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Pre Consultation Report

DECEMBER 2017

Heart of Willoughby Seniors Housing and Club Redevelopment Site Compatibility Certificate Application

Prepared by
Urban Concepts

For
Hyecorp Property Group and Club Willoughby

For Submission to
NSW Department of Planning and Environment

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1. Introduction

This Report has been prepared by Urban Concepts on behalf of the Hycorp Property Group (hereafter referred to as Hycorp) and the Willoughby Legions Ex-Services Club Limited (hereafter referred to as Club Willoughby) and forms part of the Site Compatibility Certificate Application that is being made pursuant to the provisions of State Environmental Planning Policy Housing for Seniors and People Living With A Disability 2004 (hereafter referred to as the Seniors Housing SEPP) for the land holding that is referred to as the Heart of Willoughby site at 26 Crabbes Avenue, Willoughby.

Hycorp has entered into a project delivery agreement with Club Willoughby to realise the redevelopment of their Club facility and seniors housing and residential aged care on the site. It is noted that the site also encompasses the ancillary premises that adjoin the Club at the Penshurst Street frontage.

The report presents the findings that have arisen from the Community and Stakeholder Pre Consultation Process that has been implemented by Urban Concepts between September and November 2017. The pre consultation phase was formulated specifically to test community, Club member and stakeholder attitudes to the development of both independent seniors housing and a residential aged care facility on that part of the Club Willoughby Site that will form the residual site area following the development of a new Club facility.

This report has been prepared for submission to NSW Department of Planning and Environment (NSW DPE) and forms part of the formal site compatibility certificate documentation that Hycorp will lodge with the NSW DPE in the first quarter of 2018.

The consultation process has been undertaken in accordance with the Communication Plan that was presented to Willoughby Council in April 2017. The Communication Plan documented a methodology for undertaking Stage 1 consultation initiatives. Pending the granting of a site compatibility certificate by the NSW DPE further consultation will be undertaken in accordance with the Communication Plan to coincide with the formulation of the development application for the site.

1.1. Background

The proponents have engaged a multidisciplinary development team to take this project forward. The members of this team are detailed in Table 1.1. The specialist investigations that have been undertaken by the individual team members have been incorporated into the consultation initiatives where appropriate and individual team members have also participated in many of the consultation events.

The aim of the consultation strategy was to launch the Heart of Willoughby Vision for the site, to ascertain community, stakeholder and Club member attitudes to expanding the range of land uses on the site to include seniors housing and residential aged care and test to the design rationale and concept master plan that had been developed by GMU Urban Design and Architecture for the project to guide the physical built form of development on the site. In this regard, both Hycorp and Club Willoughby wanted to ensure from first principles that local residents and Club members were aware that this project would involve significant change to the physical built form of development on the site.

TABLE 1.1 THE MULTI DISCIPLINARY PROJECT TEAM

DISCIPLINE	CONSULTANT
Development Management	Hyecorp
Architecture and Urban Design	GMU Urban Design and Architecture
Urban Planning	City Plan Services
Transport and Accessibility	Colston Budd Rogers & Kafes Pty Ltd
Remediation	Network Geotechnics
Cost of Development	Mitchell Brandtman
Surveying	Pro-Position
Community Consultation	Hyecorp and Urban Concepts

Source: Hyecorp 2017

1.2. Report Structure and Supporting Documentation

The report comprises the following 5 sections:

- Section 1 This Introduction
- Section 2 The Target Audiences
- Section 3 The Communication Methodology
- Section 4 Key Findings
- Section 5 Conclusion

The Appendices contain the supporting documentation:

- Appendix A Stakeholder Database
- Appendix B Newsletters
- Appendix C Club Member Event PowerPoint Presentation
- Appendix D Stakeholder and Community Event PowerPoint Presentations
- Appendix E Record of Comments from Consultation Events
- Appendix F Surveys and Response Reports

1.3. Communication Objectives

The communication aims and objectives that have underpinned the consultation process are:

- To position the project positively within the local community, explaining the need to recognise that the site is to be redeveloped with an expanded range of land uses which include independent seniors housing to cater for the forecast growth in the 65+ age cohort that is occurring in the Willoughby Local Government Area (LGA).
- To position the land use vision for the Club's land holdings as a community focused development, and not as a speculative residential apartment project. Recognising that the aim of the project is to provide for a mix of uses that reflect the long standing role played by the site as a community precinct.
- To initiate a discussion with the local community and relevant stakeholders about what constitutes

appropriate urban design and landscape controls for the site. This body of work will inform the architectural plans for the development application.

- To commence a dialogue with Club members, local residents and integral stakeholders that will remain in place throughout the development application formulation, approval and construction process.
- To define parameters for member, community and stakeholder involvement so participants can provide meaningful comment.
- To ensure the views of Club members, local residents and stakeholders are represented and reported through the communication process.
- To ensure all material produced for public circulation is presented in a clear and concise 'Plain English' manner.
- To ensure a range of techniques are used to reach all levels of the community. This will include site signage, a website, newsletters and consultation events.
- To encourage community involvement by ensuring communication initiatives are accessible and professionally run reflecting genuine concern for all participants.
- To report to the NSW DPE and Willoughby City Council the key outcomes arising from the consultation process so that they are in a position to determine whether the project is in the public interest.

1.4. Project Description

1.4.1. The Site

Located in the suburb of Willoughby and within the Willoughby Local Government Area, the site encompasses land which is bounded by Crabbes Avenue, Penshurst Street, Horsley Avenue, High Street and Summerville Crescent as illustrated by Figure 1.1.

FIGURE 1.1 - SITE LOCATION



Source: Compiled by Urban Concepts using Six Maps 2017

1.4.2. The Project Vision

The redevelopment vision for the Club Willoughby landholdings involves developing a new entertainment and recreational Club facility at the Penshurst street frontage of the site with seniors housing and residential aged care behind. All parking on the site will be provided as basement car parking. The concept master plan that has evolved out of the consultation process is detailed at Figure 5.1 The concept master that was tested in the consultation process is detailed at Figure 1.2. The concept master plan details where the new Club facility and the seniors housing will be positioned on the site, areas of proposed landscaping and open space and the projected building heights.

The Club is committed to achieving a responsive and responsible end development plan for its landholdings. In this regard, the Club is reascent that it has occupied the site for 48 years. During this time the Club has made every effort to act as a 'good neighbour' to the residents of Willoughby.

Both the Club and Hycorp have played a hands on role in the Pre Consultation initiatives. Understanding the views of all stakeholders including the Club members and local residents is fundamental to the design approach that is being adopted and it reflects both organisation's the Clubs commitment to achieving a responsive and responsible land use concept for its site.

FIGURE 1.2 - CONCEPT MASTER PLAN USED AT PRE CONSULTATION



Source: Hycorp

1.5. Pre Consultation Overview

1.5.1. Key Messages Communicated about the Heart of Willoughby Project

During this stage of the pre consultation process Urban Concepts focused on presenting the results of the

extensive site investigations and the preliminary design principles that have been formulated to respond to the environmental, social and economic context of the Heart of Willoughby site. The key messages are presented below.

- Message 1** Club Willoughby, like so many Registered RSL and Sporting Clubs around Australia, has to adapt to a financial environment that requires a sound strategic asset management approach to be taken to its Crabbes Avenue land holdings. The Club facility is underutilised and no longer fit for purpose. The Club wants to expand the range of uses that are currently available on the site to create a new community orientated precinct that will incorporate a modern cross generational Club facility.
- Message 2** Historically, Clubs, such as the Willoughby Legion Ex-Services Club, developed in locations well serviced by public transport and in the heart of established communities. Many of these Clubs, like Club Willoughby, were developed in the period 1950 – 1970. While many have undergone internal renovation, by today's development standards, they remain substantially underdeveloped. In planning terms, they are opportunity sites that provide the potential to be Master Planned into mixed use community orientated projects.
- Message 3** Club Willoughby is ideally placed to become a new community orientated precinct that will appeal to all age groups in the Willoughby community from the young through to the young at heart. The Project will deliver a new Master Planned Precinct that will provide open spaces for casual interaction, seniors housing, alongside a new expanded Club facility complete with basement car parking. To be known as 'The Heart of Willoughby', the precinct will become a focal point for community life and a gathering place in its own right.
- Message 4** The Club Willoughby Executive realising they did not have the development expertise to undertake the redevelopment of their landholding, has spent the last two years securing a project delivery partner. The Club did not want to relocate off the site and felt the best outcome for both the Club and the local community would be to redevelop the Club's landholdings and stay on the site. This was seen as preferable to selling the site to a third party interest for a speculative development. In this regard, the Club wants to honor its heritage and maintain the longstanding community focus that the site has had since it first opened its doors in 1955.
- Message 5** The Hyecorp Property Group is a locally based and award winning residential development company with 20 years' experience in medium density residential apartment building. Hyecorp is delighted to have been selected by Club Willoughby as their project delivery partner.
- Message 6** In response to the growing demand for seniors housing, Hyecorp has dedicated a new division of their company to the seniors housing sector. Hyecorp is excited at the opportunity to work with Club Willoughby to showcase their design ability and excellence in providing seniors housing.
- Message 7** This is not a speculative development, the Club will remain on the site and seeks to deliver for the Willoughby community a reinvigorated precinct that encapsulates the highest level of urban design, architecture and landscape. A precinct that respects and complements the character and conservation heritage of the local area whilst delivering much needed seniors housing to cater for Willoughby's elderly residents.
- Message 8** The redevelopment of the Club site will be staged. This will enable Club members to have access to a Club facility at all times. While the new Club is under construction the existing Club building will remain operational to provide a continuity of services for Club members.
- Message 9** Expanding the range of land uses on the site will result in a higher intensity of development than currently exists. This will necessitate an increase in building height on part of the site. Hyecorp has engaged the award winning urban design and architecture company GMU Urban Design and Architecture to prepare a Master Plan and urban design and landscape

principles that will guide the architectural solution for the site. The Master Plan will identify where each of the land uses will be located and will define their building form by setting height, bulk and setback controls. The Master Plan will also identify through site pedestrian linkages, green open spaces and traffic and parking arrangements on the site.

Message 10 The Master Plan will establish the appropriate location where building heights can increase without resulting in adverse residential amenity impact on neighbouring dwellings. This will involve undertaking robust overshadowing, privacy and visual impact investigations. In this regard the taller building elements will be placed in the centre of the site and will step down in scale at the site's eastern, northern and southern boundary.

Message 11 Club Willoughby and Hycorp will involve the Council, the community and interested stakeholders in the formulation of the Master Plan and architectural solution to ensure that it has local support. This will involve ascertaining community attitudes to a new range of land uses and a preferred built form outcome. The consultation process will formally commence in September 2017. The consultation process will inform the preparation of the Site Compatibility Certificate Application to the NSW DPE.

Message 12 The statutory planning framework for this project will be established under the Willoughby Local Environmental Plan 2012 and State Environmental Planning Policy Housing for Seniors and People Living with a Disability (Seniors Housing SEPP). The site is zoned RE2 Private Recreation under the Willoughby Local Environmental Plan 2012, and Registered Clubs are a permissible use with the consent of the Council under this zoning. The seniors housing component of the project will be advanced under the Seniors Housing SEPP. The SEPP aims to ensure that 'seniors Housing' is built to a consistent and appropriate industry standard. It also provides flexibility in terms of land use zoning controls for sites that are located in urban centres. As the site is adjoined by residential zoned R3 (medium density) and R2 (low density) zoned land a site compatibility certificate will need to be granted by the NSW Department of Planning and Environment before a development application can be lodged.

