on the N-S part of Prentice Lane.”

Those who disagreed with the recommendation to amalgamate lots east (LEP 2) and west (LEP 3) of Willoughby Road, a few stated that the current FSR was adequate while others recommended a FSR of between 3:1 and 4: 1 would be required.

There was general support for all DCP recommendations, however, a few participants were unsure what “fine grained” shops meant.

All except one participant supported the future development on lots adjacent to Bridgeview Hotel (DCP 7). That one participant stated:

“The Bridgeview hotel should not be lost amongst street apartments”

This was similar to the other participants that agreed with DCP 7.

“The Bridgeview Hotel is a heritage item, so adjacent development should be matched to this.”

There was at most only one comment in the HYS survey for each key feature of the master plan except for the Plaza redevelopment (MP 9). However, there was almost unanimous support for all the master plan key features.

“This development plan is strongly supported. This area needs more life and more development. By allowing a supermarket, and more housing we provide for a more active community centre.

Children can play in the dedicated plaza area, parents can shop in the Stores and people can Still live in well designed apartments.”

Willoughby South Progress Association

Willoughby South Progress Association (WSPA) stated that:

“Willoughby Road carries too much traffic to be the heart of a viable community focal point and has very limited parking.”

WSPA made numerous suggestions in terms of improving the Willoughby South precinct in their submission. These suggestions related to the establishment of local shops, limiting shop top housing to 4 to 5 storeys, improving pedestrian and cycle routes, and establishing tree plantings.

Conclusion

Participants felt that this area was rundown and needed a refresh. Many said that the current centre was not servicing the area but a few questioned the viability of new businesses. Others said that it needed new dining and entertainment areas instead of a new supermarket, plaza and that amalgamated lots that would make it possible

The heights proposed were not well received and the impact of density on the area was a concern. Recommendations about 4 storeys were more positively received than those including 6 storeys. The existing traffic and parking issues were raised by many participants as a reason for their disagreement with recommendations and some said that infrastructure was needed before the proposed changes.



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