

24 October, 2018

Mr Kevin Wu
Project Manager
Vigor Master
Suite 201a
24 Thomas Street,
Chatswood NSW 2067

Dear Kevin,

RE: GALSTON COMMUNITY CENTRE

Thank you for requesting my advice in relation to the proposed approved Community Centre for Marston Living at Galston. As you are aware I have been in the retirement living sector for nearly 20 years and have managed many, many sites with various size and styles of community centres. Currently ARP has 656 retirement village units under management, and in my opinion, on completion of the construction of the Galston development, the existing approved community centre will be inadequate, and an inappropriate size not fit for its intended purpose.

As you are aware at completion of the construction there will be 76 dwellings, this will translate to well over 100 residents in situ. ARP is continuously engaging with existing residents to determine resident behaviours and community engagement. From our analysis of projected resident behaviours, it is our opinion the facilities are woefully inadequate to cater to the needs of a community of over 100 people.

You are aware of the many times each year all residents have to gather in the Community Centre, for example, general residents meetings that are required under legislation, marshalling areas for emergency evacuation drills not to mention for various social purposes.

A critical and primary distinction of residing within a retirement village is the social engagement of the community members. As such the community centre functions as the heart of the village and will need to facilitate the majority of the residents visiting and utilising the facilities daily, as well as hosting scheduled community events such as exercise groups, craft, health and wellbeing professionals and numerous weekly social events. In addition, residents utilise facilities to host special occasions such as birthday parties or anniversary celebrations. As stated above there will be well over 100 people in residence, the current design would be unable to accommodate even half this number, clearly making the current design not fit for purpose. In addition a significant portion of future residents may have impaired mobility, any community facility will need to take this issue into serious consideration as the community centre will need to be of a design and size to comfortably accommodate peak demand without risk of overcrowding.

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Furthermore the current facilities cannot provide residents with reasonable access to health professionals, their associated equipment and does not offer any dedicated spaces for staff. This is an absolute essential requirement. Also, the approved storage room will not be able to accommodate the necessary maintenance equipment for the village grounds and gardens. The current design and size simply does not meet the needs and expectations of future residents.

In recent times retirement villages have been enhancing community facilities in order to satisfy the growing market demand and resident expectation for the need of increased health and fitness services and home aged care services. New villages near universally provide gymnasiums, swimming pools, libraries, movie theatres, dining facilities, recreation rooms and multipurpose function rooms. Interested parties investigating retirement living options have come to expect these levels of facilities as a minimum standard and will not be prepared to compromise. The current proposed community centre is entirely consistent with facilities typically offered at comparable villages nearby.

I am aware that you have conducted extensive market analysis of retirement villages throughout Sydney. I am sure those results would substantiate all my above comments.

In our opinion the proposed amendments are essential to be able to meet the expectations of future resident and to deliver the appropriate services indicated under Clause 42 of SEPP Senior Housing while imposing negligible impact on neighbouring amenity.

Should you have any queries regarding this issue please feel welcome to contact me on 0412 411 325.

Yours sincerely,



Laurelle Lawson
Director