Message 13 Community consultation is important to the Club and it will underpin the advancement of this project at all stages. A Communication Plan has been prepared documenting the information and community consultation process that will be advanced for this project. The Plan has been presented to Willoughby City Council for its review. Club Willoughby and Hycorp recognise the importance of undertaking a consultation process that is transparent and accountable to the Council, local residents of Willoughby and the Club members. It is imperative to the success of this project that the consultation process fully explores community attitudes to the development potential of the Club's landholdings. This is the only true way that the Club can advance a project that will deliver a new community orientated precinct that will be embraced by the Willoughby community as the 'Heart of Willoughby'.

1.5.2. Overview of Communication Initiatives

A summary of the pre consultation communication initiatives that have been completed for this project in accordance with the Communication Plan are provided below in Table 1.2. Details concerning these initiatives and the findings arising from the events are contained in Sections 3 and 4 in this report.

TABLE 1.2 - SUMMARY OF PRE CONSULTATION COMMUNICATION INITIATIVES AND PARTICIPATION

COMMUNICATION INITIATIVE	DATE UNDERTAKEN	LEVEL OF PARTICIPATION
Information Lines		
Email contact@heartofwilloughby.com.au	Commenced in January 2017	Only RSVP's to consultation events were sent to the email address.
Website visitation https://www.heartofwilloughby.com.au/	Commenced in January 2017	1,800 total visitors since going live in January 2017. July 500 visitors. August 125 visitors. September 200 visitors.
Project Number which is the Hycorp Reception Number (02) 9967 9910	Ongoing in January 2017	The only phone calls have been RSVP's to consultant events.
Media Coverage		
Stage 1 Advertisements		
General Media Coverage - North Shore Times Article	Published on the 24th of November 2016	Local Paper
Information Initiatives		
Stakeholders Invitations	Tuesday 10th of October 2017 invitations were sent via email. Monday 16th of October 2017 follow up calls were made and follow up emails were sent.	30 invitations were issued to organisations and individuals on the Stakeholder Database at Appendix A.
Resident Meet and Greet newsletter	Friday 5th of October 2017, neighbours were door knocked and provided with a copy of the resident newsletter. A follow up letter was also distributed to the same catchment encouraging attendance at the neighbour briefing session.	370 letters distributed to the adjoining neighbours of the site including businesses and households.
Club Member Letter	Tuesday 12th-14th of September 2017, Club Willoughby issued invitation to members via email. Thursday 14th of September, the Bridge Club Manager sent an email to all bridge club members.	1,500 letters distributed to all Club members.
Consultation Events		
Club Member Briefing Session	Wednesday 20th of September 2017 - 5pm - 7pm at Club Willoughby	56 attendees

COMMUNICATION INITIATIVE	DATE UNDERTAKEN	LEVEL OF PARTICIPATION
Stakeholder Round Table Breakfast	Wednesday 18th of October 2017 - 7:30am - 9:30am at Club Willoughby	8 attendees
Community Meet and Greet Briefing Session	Wednesday 18th of October 2017 - 6pm - 8pm at Club Willoughby	41 attendees
Club Member Survey	Completed during the events on the 20th of September 2017.	56 surveys completed
Stakeholder and Resident Survey	Completed during the events on the 18th of October 2017	32 surveys completed

2. Target Audiences

2.1. Introduction

This project required the establishment of a number of lines of information with the various target audiences. To assist with the management of information, its dissemination and the recording of community feedback, stakeholders were classified into target audiences or user groups.

The key target audiences were as follows:

- Local Residents
- Local Business Community
- Resident Progress Organisations
- Local Seniors Living and Aged Care Organisations
- Special Interest Groups
- Local Area Community Services
- Willoughby City Council (both Council Officers and Elected Representatives)
- State and Federal Elected Representatives
- State Government Agencies
- Utility Providers
- Emergency Services
- Media
- Proponent Project Team

A database was established documenting the contact details for each target audience. The database is presented in Appendix A.

2.2. Key Target Audiences

2.2.1. Local Residents

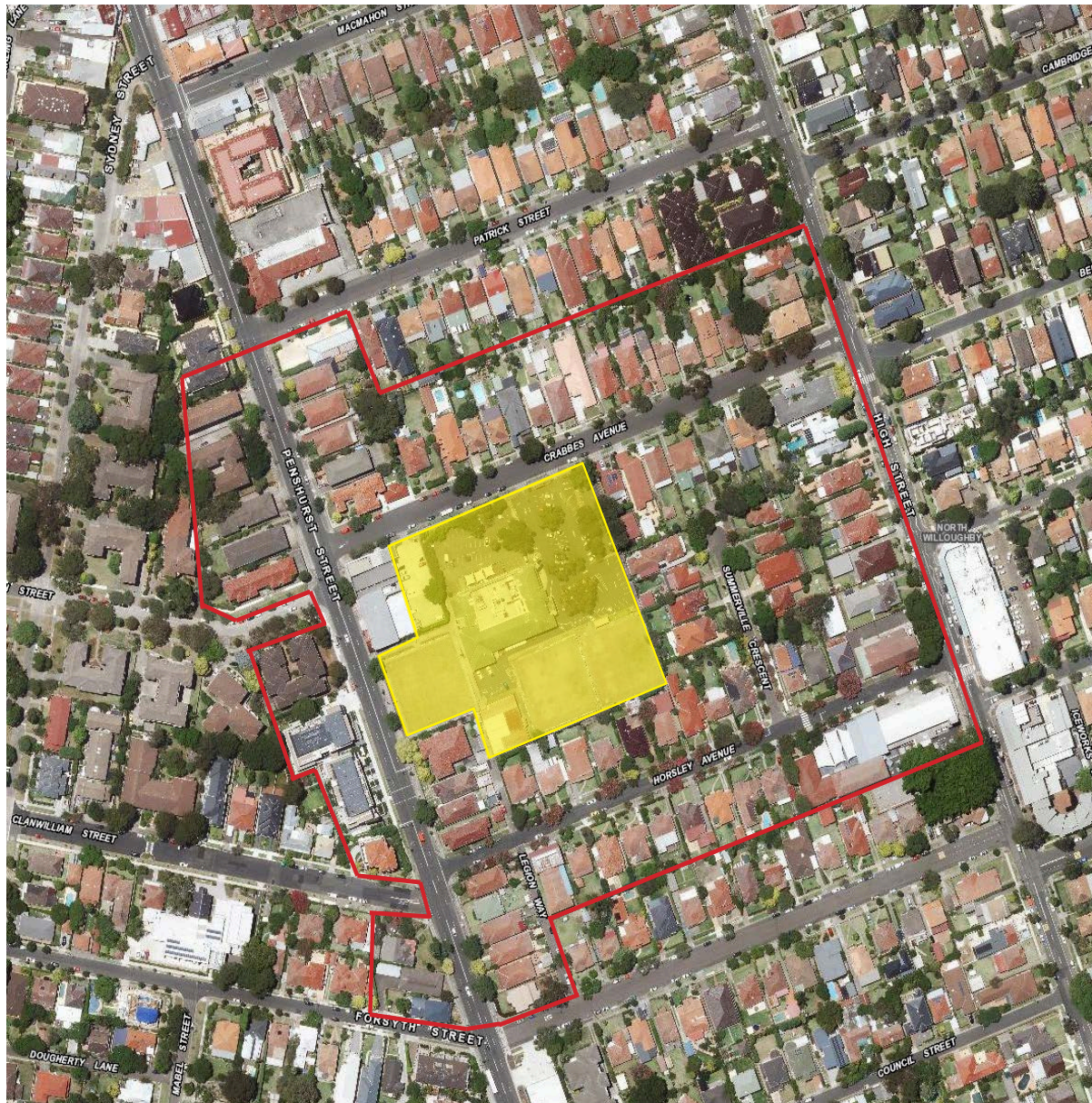
The residents in those streets that immediately bound the site (Penshurst Street, Crabbes Avenue, Horsley Avenue, Legion Way, High Street and Summerville Crescent) were the focus of the pre consultation and reflects their importance as the immediate neighbours of the site. Obtaining an open and fluent dialogue at the outset will also assist during the later stages of the process particularly post consent.

The following properties are located adjacent to the site. Refer Figure 2.1.

Penshurst Street: 193, 195, 197, 201, 203, 205, 207, 209, 215, 216 (Units 1-9), 217 (Units 1-4), 219, 221 & 221A, 223 (Units 1 - 8), 232, 234, 236, 238, 240 (Units 1-7), 243, 247, 251, 253, 255, 259, 260 (Willoughby Green, Units 23 - 43), 261, 262 (Units 1-6), 265 (Units 1-6), 266 (Units 1-18), 267, 268 (Units 1-8), 269, 271, 272 (Units 1-8), 273, 275, 276 (Units 1-8), 277, 280-286 (Units 1-15), 283 (The Gable, 108, 108A, 109 and 114), 288 (Units 1-9), 290-296 (Willoughby Views, Units 1-17), 300 (Units 1-4), 302, Crown on Willoughby 303 (Units 1-42), 304, 308, 312 (Units 1-2), 313, 314,

Crabbes Avenue:	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 11A, 12, 13, 13A, 14, 15, 16, 17, 18, 18A, 19, 21, 23, 25, 27, 29, 31
Horsley Avenue:	1, 3, 5, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 24A, 25, 26
High Street:	182, 186, 188, 190, 192, 194, 196, 198, 200, 202, 204, 206, 208, 210 (Units 1-4), 212, 214, 216, 216A
Summerville Crescent:	1, 2, 3, 4, 5, 6, 7, 8A

FIGURE 2.1 – ADJOINING LANDOWNERS MEET AND GREET AREA



Legend:

- Notification Area
- Site

Source: Compiled by Urban Concepts using Six Maps 2017

2.2.2.Club Willoughby Members

Club Willoughby operates under the Registered Club Act. It was originally formed under the State Branch of the Australian Legion.

As documented in the 2014/2015 Annual Report the Club as at the 30 June 2015, the membership comprised:

The Clubs short and long term objectives as detailed in the 2014/2015 Annual Report are:

1. Short Term Objectives:

- *To secure the long-term future of the Willoughby Legion Ex-Service Club Ltd and the Australian Legion of Ex-Servicemen and Women.*
- *To provide a redevelopment proposal for member's.*
- *To maintain and improve the current facilities to members.*
- *To increase membership and patronage.*
- *To improve the current cash flow position and trading results.*
- *To remain proactive in dealing with the continual changing industry legislation.*

2. Long Term Objectives

- *To secure the long-term future of Willoughby Legion Ex-Service Club Ltd and the Australian Legion of Ex-Servicemen and Women.*
- *To construct and fit out a new clubhouse.*
- *To construct other assets on site to diversify income for members and provide community uses.*
- *To increase profitability and cash flow.*

• Australian Legions NSW Branch

• Membership

-	Life Members	2
-	Ordinary Members	886
-	North Shore Bridge Club Members	1300
-	Ex-Service Members	60

• The Club Executive

President	Mr. J. Seatter
Vice President	Mr. M. Vertzonis
Director	Mrs. E. Dorahy
Director	Mr. D. Deall
Director	Mr. J. Finuance
Director	Mr. S. Rayner
Director	Mr. P. Roberts

Community Groups that Use the Club Facility

- TGM Monthly Markets (2nd Sunday Each Month)
- B-Toned Pilates (Mon-Friday, at various times)
- OPA-CIZE Greek Dance Fitness (Every Wednesday at 7:30pm)
- Sydney Wind Symphony
- Little Legends, Children's Literacy, Sports, Games and Exercise Programs

2.2.3. Local Business Community

The redevelopment of the Club Willoughby site will be of interest to local business operators and local business chambers. This target audience will be interested in understanding the proposed mix of land uses, the potential increase in local residents who will live on the site, the traffic management arrangements and the timeline for construction.

