



**Link  
Wentworth**  
Providing homes, building futures.

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11 January 2023  
Updated 13 July 2023

Bill Donohoe  
Development manager  
Landcom

Dear Bill,

We offer the following clarification in relation to the recent meetings with Landcom and Council in relation to the Development Application for the Queenscliff Site.

Community Housing providers are obligated to match and offer properties in accordance with the provisions of the:

- Housing Act 2001
- Anti-Discrimination Act 1977
- Disability Discrimination Act 1992
- Occupational Health and Safety Act 2000

Notwithstanding and further to our meeting with Council held 20th December 2022, concerns were raised by the Council flood engineers about flood risk and how Link Wentworth management would ensure the successful deployment of our Flood Emergency Response Plan (FERP).

Link Wentworth takes seriously the potential risk to life, and whilst the recent 1 in 100-year storm event in March 2022 did not flood the ground floor of the existing Queenscliff Community Health Centre and severe flooding of the building is likely remote, Link Wentworth would like to clarify and believes the following actions will provide additional safety and security to residents, should we experience a significant storm and flood event.

Additionally, the inclusion of on-site Flood Wardens and a Restrictive Tenant Allocation Policy will ensure those with physical vulnerabilities are not allocated housing within this building. These measures will provide Council with the assurance that in the event of a flood the residents and building will be professionally managed.

**Proposed onsite Flood Wardens**

As discussed with Council, Link Wentworth considers the addition of two (2) on-site Flood Wardens an important measure for managing residents during a storm and flood event. Typically for other Link Wentworth buildings this would



be a voluntary role held by an on-site resident with a discount to their weekly rent for their services. The Flood Warden's role and responsibilities are documented in the FERP. Training would be provided to establish the role for each new incoming Flood Warden and annual training would be provided to ensure up to date knowledge, currency of responsibilities, key actions and information required for residents and Link Wentworth management and the conditions that would trigger activation of the FERP.

The Flood Warden position will play a key role in assisting Link Wentworth Housing Managers, building residents, and Council with local information on flood conditions. For example, before or during a potential flooding event the Flood Wardens may be contacted to give an account of ground conditions, water levels, weather, etc, to help the Link Wentworth Management Team with implementing our FERP and providing Council with information about activities to coordinate an appropriate response for residents.

The proposed Flood Wardens may notice or have been given information about rising flood waters, a blocked watercourse, culvert, drain or burst pipe in the locality of the site. The Flood Warden would then report this to the relevant agency so that the necessary remedial action is carried out. By doing this, watercourses will be kept flowing unobstructed thus reducing the risk of local flooding.

The role of the Flood Warden would primarily be about communication, and there are many ways in which a Flood Warden can help their local community in times of flood.

These include:

- assisting with reviews and maintenance of the FERP with Link Wentworth Management, relevant Environment Agencies, and council.
- monitoring the condition of local drains, culverts, brooks, and other watercourses and report any defects or blockages to the appropriate agency.
- distributing flood related information to residents and local community.
- encouraging individuals to sign up to the Environment Agency free flood warning service, Floodline Warnings Direct (FWD) where available.
- reinforce flood warnings when they are issued.
- visiting residents at risk to ensure that warnings have been received.
- calling for assistance on behalf of people who are struggling to carry out essential actions to safeguard themselves or their property.
- having local knowledge and information on the latest flood situation (the Environment Agency will help with this).
- liaising with the Environment Agency, Council and Emergency Services on local conditions and needs on the ground.
- noting and report local flood event details; and
- where possible, set up local patrols to monitor the situation.

### **Link Wentworth Tenant Allocation Policy**

The community housing sector aims to promote a successful and sustainable tenancies when matching a client to an affordable housing property. In general, this means matching a client to a property that:



- is large enough for the client's household, and
- meets any special needs of the client, so far as these are known, and
- assists the client to access special support services that they need, and
- makes the best use of available housing stock in a timeframe that balances the client's need for stable housing with the costs to the housing provider of helping.

This includes ensuring that properties with specific features that are in high demand and short supply are only offered to those clients who need them.

These features include:

- properties suitable for older people, or
- new properties or modified properties to meet the needs of people with a disability, or
- in some areas, properties on the ground floor, properties with level access, or properties with yards.

Noting, that specifically for this building it would mean ensuring that residents within the ground floor boarding house and the upper floors DO NOT have physical vulnerabilities that would cause difficulties in responding effectively during a flood event and preventing timely access to the refuge on the first floor to shelter-in-place, or to evacuate if told by the Flood Warden or emergency response teams.

Link Wentworth is developing a policy with procedural guidelines, specific to this project to guide tenant selection. This means that Link Wentworth will offer the property to customers who are best suited to the property and local area dynamics. This will restrict potential occupants at 2-4 Lakeside Crescent, North Manly with physical vulnerabilities from being allocated accommodation due to the building being in a flood prone area.

Could you please pass on these clarifications to Council so they can be considered as part of their referral to the Northern Beaches Planning Panel

Yours sincerely

Paul Hunt  
Head of Development