- Artarmon / St Leonards Chamber of Commerce
- Chatswood Chamber of Commerce
- Naremburn Chamber of Commerce
- Northbridge and Castlecrag Chamber of Commerce
- Retailers and local businesses adjacent to the site in Penshurst Street and located in High Street, Willoughby.

FIGURE 2.2 - RETAILERS AND LOCAL BUSINESSES ADJACENT TO THE SITE



Source: Compiled by Urban Concepts using Six Maps 2017

2.2.4. Resident Organisations

These groups are important in the environment of debate and public opinion. They provide an insight into the workings of a community and specific issues of concern to local residents. Communication lines must be established that allow for a steady flow of information and discussion with these groups at key project milestones. There are nine progress associations within the City of Willoughby.

All nine Progress Associations are members of the Federation of Willoughby Progress Association which acts as an umbrella body on matters of general concern to the whole Willoughby community.

Key Willoughby City Council Progress Associations that are located in proximity to the site.

- Federation of Willoughby Progress Associations
- Willoughby South Progress Association
- Naremburn Progress Association
- Chatswood East Side Progress Association
- Castlecrag Progress Association
- Middle-Harbour – Willoughby Progress Association

Other Willoughby City Council Progress Associations

- Northbridge Progress Association
- Chatswood East Side Progress Association
- Artarmon Progress Association
- Chatswood West Ward Progress Association

2.2.5. Special Interest Groups

Special interest groups are important for identifying specific areas of concern to a local community and determining how a proposal will impact on their specific area of interest. Important special interest groups for this project are:

- National Trust of Australia (NSW Chapter).
- Willoughby District Historical Society.
- Development of Veterans Affairs War Memorials Register NSW.
- Northern Suburbs Organisation of Councils.
- Property Council of Australia Retirement Living Council.

2.2.6. Local Area Community Services

The following services are located within the resident catchment area should be notified of the proposed development.

- Local Schools:
 - Willoughby Public School
 - St Thomas Public School

- Willoughby Girls High School
- Churches:
 - St Stephens Anglican Church, Willoughby
 - St Johns, North Willoughby
 - St Thomas Church
 - North Side Baptist Church
- Willoughby Early Childhood Centre
- Armenian National Committee

2.2.7. Seniors Housing and Aged Care Service Providers and Special Groups

This target audience encompasses seniors housing and aged care service providers who work within the northern district. It is desirable to consult with these stakeholders to obtain primary research on the status of the seniors housing market and current trends influencing housing delivery in this sector.

- | | |
|---|--|
| <ul style="list-style-type: none"> • Windsor Gardens Retirement Village
 Golden Lifestyles
 244-264 Mowbray Road
 Chatswood | <ul style="list-style-type: none"> • Dougherty Apartments Retirement Village and Home Care
 1 Victor Street
 Chatswood |
| <ul style="list-style-type: none"> • Willoughby Retirement
 Community Association
 36 Douglas Avenue
 Chatswood | <ul style="list-style-type: none"> • Royal North Shore Aged Care Service, (Part of the Northern Sydney Central Coast Area Health Service also referred to as the Aged Care Assessment Team)
 Royal North Shore Community Centre,
 Level 3, 2 Herbert Street
 St Leonards |
| <ul style="list-style-type: none"> • Estia Health Willoughby
 Cook Care Group
 202 Mowbray Road
 Willoughby | <ul style="list-style-type: none"> • Presbyterian Aged Care Chatswood
 9 Kirk Street
 Chatswood |
| <ul style="list-style-type: none"> • Bupa Aged Care Willoughby
 71-75 Sydney Street
 Willoughby | <ul style="list-style-type: none"> • Sydney U3A, Harbour side North Region, Dougherty Care, Seniors Special Interest Group
 Dougherty Centre, 7 Victoria Street
 Chatswood |
| <ul style="list-style-type: none"> • Northbridge Gardens Retirement
 Golden Lifestyles
 26 Pacific Highway
 Roseville | <ul style="list-style-type: none"> • Columbia Aged Care Services
 Willowood Centre, 297 Mowbray Road
 Chatswood |

- **Nursing Home and Hospital Information • Referral Service**
 Royal North Shore Community Health Centre, Level 3, 22 Herbert Street
 St Leonards
- **Commonwealth Department of Health and Ageing**
 GPO Box 9848
 Canberra ACT 2601
- **NSW Community Options Australia**
 2/114 Hampden Road
 Artarmon
- **Probus Club of Chatswood**
 806/1 Victor Street
 Chatswood
- **Willoughby Seniors Citizens Club**
 135 High Street
 Willoughby
- **Healthy Living for Seniors**
 2 Chapman Avenue
 Chatswood
- **COTA NSW | Council of the Ageing NSW**
 Level 6, 280 Pitt Street
 Sydney NSW 2000
- **Ageing Disability and Home Care | Service NSW**
 Level 5, 83 Clarence Street
 Sydney NSW 2000
Postal Address:
 Family & Community Services Ageing, Disability and Home Care FACS
 FACS, Locked Bag 10
 Strawberry Hills, NSW 2012
- **Keenagers Day Activity and Respite Car**
 Wyllie Lodge
 2 Champman Avenue
 Chatswood NSW 2067

2.2.8. Willoughby City Council

The importance of maintaining regular liaison with this target audience has been given a high priority in the consultation process as the Council will assess the development application on behalf of the Sydney Planning Panel. The proponent is keen to put in place a process of regular briefings and liaison to ensure Council is kept fully informed and involved in the design process. All consultation initiatives are to be minuted and reported on as part of the consultation process. The findings arising from the pre consultation were presented to Willoughby City Council at a meeting on the 14th December 2017.

Figure 4.4 illustrates the wards that the Willoughby City Council is divided into, the elected representatives that are responsible for each ward are detailed below together with the Senior Council Officers.

Council Officers

- General Manager – Debra Just
- Planning and Infrastructure Director - Peter Conroy
- Community, Culture and Leisure Director – Melanie Smith
- Customer and Corporate Director – Lino Di Lernia (Acting)
- Public Officer – Elizabeth Wall (Acting)

Elected Representatives

Mayor

- Cr Gail Giles-Gidney

Middle Harbour Ward (The site is located in this Ward.)

- Cr Wendy Norton
- Cr Judith Rutherford
- Cr Angelo Rozos

Naremburn Ward

- Cr Stuart Coppock
- Cr Christine Tuon
- Cr Nic Wright

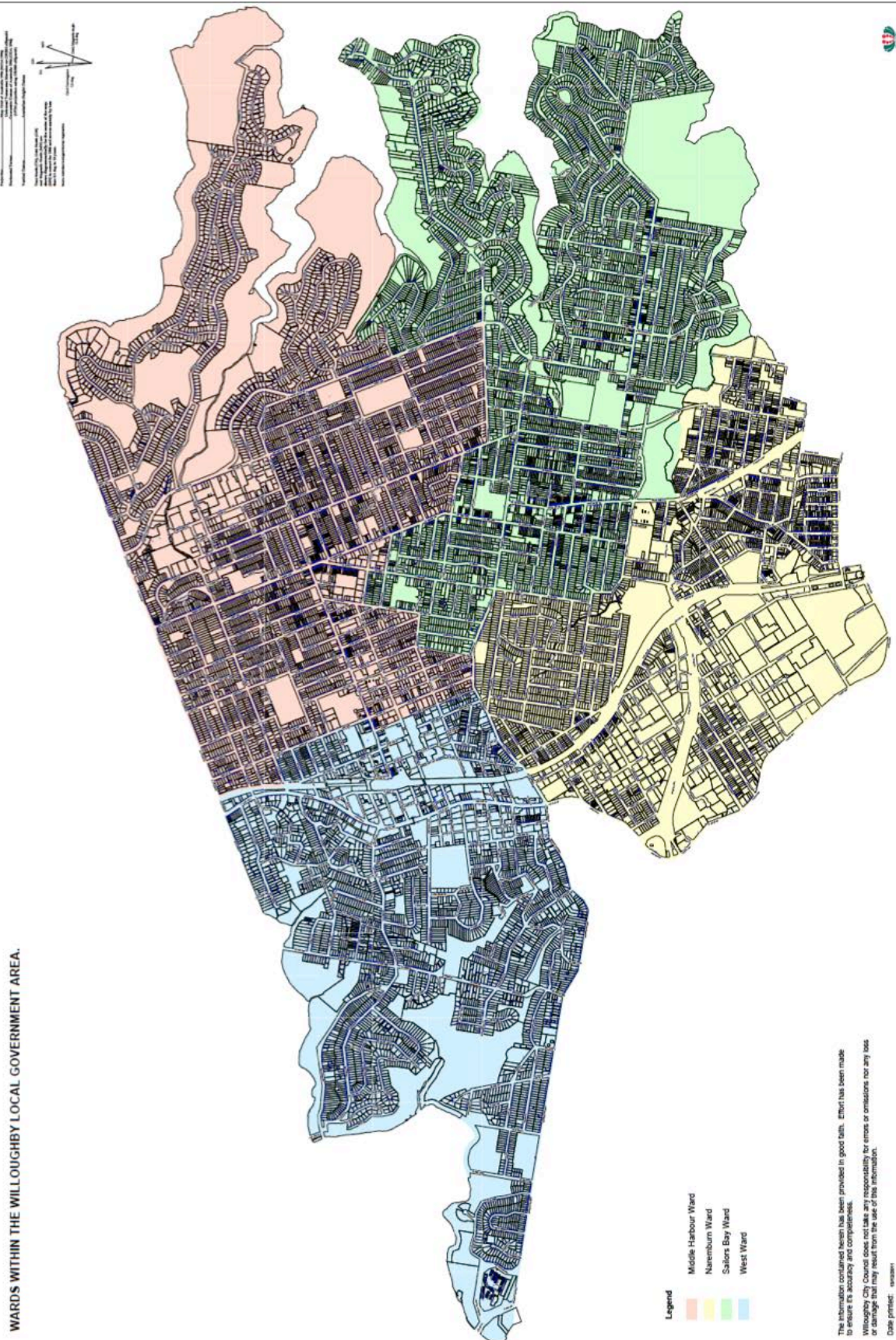
Sailors Bay Ward

- Cr Brendon Zhu
- Cr Denis Fernandez
- Cr Hugh Eriksson (Deputy Mayor)

West Ward

- Cr Tony Mustaca OMA
- Cr Lynne Saville
- Cr Craig Campbell

FIGURE 2.3 WARDS WITHIN THE WILLOUGHBY LOCAL GOVERNMENT AREA



Source: Willoughby City Council 2017

2.2.9.State and Federal Elected Representatives

It is essential to ensure elected representatives and relevant portfolio ministers are kept informed of the progress of the project and invited to participate. These stakeholders must be able to address concerns and questions raised by their constituents about the project.

State

The Hon Gladys Berejiklian MP

Premier of NSW

Member for Willoughby

The Hon. Tanya Davies

Member of the Legislative Assembly

Minister for Mental Health, Minister for Women, and Minister for Ageing

Member for Mulgoa

The Hon. Anthony Roberts

Minister for Planning

Minster for Housing

Member for Lane Cove

Federal

The Hon Trent Zimmerman

Member for North Sydney

2.2.10. State Government Agencies

This audience includes agencies that plays a regulatory or concurrence role in the development application process. High level consultation will be undertaken with these agencies through stakeholder initiatives undertaken in the Communication Plan and more detailed consultation by the appropriate specialist consultants.

- Transport for NSW includes:
 - State Transit Authority of NSW
 - Roads and Maritime Services
- Department of Family and Community Services, Ageing, Disability and Health Care
- NSW Office of Liquor, Gaming and Racing
- NSW Department of Planning and Environment

2.2.11. Emergency Services

Local emergency service providers will be consulted about the project by the appropriate specialist consultants.

- NSW Police
- NSW Fire Brigade
- Ambulance Service of NSW

2.2.12. Media

The media is crucial for informing the community and stakeholder groups about the progress of works, particularly the completion of key milestones.

- North Shore Times
- Club Willoughby newsletter and website

2.2.13. Hyecorp Project Team

Hyecorp has assembled a specialist multidisciplinary team providing expertise in all aspects of site investigations and analysis and urban planning.

TABLE 2.1 – TARGET AUDIENCE COMMUNICATION LINES				
TARGET AUDIENCE	DEGREE OF INTEREST	DEGREE OF INFLUENCE	METHOD OF ONGOING COMMUNICATION	PROJECT TEAM MANAGEMENT RESPONSIBILITY
Local Residents – (Penshurst Street, Crabbes Avenue, Horsley Avenue, High Street and Summerville Crescent)	High	High	<ul style="list-style-type: none"> Initiate direct liaison and ensure ongoing as required. Letter to Residents with Meet and Greet Newsletters Project website Community Consultation events Media (North Shore Times, Willoughby Council Website) 	<ul style="list-style-type: none"> Hyecorp Club Willoughby Executive Specialist consultants as required
Club Willoughby <ul style="list-style-type: none"> Executive Members Community Groups 	High	High	<ul style="list-style-type: none"> Club Member Coffee and Cake Briefings Club Monthly Newsletter and Website Project website Community Consultation events Media (North Shore Times, Willoughby Council Website) 	<ul style="list-style-type: none"> Hyecorp Club Willoughby Executive Specialist consultants as required
Local Business Community <ul style="list-style-type: none"> Artarmon / St Leonards Chamber of Commerce Chatswood Chamber of Commerce Naremburn Chamber of Commerce Northbridge Chamber of Commerce Local Businesses (Penshurst Street & High Street.) 	Moderate	Moderate	<ul style="list-style-type: none"> Stakeholder briefing papers Newsletters Stakeholder roundtable Community Consultation Events Project website Media (North Shore Times, Willoughby Council Website) 	<ul style="list-style-type: none"> Hyecorp Club Willoughby Executive Specialist consultants as required
Resident Organisations. Willoughby City Council Progress Associations	High	High	<ul style="list-style-type: none"> Direct liaison as required Stakeholder briefing papers Stakeholder roundtable Newsletters Project website Community Consultation Events Media (North Shore Times, Willoughby Council Website) 	<ul style="list-style-type: none"> Hyecorp Club Willoughby Executive Specialist consultants as required

TABLE 2.1 – TARGET AUDIENCE COMMUNICATION LINES

TARGET AUDIENCE	DEGREE OF INTEREST	DEGREE OF INFLUENCE	METHOD OF ONGOING COMMUNICATION	PROJECT TEAM MANAGEMENT RESPONSIBILITY
Special Interest and Heritage Organisations	Moderate	Moderate	<ul style="list-style-type: none"> • Direct liaison as required • Stakeholder briefing papers • Stakeholder roundtable • Newsletters • Project website • Community Consultation Events • Media (North Shore Times, Willoughby Council Website) 	<ul style="list-style-type: none"> • Hyecorp • Club Willoughby Executive • Specialist consultants as required
Local Area Community Services	Moderate	Low	<ul style="list-style-type: none"> • Direct liaison as required • Stakeholder briefing papers • Stakeholder roundtable • Newsletters • Project website • Community Consultation Events • Media (North Shore Times, Willoughby Council Website) 	<ul style="list-style-type: none"> • Hyecorp • Club Willoughby Executive • Specialist consultants as required
Seniors and Aged Care Groups	High	Moderate-High	<ul style="list-style-type: none"> • Direct Liaison • Seniors Housing Focus Group • Newsletter • Project website • Media 	<ul style="list-style-type: none"> • Hyecorp • Club Willoughby Executive • Specialist consultants as required
State Government Agencies <ul style="list-style-type: none"> • Family and Community Services, Ageing, Disability and Health Care • Department of Health • Department of Planning and Environment • NSW Liquor, Gaming and Racing. 	High if concurrence is required	High if concurrence is required	<ul style="list-style-type: none"> • Direct liaison as required • Stakeholder briefing papers • Stakeholder roundtable • Newsletters • Project website • Media 	<ul style="list-style-type: none"> • Hyecorp • Specialist consultants appropriate to area of concern/ interest

TABLE 2.1 – TARGET AUDIENCE COMMUNICATION LINES				
TARGET AUDIENCE	DEGREE OF INTEREST	DEGREE OF INFLUENCE	METHOD OF ONGOING COMMUNICATION	PROJECT TEAM MANAGEMENT RESPONSIBILITY
State and Federal Elected Representatives <ul style="list-style-type: none">State Member for Willoughby and Premier: The Hon Gladys Berejiklian MPNSW Minister for Ageing: The Hon. Tanya DavisNSW Minister for Planning: The Hon. Anthony RobertsFederal Member for North Sydney: The Hon Trent Zimmerman MP	High	High	<ul style="list-style-type: none">Direct liaisonStakeholder briefing papersStakeholder roundtableNewslettersProject websiteMedia	<ul style="list-style-type: none">Hyecorp
Willoughby City Council <ul style="list-style-type: none">Council Officers and Elected Representatives	High	High	<ul style="list-style-type: none">Direct Liaison as requiredRegular Briefings to be minuted and reportedNewslettersStakeholder briefing papersStakeholder roundtableCommunity Consultation EventsProject websiteMedia	<ul style="list-style-type: none">HyecorpSpecialist consultants
Emergency and Utility Services	Medium	Medium	<ul style="list-style-type: none">Direct Liaison as requiredStakeholder briefing papersStakeholder roundtableNewslettersProject websiteMedia	<ul style="list-style-type: none">HyecorpSpecialist consultants

3. The Communication Methodology and Outcomes

The communication methodology that was implemented by Urban Concepts comprised:

- The establishment of community information lines that will stay in place throughout the project.
- Consultation events to educate the participants about the Heart of Willoughby Project, explain the statutory approval process being followed, present the results of specialist investigations and test community and stakeholder attitudes to the concept master plan detailed at Figure 1.2.
- Attitudinal surveys to capture stakeholder, Club member and resident feedback to the development vision.

This section presents the initiatives implemented and the participation rates that were achieved.

3.1. Project Look and Project Name

Club Willoughby and Hycorp developed a project look and brand to encapsulate the development vision. The branding identifies the project as the 'Heart of Willoughby' which was graphically represented in the project branding reproduced at Figure 3.1. The project look was accompanied by the tag line 'The Heart of Willoughby- a new lifestyle project catering for the young and the young at heart.'

FIGURE 3.1 - BRANDING



3.2. Information Lines

3.2.1. Website Number and Project Email

Hycorp centralised and coordinated all enquiries during the pre consultation process using the following communication lines:

- **Phone Number (02 9967 9910).** The information line was serviced by Hycorp during business hours.
- **Project email address** contact@heartofwilloughby.com.au serviced by the Hycorp during business hours.

These contact details appeared on all public information prepared about the project.

3.2.2. Project Website

The website is the primary line of communication for this project and went live to the public in January 2017. The website is updated at key milestone events and will remain in place throughout the plan making and development application process. The website address is www.heartofwilloughby.com.au.

The website is managed by Hycorp and has attracted 1,800 visitations between January 2017 and September 2017.

3.2.3. Newsletters

During the course of the pre consultation three newsletters have been generated for the project. These were:

- A Club member newsletter incorporating an invitation to a briefing session
- A stakeholder newsletter incorporating an invitation to a round table breakfast briefing.
- A resident newsletter incorporating an invitation to a neighbour meet and greet briefing

The newsletters are reproduced in Appendix B.

3.2.4. Summary of Information Lines and Participation Rates

The participation rates for each of the information lines are detailed below in Table 3.1.

TABLE 3.1 - INFORMATION LINES AND PARTICIPATION RATES

COMMUNICATION LINE	NUMBER	TOPIC
Information Lines		
Email contact@heartofwilloughby.com.au	Not recorded by Hycorp as RSVP's to consultation events.	RSVP's to consultation events.
Website Visitation http://heartofwilloughby.com.au	1,800 total visitors since January 2017. July had approximately 500 visitors. August had approximately 125 visitors. September had approximately 200 visitors.	Visitors between January 2017 and September 2017.

COMMUNICATION LINE	NUMBER	TOPIC
Phone Number (02) 9967 9910	Not recorded by Hyecorp as RSVP's to consultation events.	RSVP's to consultation events.
Information Initiatives		
Stakeholders newsletter	30 invitations were issued to organisations and individuals detailed in the database at Appendix A.	The Stakeholder invitation launched the project and invited attendance to the Stakeholder Round Table. Refer Appendix B.
Meet and Greet newsletter	370 letters distributed to the adjoining neighbours of the site including businesses and households.	The newsletter outlined information about the project and invited participation to the Neighbour Meet and Greet Briefing. Refer Appendix B.
Club Member newsletter	1,500 letters distributed to current Club Willoughby members.	The newsletter outlined information about the project and invited participation to the Club Member Briefing. Refer Appendix B.
Consultation Events		
Club Member Briefing Session Wednesday 20th of September 2017 5pm - 7pm	56 attendees	Outlined information about the project and PowerPoint presentation is detailed in Appendix C.
Stakeholder Round Table Breakfast Wednesday 18th of October 2017 7:30am - 9:30am	8 attendees	Outlined information about the project and PowerPoint presentation is detailed in Appendix D.
Meet and Greet Community Briefing Session Wednesday 18th of October 2017 6pm - 8pm	41 attendees	Outlined information about the project and PowerPoint presentation is detailed in Appendix D.
Club Member Survey	56 surveys completed throughout the briefing event.	Relevant questions to gain insight into Club member views and opinions about the Heart of Willoughby and the range of facilities members would like to see in their new Club. Survey questionnaire and responses are detailed in Appendix F.

COMMUNICATION LINE	NUMBER	TOPIC
Resident and Stakeholder Survey	32 surveys completed throughout the events.	Relevant questions to gain insight about the concept master plan and the proposed development of seniors housing and residential aged care on the Club Willoughby site. Survey questionnaire and responses are detailed in Appendix F.

3.3. Community Consultation Events

Community Consultation events were designed to inform Club members, residents and interested stakeholders about the project by presenting the concept master plan and the design principles that underpin the plan.

The pre consultation events that have been held during the pre consultation stage are:

- A Club Member Briefing Session
- A Stakeholder Round Table Breakfast
- A Neighbour Meet and Greet Briefing Session

The events are described below together with an overview of the participation rates they have achieved.

3.3.1. Club Member Briefing Session

The Club Member Briefing was held from 5pm to 7pm on Wednesday 20th of September 2017. The event was held at Club Willoughby. While 1,500 invitations were issued, 56 participants attended the event.

The event was structured in two parts. Part 1 comprised a 60 minute presentation by the project team. This presentation is detailed in Appendix C. The presentation was followed by a facilitated 60 minute question and answer session. During Part 2 participants were asked to complete a survey questionnaire that focused on understanding member expectations for their new Club. The survey responses are explained in Section 4.

The following team members assisted with the Part 1 project presentation:

Stephen Abolakian - Hyecorp

Karla Castellanos - GMU Urban Design and Architecture

Jack Seatter - Club Willoughby

Belinda Barnett – Urban Concepts (Facilitator)

Photographs from the event are presented at Figures 3.2. The record of comments arising from the facilitated Question and Answer Session that was prepared for the event by Urban Concepts is presented at Appendix E. A summary of the issues and ideas that have been raised is presented in Section 4 of the report.

The Record of Comments was distributed to all participants in Draft and Final format. Participants were given the opportunity to review the Draft Record and to request any changes prior to their finalisation. We advise that no changes were requested to the draft record.

FIGURE 3.2 - CLUB MEMBER BRIEFING



Source: Urban Concepts 2017

3.3.2. Stakeholder Round Table Breakfast

The Stakeholder Briefing was held from 7.30am to 9.30am on Wednesday 18th of October 2017. The event was held at Club Willoughby. While 30 invitations were issued, 8 participants attended the event.

The event was structured in two parts. Part 1 comprised a 60 minute presentation by the project team. This presentation is detailed in Appendix D (The same presentation was also used at the Neighbour meet and Greet Session). The presentation was followed by a facilitated 60 minute question and answer session. During Part 2 participants were asked to complete a survey questionnaire about the project. The survey responses are explained in Section 4.

The following team members assisted with the Part 1 project presentation:

Stephen Abolakian - Hyecorp

Karla Castellanos - GMU Urban Design and Architecture

Sue Francis - City Plan Services

Belinda Barnett – Urban Concepts (Facilitator)

A Record of Comments arising from the facilitated question and answer session was prepared for the event by Urban Concepts and is presented at Appendix E. A summary of the issues and ideas that have been raised is presented in Section 4 of the report.

The Record of Comments was distributed to all participants in Draft and Final format. Participants were given the opportunity to review the Draft Record and to request any changes prior to their finalisation. We advise that no changes were requested to the draft record.

3.3.3. Neighbour Meet and Greet Briefing Session

The Neighbour Meet and Greet Briefing was held from 6pm to 8pm on Wednesday 18th of October 2017. Photographs from the event are presented at Figures 3.3. The event was held at Club Willoughby. While 370 invitations were issued, 41 participants attended the event.

The event was structured in two parts. Part 1 comprised a 60 minute presentation by the project team. This presentation is detailed in Appendix D (The same presentation was also used at the Stakeholder Round Table Breakfast). The presentation was followed by a facilitated 60 minute question and answer session. During Part 2 participants were asked to complete a survey questionnaire about the project. The survey responses are explained in Section 4.

The following team members assisted with the Part 1 project presentation:

Stephen Abolakian - Hycorp

Gabrielle Morrish - GMU Urban Design and Architecture

Sue Francis - City Plan Services

Jack Seatter - Club Willoughby

Belinda Barnett – Urban Concepts (Facilitator)

A Record of Comments arising from the facilitated question and answer session was prepared for the event by Urban Concepts and is presented at Appendix E. A summary of the issues and ideas that have been raised is presented in Section 4 of the report.

The Record of Comments was distributed to all participants in Draft and Final format. Participants were given the opportunity to review the Draft Record and to request any changes prior to their finalisation. We advise that no changes were requested to the draft record.

FIGURE 3.3 - NEIGHBOUR MEET AND GREET



Source: Urban Concepts 2017

3.3.4. Attitudinal Surveys

Attitudinal Surveys were used at the consultation events to capture feedback from event participants on the proposed redevelopment and to help inform the design process.

The methodology involved two separate surveys:

- Survey 1 was a Club Member Survey
- Survey 2 was a Resident and Stakeholder Survey

A description of each survey is provided below. The survey findings are discussed in Section 4 of this report.

Club Member Survey

The survey questionnaire conducted at the Club Member Briefing was a self administered questionnaire structured around 14 questions, of which 4 were profile questions, 5 were closed answered questions and 5 open answered questions enabling participants to provide comment about the project. A total of 56 surveys were completed by the Club members who attended the briefing session. The Survey was also available to be completed on line through the website but no additional surveys were returned. A copy of the questionnaire and a report on the survey responses is detailed in Appendix F. A summary of the key findings is presented in Section 4.

Resident and Stakeholder Survey

The survey questionnaire conducted at the Stakeholder Round Table Breakfast and the Neighbour Meet and Greet Briefing Session utilised the same self administered questionnaire which was structured around 11 questions, of which were 4 profile questions, 5 were closed answered questions and 2 open answered questions enabling participants to provide comments about the project. A total of 32 surveys were completed by residents and stakeholders. The survey was also available to be completed on line through the website but no additional surveys were returned. A copy of the questionnaire and a report on the survey responses is detailed in Appendix F. A summary report of the key findings is presented in Section 4.

4. Consultation Findings

4.1. Introduction

This Section presents a summary of the findings arising from the surveys and consultation events and the attitudinal surveys that have been conducted during the pre consultation phase of this project. In presenting the responses we have, for privacy reasons, withheld the names and contact details of participants and respondents. This section should be read in conjunction with the Record of Comments and the survey responses that are contained in Appendix E and F of this report.

4.2. Stage 1 Event Consultation Findings

A summary of the key findings arising from the Stakeholder Round Table, Neighbour Meet and Greet Briefing Session and Club Member Briefing Session are presented below. The findings have been compiled following an assessment of the Record of Comments that were prepared for the question and answer sessions of each event. The findings are presented under the central themes of:

- Seniors Housing and Residential Aged Care
- Design and Building Form
- Community Facilities
- Provision of Open Space
- Traffic and Transport
- Car Parking and Access
- The New Club Facility
- Operational Consideration
- Stormwater Management and Services
- Construction Management

The themes are not presented or discussed in order of priority.

4.2.1. Seniors Housing and Residential Aged Care

Participants were interested in understanding who would manage the residential aged care component of the end development and how large it would be in terms of bed numbers. Similarly participants wanted to understand how many independent seniors living units would be built upon the site.

Participants also sought clarification about whether the development would include both independent seniors living units as well as higher end care in the residential aged care facility.

Participants wanted to understand whether the senior's independent living units would be strata subdivided.

Participants at the Club Member Briefing wanted to understand whether returned veterans and widows of veterans would be given priority for the seniors housing and aged care.

Club members also wanted to understand whether the seniors housing and residential aged care facility would be accessible from the new Club.

Participants wanted to ensure that the seniors housing and aged care would have wheel chair access.

4.2.2. Design and Building Form

Some participants expressed the view that the architectural character of the development should complement the Federation character of the residential dwellings in the adjacent streets.

Participants at the Neighbour Meet and Greet Briefing wanted to understand whether the building form and heights took into account the fact that the site was approximately 2 metres above natural ground level given that the Bowling Green had been raised to this level using fill. This also applied to the parking lot which residents indicated was around 1.5 metres higher than the properties on Summerville Crescent.

The concept master plan that was shown at the briefing events provided a three storey building form at the Crabbes Avenue frontage of the site. Participants at the Neighbour Meet and Greet Briefing who lived in Crabbes Avenue raised concerns at a 3 storey height at this frontage - *"seeing the plans for 3 storey houses on Crabbes Avenue, is a significantly different form than the vast majority which is single storey. The third storey would be quite imposing onto Crabbes Avenue and Summerville Crescent as the rest of the street is fine grain."*

Participants wanted to understand what was going to happen to the adjacent shops and the Armenian Club buildings at the Penshurst Street frontage and felt that it was a good opportunity for these buildings to be incorporated into the development. With respect to the Armenian Club comments were expressed that the two Clubs could share a new Club facility.

4.2.3. Provision of Open Space and Community Facilities

Participants from St Thomas's indicated that they took the children up to the bowling greens at the Club on a daily basis to play on the lawn. The view was expressed that *"people assume that children at this school are living in homes, but what our statistics show is that a lot of them are living in apartments because that is what they can afford, so they don't have that back garden to play cricket in, so they have that when they come and play here (at the Club)."*

Participants wanted to understand if there were any community facilities being incorporated into the development vision. Specifically one participant raised the possibility of a refuge for domestic violence victims being incorporated into the development.

There were participants who sought clarification that the new Club would incorporate meeting rooms that would be available for community members to hire out for business meetings. This participant indicated that there was a need for community meeting rooms that could cater for smaller business networking functions and the like.

Participants wanted to understand what provision had been made for publicly accessible open space on the site. The concept master plan that was shown at the briefing events had a centralised Memorial Garden and there were participants who questioned whether this was the best location for this open space.

4.2.4. Traffic and Transport

There were participants at the resident event who were concerned about what was going to happen to Penshurst Street as a result of the development and the pressures the new residential population and increased Club activity will place on the road.

Participants expressed the view that the new Club would attract higher visitation and that this would increase the amount of traffic generated by the Club. Participants wanted to understand whether a Traffic Impact Assessment had been undertaken.

Participants wanted to know whether any analysis had been undertaken to understand how the development would impact on public transport demand.

4.2.5. Car Parking and Access

Participants wanted to understand how many car parking spaces would be provided on the site, how they would be arranged and allocated between the new Club, the independent living units and the residential aged care facility.

There were participants who asked what parking standards would be applied to the development. Participants did not want a reduction in the number of car parking spaces that presently exist on the site. It was also important to Club members that the Club's designated car parking area was separate to the car parking area designated for the seniors housing and residential aged care facility.

The provision of adequate on-site parking was an important consideration raised by Club members - *"It is very nice to have lots of green and a gym, but we have events, where hundreds of people arrive and they have to park. Penshurst Street is impossible for parking, so I would like to point out that parking is a valid thing."*

4.2.6. The New Club Facility

In respect to the design of a new Club participants wanted to understand whether there would be indoor and outdoor spaces for casual dining and areas of lawn outside where children could play.

Participants at the Club Member Briefing wanted to ensure that the new Club would cater to the changing demographic profile of Willoughby and incorporate child friendly facilities as there are now a lot of young families living in the area. At this event, there were some members who questioned why the new Club was going at the Penshurst Street frontage as they felt commercial development should go along the street frontage to maximise the financial return to Club members.

4.2.7. Operational Considerations

Participants at the Neighbour Meet and Greet Briefing wanted to understand how noise from operating plant and waste would be managed when the development was fully operational. There was also concern over the potential for noise generation from service vehicles associated with both the Club and the residential aged care facility.

4.2.8. Stormwater Management and Services

Participants at the Neighbour Meet and Greet Briefing indicated that there was an underground natural stream that traversed the site and wanted to understand how this would be managed with the proposed basement car parking arrangement. Similarly, participants wanted to understand how the sewer line would also be treated as this also ran across the site.

4.2.9. Construction Management

Participants at the Neighbour Meet and Greet Briefing wanted to understand how noise, dust and waste would be managed during construction. There was interest in understanding how long the project would take to construct and whether there was asbestos on the site that would require removal.

4.3. Attitudinal Survey Findings

Both the survey instruments were self-administered questionnaires that were completed by participants at the consultation events. The Club member survey was undertaken on the 20th September 2017 and the stakeholder and resident survey was undertaken on the 18th October 2017 as these were the dates on which the consultation events were held. A total of 56 Club member survey questionnaires were completed and 32 stakeholder and resident questionnaire completed.

A summary of the responses that were given for each survey follows.

4.3.1. Club Member Briefing Session Survey Responses

The main focus of the Club Member Survey was to better understand what style of Club and range of facilities members would like to see in a new Club.

A summary of the profiling questions (being Questions 1-5) responses is provided in Table 4.1.

TABLE 4.1 - CLUB MEMBER PARTICIPANT PROFILE RESULTS

Age: 1.82% Under 25 years 0% 25-30 years 1.82% 30-40 years 3.64% 40-50 years 14.55% 50-60 years 38.18% 60-70 years 32.73% 70-80 years 7.27% 80+ years
Gender: 55.36% Male, 44.64% Female
Living in the Willoughby Local Government Area: 80.36% Yes, 19.64% No
Years Member of the Club: 32.73% <5 years, 12.73% 5-10 years, 29.09% 10-20 years, 25.45% 20+ years

A report on the completed survey findings is reproduced in Appendix F. A summary of the responses given to the survey questions is provided below.

Question 6 - How often do you visit Club Willoughby?

The majority (56.60%) of respondents visited the Club at least twice a week, whilst 18.87% visited the Club once a week, 7.55% visited the Club once a month, 11.32% visited the Club twice a month, 1.89% visited the Club 6 times a year and 3.77% visited the Club once a year.

Question 7 - What do you enjoy most about our existing Club?

The majority (72.22%) enjoyed the social interaction with other members and off street car parking most about the existing Club, 59.26% enjoyed the bar facilities, 51.85% enjoyed the Brasserie, 42.59% enjoyed the quality of food, 33.33% enjoyed the Memorial Area and rose gardens, 29.63% enjoyed the Club member benefits and the bridge club, 24.07% enjoyed the Club entertainment, 22.22% enjoyed the customer service and the function rooms, 18.52% enjoyed the gaming facilities and 16.67% enjoyed the barbeque area most about the existing Club.

Other Comments by participants:

- *Pub*
- *Sub branch activities*
- *War memorial*
- *Reasonable membership fees*
- *Community uses e.g. netball*
- *Friendly atmosphere of committee and staff*
- *Line dancing*

Question 8 - When you think about the new Club how important is it for the following facilities and services to be included?

Question 8 was a close ended question which asked respondents to identify how important it is for the following facilities and services to be included in the new Club. Table 4.2 presents the full range of responses recorded against this question.

FIGURE 4.2 - QUESTION 8 RESULTS

Facility	Very Important	Slightly Important	Neutral	Not Important	Very Shouldn't Be Included
Cafe/Brasserie	92.73%	7.27%	0%	0%	0%
Family Friendly Restaurant	76.36%	20.00%	3.64%	0%	0%
Sports Bar	27.08%	20.83%	37.50%	14.58%	0%
Cocktail Bar	28.26%	30.43%	32.61%	6.52%	2.17%
Gaming Room for poker machines, TAB and Keno	32.65%	18.37%	18.37%	24.49%	6.12%
Multi-purpose entertainment space for dancing, live music	61.22%	12.24%	20.41%	4.08%	2.04%
Members Gym	30.00%	26.00%	20.00%	18.00%	6.00%
Children's Play Area	34.78%	23.91%	30.43%	6.52%	4.35%
Displays honouring the Club's ex-service heritage	64.71%	27.45%	7.84%	0%	0%
Bridge Room	52.27%	2.27%	25.00%	9.09%	11.36%
TAB Facility	32.56%	13.95%	25.58%	18.60%	9.30%
ATM Facility	51.06%	23.40%	14.89%	6.38%	4.26%
Multi-purpose function room/ auditorium	74.00%	22.00%	2.00%	2.00%	0%
Outdoor terrace for casual dining with barbeque options	56.86%	31.37%	9.80%	1.96%	0%

Question 9 - Please list any other facilities you would like to be included in the new Club.

Question 9 was an open ended question which asked respondents to list the facilities they would like to be included in the new Club. The full range of results are presented below.

- Japanese food.
- Pool or billiards room.

- *Clean, comfortable tables and chairs.*
- *Card room.*
- *Parking.*
- *Sports facilities.*
- *Children's playground.*
- *Air conditioning.*
- *Gym.*
- *Auditorium.*
- *Coffee shop.*
- *Multipurpose garden area.*
- *Rooftop bar.*
- *Bingo.*
- *Swimming pool.*

Question 10 - Please list any Clubs or Venues that you have visited recently and really liked.

Question 10 was an open ended question which asked respondents to identify which Clubs or Venues that they have visited recently and really liked. The full range of results are presented below.

- *The Grounds of Alexandria.*
- *Chatswood RSL.*
- *Epping Club.*
- *Leeton Soldiers Club.*
- *Canada Bay Club.*
- *Kirribilli RSL.*
- *Dee Why RSL.*
- *The Greens North Sydney.*
- *Ryde Eastwood Leagues Club.*
- *Hornsby RSL.*
- *North Sydney Leagues Club.*
- *North Ryde RSL.*
- *Balgowlah RSL.*
- *Lindfield Bowling Club.*
- *Collaroy War Veteran's Complex.*
- *Terrey Hills Tavern.*
- *Burwood RSL.*

- *Nelson Bay Diggers.*
- *Long Reef Golf Club.*
- *Cammeray.*

Question 11 - What features did you particularly like about this Club or Venue?

Question 11 was an open ended question which asked respondents to identify the features they liked about the Clubs or Venues that they have visited recently. The full range of results are presented below.

- *Ex-services.*
- *Space.*
- *Atmosphere.*
- *Restaurant.*
- *Pokies.*
- *Modern design.*
- *Nice bars/Cocktail lounges.*
- *Outdoor space.*
- *Live entertainment.*
- *Auditorium.*
- *Bridge rooms.*
- *Accessibility.*
- *Gym facilities.*
- *Friendly.*
- *Locality.*
- *Parking.*

Question 12 - What type of cuisine/s would you like to be available at your new Club?

The majority (79.25%) of respondents would like to see modern Australian food to be available at the new Club, 73.58% would like to see family friendly food to be available, 69.81% would like seafood to be available, 58.49% would like to see Asian cuisine available, 52.83% would like to see Italian food available, 47.17% would like to see Mediterranean cuisine available, 43.40% would like to see pizza available, and 30.19% would like to see fine dining available.

Question 13 - Can you please describe your vision for our new Club in 20 words or less?

Question 13 was an open ended question which asked respondents to briefly describe their vision for the new Club Facility. Below are the range of responses.

- *Modern.*
- *Parking to be equal to existing Club.*
- *Friendly atmosphere.*
- *Not too expensive.*

- *Accommodating for all age groups.*
- *Mix of market apartments as well as aged care.*
- *Gambling facilities.*
- *Social Club.*
- *Accessibility.*
- *Bridge rooms.*
- *Family friendly.*
- *Plenty of entertainment.*
- *Youthful bar/pub feeling.*
- *Have a Coles or Woolworths express store as many older people do not drive.*
- *Place of comfort for its senior members.*

Question 14 - Finally please free free to add any additional comments you would like to make concerning the design of the new Club Facility.

Question 14 was an open ended question which asked respondents to identify any comments they would like to make in respect to the design of the new Club Facility.

TABLE 4.3 - QUESTION 14 COMMENTS AND SUGGESTIONS.

COMMENTS	SUGGESTIONS
<ul style="list-style-type: none"> • <i>Redevelopment will destroy the existing Club.</i> • <i>Parking.</i> • <i>Aged living with priority for veterans.</i> • <i>Emphasis should be on family and friends not gambling facilities.</i> • <i>Commitment to sustainability in the design and operation of the Club.</i> • <i>High quality design.</i> • <i>Need to display RSL.</i> • <i>Easy accessibility.</i> • <i>Pet friendly apartments.</i> • <i>Buildings to not be over multiple storeys.</i> • <i>Winter shading over residential housing.</i> 	<ul style="list-style-type: none"> • <i>Entertainment and live performances.</i> • <i>Gym facility. Possibly yoga and pilates.</i> • <i>Live food shows.</i> • <i>Pool table.</i> • <i>Windows.</i> • <i>Comfortable seating.</i> • <i>Services on site - physiotherapy, library.</i> • <i>Rooftop bar.</i> • <i>Integration of units and the Club.</i> • <i>Shade areas - trees, undercover seating.</i> • <i>High ceilings.</i> • <i>Strong interest in seniors living.</i> • <i>Bright and light atmosphere.</i>

4.3.2. Residents and Stakeholders Survey Responses

The main focus of the Resident and Stakeholder Survey was to better understand community attitudes to increasing the range of land uses on the Club site to include independent seniors housing and residential aged care and to gauge preliminary comment relating to the concept master plan to guide building height, setbacks, open space provision, on site access and car parking arrangements. The survey findings are summarised below. A report on the completed survey findings is reproduced in Appendix F.

A summary of the profiling question responses (being Questions 1-5) is provided in Table 4.4.

TABLE 4.4 - COMMUNITY AND STAKEHOLDERS PROFILE RESULTS

Street currently living in: 35.29% Crabbes Avenue 35.29% Penshurst Street 29.41% Summerville Crescent & Horsley Avenue
Gender: 44.33% Male, 56.67% Female
Age: 0% 15-25 years, 9.38% 25-35 years, 28.13% 36-50 years, 25.00% 51-65 years, 28.13% 65-80 years, 9.38% 80+ years
Club Member: 21.88% Yes, 78.13% No

Question 6 - The range of new uses that are being considered for the site in addition to the new Club building are listed below. Please tick the top three uses that you would support being developed on the site.

The majority (**67.74%**) of respondents supported the use of independent seniors living units for the new Club building and 58.06% of respondents supported a residential aged care facility and underground basement car park. 54.84% of respondents supported a Memorial Garden, 48.39% supported a community park with children's playing equipment, 35.48% of respondents supported an indoor multi-purpose sporting facility, and 22.58% supported a hydrotherapy pool.

Question 7 - When you think about the Heart of Willoughby Development Vision please indicate how much you agree or disagree with the following statements.

Question 7 was a close ended question which asked respondents to indicate how much they agree or disagree with the following statements. Table 4.5 presents the full range of responses recorded against this question.

TABLE 4.5 - QUESTION 7 RESULTS

Statement	Agree a Lot	Agree a Little	Neither	Disagree a Little	Disagree a Lot
I feel the proposed development will make a positive contribution to the area.	38.71%	32.26%	9.68%	16.13%	3.23%
There is a need for seniors housing and further aged care in our local area.	58.06%	25.81%	12.90%	3.23%	0%
I support expanding the range of land uses on the Club Willoughby site to include seniors housing and residential aged care.	40.00%	36.67%	13.33%	6.67%	3.33%

The results from Question 7, displayed in Table 4.5, indicate that the majority (**58.06%**) support the need for seniors housing and further aged care in the local area of Willoughby.

Question 8 - Please indicate which, if any, of the proposed land uses concern you. Is that a major or minor concern?

Question 8 was a close ended question which asked respondents to indicate if any of the proposed land uses displayed in Table 4.6 concerned them. Table 4.6 presents the full range of responses recorded against this question.

TABLE 4.6 - QUESTION 8 RESULTS

Land Use	No Concern	Minor Concern	Major Concern	No Opinion
A New Club Facility	41.93%	29.03%	22.58%	6.45%
Independent Senior's Living Units	48.28%	31.03%	17.24%	3.45%
A Residential Aged Care Facility	36.67%	36.67%	20.00%	6.67%
Underground Basement Car Parking	41.38%	20.69%	27.59%	10.34%
Gym	48.28%	17.24%	10.34%	24.14%
Hydrotherapy Pool	51.72%	10.34%	13.79%	24.14%
Community Park with Children's Play Equipment	59.26%	11.11%	11.11%	18.52%
A Memorial Garden	63.33%	13.33%	16.67%	6.67%
Indoor Multi-Purpose Sporting Facility	46.43%	25.00%	10.71%	17.86%

The results from Question 8 displayed in Table 4.6 indicate that all of the proposed land uses for the new Club have high percentages of No Concern or Minor Concern. This question indicates that the participants in the survey support expanding the range of land uses on the Club Willoughby Site to include seniors housing and residential aged care.

Question 9 - We are developing a master plan for the Club Willoughby site. What are the key design considerations we should address? Please elect the top 5 considerations that are most important to you.

Question 9 was a close ended question which asked respondents to indicate the top 5 key design considerations that were the most important to them. Table 4.7 presents the full range of responses recorded against this question.

TABLE 4.7 - QUESTION 9 RESULTS

Design Consideration	Percentage Result
Provide landscaping incorporating significant trees around the perimeter.	73.33%
Ensure no additional overshadowing occurs to neighbouring houses from the development.	70.00%
Ensure sufficient onsite car parking for Club members, visitors and future residents is provided in a basement car park.	66.67%
Ensure all parking demand is provided for on the site.	60.00%
Provide a two storey scale of development where the site adjoins neighbouring properties.	56.67%
Maintain vehicular access to the site off Crabbes Avenue.	46.67%
Put the Club facility at the Penshurst Street frontage of the site.	43.33%

Design Consideration	Percentage Result
Ensure the building height does not exceed 5 storey on the site.	36.67%
Provide a through site pedestrian connection between Penshurst Street and Crabbes Avenue.	33.33%
Put higher development forms up to 5 storeys in the middle of the site.	26.67%
Put higher development forms up to 5 storeys at the Penshurst frontage of the site.	23.33%
Incorporate a community park at the Crabbes Avenue frontage of the site.	16.67%
Respecting the character of the Horsley Street Heritage Conservation Area.	16.67%
Put shared community facilities (such as the gym, hydrotherapy pool) at basement level.	13.33%

Question 10 - Please identify any other design considerations that you believe it is important for us to consider for the Heart of Willoughby Project.

Question 10 was an open ended question which asked respondents to identify important design considerations for the Heart of Willoughby Project. Below are the range of responses.

- *Community Meeting Rooms*
- *Community Park*
- *Open Grass Space*
- *Traffic control considerations including speed bumps to discourage high speed driving*
- *Adequate Parking*
- *Incorporate a short term facility for victims of domestic violence*
- *Buildings to have high quality finishes*
- *Remove large trees which pose a risk along the back and replace them with hedges*
- *Height of properties on Crabbes Avenue*
- *Overshadowing to be limited onto residential properties*
- *Lift access for units*
- *More facilities to be available for the general public such as cafes and restaurants*
- *Trees and greenery around the perimeters of the site*

Question 11 - Finally please record any additional comments in relation to the Heart of Willoughby Project that you would like to share with us today.

Question 11 was an open ended question which asked respondents to record any additional comments in relation to the Heart of Willoughby Project.

The results from Question 11 indicated strong support for the new Club and aged care facility by respondents, however some respondents had traffic concerns.

5. Conclusion

The focus of the consultation process was to:

- Facilitate Club Member, local resident and stakeholder understanding about the Heart of Willoughby Project.
- Test community attitudes to the proposed concept master plan and the potential building forms with a particular focus on understanding the views of neighbouring residents living in Crabbes Avenue, Summeville Crescent, Horsley Avenue and Penshurst Street.
- Identify any potential community concerns with the concept master plan that would require resolution prior to its finalisation and submission to the NSW DPE as part of the Site Compatibility Certificate Application documentation.
- Commence a positive dialogue with all integral target audiences that can stay in place through each stage of the project.

The consultation was undertaken voluntarily by Hyecorp and Club Willoughby as they want to ensure that both the immediate community and Club members are fully aware of the end development vision for the site prior to the lodgement of the Site Compatibility Certificate Application with the NSW DPE. It is for this reason that the consultation was advanced as pre consultation.

Section 3 of this report documents the information lines and the consultation initiatives that have been staged between September and October 2017. These have included:

- The establishment of a project website which has attracted 1800 visitors between January-September 2017.
- 30 stakeholder newsletters.
- 1,500 Club member newsletters.
- 370 Resident newsletters to residents living adjacent to the Club Willoughby Site.
- A Stakeholder Round Table breakfast.
- A Club Member Briefing.
- A Neighbour Meet and Greet Briefing.
- A Club Member Survey.
- A Resident and Stakeholder Survey.

Section 4 of the report incorporates a comprehensive summary of the comments and concerns expressed by participants during the consultation process together with a summary of the survey responses. From the feedback that has been received through this process we are able to draw the following conclusions:

- There is strong support within the immediate residential community for expanding the range of land uses on the site to include seniors housing and residential aged care with participants recognising that there is a need for further seniors housing and residential aged care within the local area.
- When considering the expanded range of uses on the site neighbouring residents expressed concern at a three storey building form at the Crabbes Avenue and Summerville Crescent frontages. We have been advised by Hyecorp that the concept master plan has been modified to address this concern and building heights at these frontages have been reduced from three storeys to two storeys. Refer Figure 5.1.
- There was support for higher building forms being placed in the centre of the site and on the Penshurst

Street frontage up to 5 storeys in height as shown on the concept master plan.

- Comments relating to height reiterated the need for height to be measured from natural ground level and not from the improved height of the bowling green's and at grade car parks. Hyecorp committed to ensuring that heights would be measured from natural ground level.
- Residents wanted to understand how building forms would impact on solar access. Overshadowing analysis will be an important consideration when the project is progressed to development application stage and compliance with the relevant controls should be presented at this time.
- Landscaping treatments are a very important consideration for neighbouring residents and dense plantings around the site perimeter were favoured by residents living in Summerhill Crescent and Horsley Avenue to maintain the privacy of their back gardens.
- The provision of a through site link between Crabbes Avenue and Penshurst Street that could be accessed by local residents was put forward for consideration.
- Across all events there was recognition of the need for the new Club to cater for young people and families. We are advised by Club Willoughby that this is a primary goal they seek to achieve from the redevelopment of their Club.
- There was strong emphasis placed on the importance of honouring the Returned Service Men and Women who define the Club's heritage and that this should be expressed in the form of a new Memorial Garden. Hyecorp raised the idea that the design of the new memorial garden could be progressed as a community project.
- On site car parking is an important issue for both Club members and local residents. Across all events discussion indicated that there should be no reduction in the amount of on-site car parking presently provided. The provision of parking a basement car park was supported. Club members wanted car parking for residents to be separately designated to Club member parking.
- Participants indicated support for maintaining vehicular access to the site from Crabbes Avenue.
- Local residents are interested in understanding the impact the development will have on traffic generation and public transport. Hyecorp indicated that they will ensure their traffic and transportation consultant Colston Budd Rogers & Kafes Pty Ltd is available at future consultation events.
- There was strong support for incorporating community facilities that could be shared by Club members and local residents. Facilities such as a gym, community meeting rooms, hydrotherapy pool were all positively received.
- There was strong support for providing a functional area of open space in the form of a community park within the project. Based on the feedback obtained from the consultation events the park should incorporate an area of lawn that is of sufficient size for casual play. We have been advised by Hyecorp that a community park has been incorporated into the concept master plan at the Crabbes Avenue frontage.

As a result of the pre consultation, Hyecorp and Club Willoughby refined the concept master plan to reflect the comments that were made regarding building height, the provision of community open space, through site linkages, landscaping and the Memorial Garden. The revised master plan is detailed at Figure 5.1.

The commitments that were made by Hyecorp and Club Willoughby relating to traffic and transport impact assessment, overshadowing analysis and on site car parking and vehicular access will be addressed in the next stage of consultation (pending the granting of the site compatibility certificate). The next stage of the community consultation will coincide with the preparation of the development application for the site.

Both Hyecorp and Club Willoughby assured all event participants that consultation would be ongoing throughout the development application formulation assessment process and pending approval construction. Participants across all consultant events indicated that they appreciated Hyecorp and Club Willoughby

consulting with them at this early project stage.

With respect to the feedback that was received from Club members relating to the design of the new Club facility, we have been advised by the Club Willoughby Executive Board that they will use this feedback to inform the detailed design of the new Club.

FIGURE 5.1 - THE REVISED CONCEPT MASTER PLAN



Source: GMU 2017

Yours faithfully,

Belinda Barnett
 Director, Urban Concepts

Appendices

Appendix A

Stakeholder Database

Invitation List

Group	First	Surname	Title	Address	Suburb	State	Post code
Chatswood Chamber of Commerce	Edmund	Chu					
Chatswood Chamber of Commerce	Caxton	Pang					
Chatswood Chamber of Commerce	Stig	Falster					
Chatswood Chamber of Commerce	Max	Underhill					
Chatswood Chamber of Commerce	Carol	Chen					
Chatswood Chamber of Commerce	Steve	Hui					
Chatswood Chamber of Commerce	Warren	Stevens					
Chatswood Chamber of Commerce	Odette	Shahnazari					
Chatswood Chamber of Commerce	Eric	Hong					
Chatswood Chamber of Commerce	Amanda	Choy					
Local Area Community Services	St Thomas Primary School			2 Horsley Ave	North Willoughby	NSW	2068
Local Area Community Services	St Thomas Church			182 High Street	North Willoughby	NSW	2068
Local Area Community Services	Armenian National Committee			PO Box 768	Willoughby	NSW	2068
Middle Harbour - Willoughby Progress Association	D	Nicoll		9 Cawarra Road	Middle Cove	NSW	2068
Middle Harbour - Willoughby Progress Association	E.J	Wilson		9 Cawarra Road	Middle Cove	NSW	2068
Progress Association	Federation of Willoughby Progress Associations			c/- 18 Spearman St	Roseville	NSW	2069
Special Interest Group	Willoughby District Historical Society			58 Johnson Street	Chatswood	NSW	2067
Willoughby South Progress Association	Matthew	Wheeler		25 Walter Street	Willoughby	NSW	2068
Willoughby South Progress Association	Bob	Taffel		25 Walter Street	Willoughby	NSW	2068

Appendix B

Newsletters



Club Member

Invitation

Heart of Willoughby
Project Briefing



Don't miss this opportunity to contribute your
ideas for our new club

Club Willoughby in conjunction with our development partner Hyecorp Property Group are delighted to invite you to the first of our Club Member Briefings for the Heart of Willoughby Project. The briefing will be held on Wednesday 20th September from 5-7pm at the club. Hyecorp is an award winning residential development company who will lead the design and development process going forward and on completion will manage the seniors living component of the project.



Put the 20th september in your diary NOW

Date: Wednesday 20th September

Time: 5-7pm at the club.

Venue:

Club Willoughby
26 Crabbes Ave,
Willoughby NSW 2068



Register:

To assist the Club to cater for this event it would be appreciated if you could RSVP your attendance to:

- Greg Kearins, Club Willoughby Chief Executive Officer on contact@heartofwilloughby.com.au or
- Hyecorp Reception on 9967 9910.

What does the Heart of Willoughby Project involve?

Club Willoughby, like many Registered Clubs around Australia has to adapt to a financial environment that requires a sound strategic asset management approach to be taken to the future management of its landholdings. This necessitates that the Club must fully consider how we use our property assets to plan strategically for the future of our Club and the Willoughby community.

Our aim with the Heart of Willoughby is to create a new lifestyle project that becomes the focus of community life in Willoughby. Catering to the needs of people of all ages it will combine a new club facility with much needed seniors living accommodation and community facilities. A Heart that respects the amenity of our neighbours, the heritage conservation significance of the locality whilst demonstrating design excellence in the built environment.

The first stage in creating the Heart of Willoughby requires the formulation of a master plan. This will guide how development will occur on the site. With respect to the new club facility it will establish where it will be located, how big it will be in terms of floor space and the range of amenities it will provide. The master plan will also establish building heights and floor space controls for the seniors living component of the project.

The project is expected to have a 5 year development timeframe from initial design through to final completion. Please be assured that throughout members will always be able to access a working club facility.

Why do we need a new club facility?

The Club's association with the current site spans over 65 years. Our existing club facility was opened in 1969 and has served us well but is now well overdue for replacement. It is no longer in keeping with current hospitality trends and needs to cater to a broader range of age groups to be socially sustainable. As we finalise the master plan we must take the time to fully explore what type of club facility will best service the needs of our existing and potential new members and how we can best use our site to create a vibrant new social heart for the Willoughby community.



Come along to our September member briefing

We hope that you will take the time to join us for drinks and canapes on Wednesday 20th September from 5pm-7pm to learn more about the Heart of Willoughby Project. By attending the briefing you will:

- Meet members of the specialist consultancy team who are working with Hycorp formulating the design concept.
- Contribute your ideas about the range of amenities you would like to see included in a new club facility.
- Ask questions you have about the project.
- Gain a greater understanding about the design and development approval process that will need to be followed under local and state planning legislation going forward.

To assist the Club to cater for this event it would be appreciated if you could RSVP your attendance to Greg Kearins, the Club's Chief Executive Office on contact@heartofwilloughby.com.au or phone Hycorp Reception on 9967 9910.

If you are a Club member and also a local resident, we advise that we will be undertaking a pre consultation community event with neighbouring residents following the completion of the Term 3 School Holidays to ensure maximum opportunity for participation. Local residents living in the streets adjacent to the site will shortly receive an invitation to this event.

Can't attend- don't worry you can still stay informed

If you are unable to attend the briefing we undertake to make available to members a record of the comments raised together with a copy of any presentation that is shown on the project website at www.heartofwilloughby.com.au

We look forward to hearing your ideas and to welcoming you to the Heart of Willoughby Project Briefing.



Jack Seatter
Club Willoughby President



Stephen Abolakian
Managing Director, Hyecorp

For further information about the project:

- Phone: Hyecorp 9967 9910
- Email: contact@heartofwilloughby.com.au
- Web: www.heartofwilloughby.com.au

The information and text in this newsletter has been approved by Willoughby Legion Ex Services Club (trading as Club Willoughby) ABN 35 000 248 117 and HPG General P/L (the trading company for Hyecorp) 531 58 946 331.





Heart of Willoughby Stakeholder

ROUNDTABLE BREAKFAST INVITATION



Don't miss this opportunity to learn about this exciting new lifestyle project

Club Willoughby in conjunction with our development partner Hycorp are delighted to invite you (or representatives of your organisation) to our Stakeholder Roundtable Breakfast for the Heart of Willoughby Project. The briefing will be held on Wednesday 18th October 2017 from 7.30am-9.30am at Club Willoughby located at 26 Crabbes Avenue, Willoughby.

The Roundtable Breakfast marks the commencement of the pre consultation phase of this project. Pre consultation is being undertaken to provide integral stakeholders, neighbouring residents and club members the opportunity to express their ideas and concerns during the formulation of the master plan for the site. The master plan will guide how development will occur on the site.

At the present time our multi-disciplinary team of specialist consultants are completing their site investigations. We understand that you and your organisation play an integral role in the Willoughby Local Government Area and by attending this event you will be able to meet our multi-disciplinary design team, hear their initial thoughts about how the Club Willoughby Site could be developed and contribute your feedback. Canvassing community and stakeholder attitudes at this early stage of the project is vital to the formulation of a successful master plan.

What does the Heart of Willoughby Project involve?

Club Willoughby, like many Registered Clubs around Australia has to adapt to a financial environment that requires a sound strategic asset management approach to be taken to the future management of its landholdings. This necessitates that the Club must fully consider how we use our landholdings to plan strategically for the future of our Club and the Willoughby community.

Our aim with the Heart of Willoughby is to create on our site a new lifestyle project that becomes the focus of community life in Willoughby. Catering to the needs of people of all ages, it will combine a new club facility with much needed seniors living accommodation and community facilities. A Heart that respects the amenity of our neighbours, the heritage conservation significance of the locality whilst demonstrating design excellence in the built environment.

The formulation of the master plan is the first stage in the Heart of Willoughby Project. The master plan will form part of a Site Compatibility Certificate Application that Hycorp will lodge with the NSW Department of Planning during the last quarter of 2017. The Site Compatibility Certificate is being prepared in accordance with the provisions of State Environmental Planning Policy Housing for Seniors and People with a Disability (Seniors Housing SEPP). The SEPP aims to ensure that seniors housing is built to a consistent and appropriate standard. The granting of a Site Compatibility Certificate is an important step in this project as it establishes that seniors housing can be developed on a site.



Heart of Willoughby Project Briefing

Come along to our Round Table Breakfast

We hope that you will take the time to join us for breakfast on Wednesday 18th October 2017 to learn more about the Heart of Willoughby Project. By attending the briefing you will:

- Meet Directors of the Club Willoughby Board and understand why this project is important to the Club.
- Meet members of the specialist consultancy team who are working with Hyecorp formulating the master plan.
- Contribute your ideas and have your questions answered
- Gain a greater understanding about the design and development approval process that will be followed under local and state planning legislation going forward.

To assist the Club to cater for this event it would be appreciated if you could RSVP your attendance to Kaylar Michaelian on contact@heartofwilloughby.com.au or phone 9967 9910.

Can't attend- don't worry you can still stay informed

If you are unable to attend the Roundtable Breakfast we will make available a record of the comments raised together with a copy of any presentation that is shown on the project website at www.heartofwilloughby.com.au

We look forward to hearing your ideas and to meeting you at the Breakfast.

Jack Seatter
Club Willoughby President

Stephen Abolakian
Managing Director, Hyecorp

For further information about the project:

- Phone: Hyecorp 9967 9910
- Email: contact@heartofwilloughby.com.au
- Web: www.heartofwilloughby.com.au

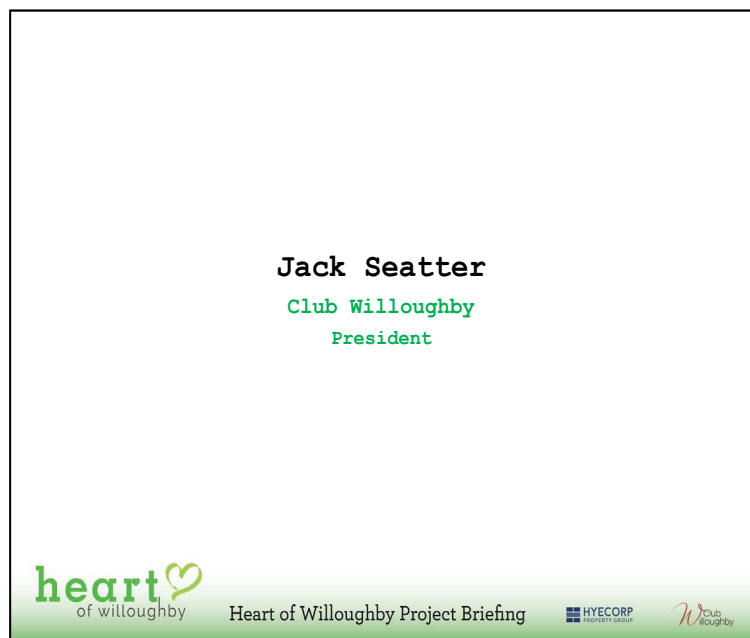
The information and text in this newsletter has been approved by Willoughby Legion Ex Services Club (trading as Club Willoughby)
ABN 35 000 248 117 and HPG General P/L (the trading company for Hyecorp) 531 58 946 331.

Appendix C

Club Member Event

Powerpoint Presentation

6/12/2017



6/12/2017

Belinda Barnett
Urban Concepts
Heart of Willoughby Community Consultation Facilitator

 Heart of Willoughby Project Briefing  

Agenda

Part 1 (allow 40 minutes)

Introduction

- Belinda Barnett - Director, Urban Concepts

Project Overview

- Stephen Abolakian – Managing Director, Hyecorp
 - The Role of Hyecorp
 - Our Vision for the Site

Preparing the Master Plan

- Karla Castellanos – Director, GM Urban Design & Architecture

Part 2 (allow 50 minutes)

Facilitated Discussion and Club Member Survey

 Heart of Willoughby Project Briefing  

6/12/2017

Current Status of Project

- There is no final architectural scheme at the present time, concepts have been worked on.
- The members are being asked to identify their ideas for their new Club facility.
- The design of the new Club influences how other components of the project are arranged on the site.
- The arrangement of all land uses on the site occurs with the preparation of a Master Plan.
- Once the Master Plan is finalised it is submitted to the NSW Department of Planning for approval as part of a Site Compatibility Certificate.
- Once a Site Compatibility Certificate is approved detailed architectural plans for the Development Application can be progressed.



Heart of Willoughby Project Briefing



The Purpose of this Session

- To introduce Hyecorp.
- To explain the Vision that underpins the Heart of Willoughby Project.
- To present the site analysis that underpins the Master Plan.
- To understand Club member expectations for the new Club and the type of facilities and services you would like to be included.
- To answer Club Member questions.
- To commence a positive dialogue for going forward.



Heart of Willoughby Project Briefing



6/12/2017

The Project Team

PROPONENT

- Hyecorp Property Group
- Club Willoughby

URBAN PLANNING

- City Plan and Development

URBAN DESIGN

- GM Urban Design & Architecture

TRAFFIC MANAGEMENT

- Colston Budd Hunt & Kafes

AGED CARE ARCHITECTS

- Morrison Design Partnership Architects



Heart of Willoughby Project Briefing



Stage 1 Pre Consultation Communication Initiatives

- Communication Plan
- Establishment of Project Email and Website
 - contact@heartofwilloughby.com.au
 - www.heartofwilloughby.com.au
- Briefing Sessions
 - Adjoining Neighbour Meet & Greet, Briefing and Survey
 - Stakeholder Round Table Breakfast
 - Club Member Briefing and Survey
- Site Compatibility Consultation Report
- Heart of Willoughby Club Member Vision Report.



Heart of Willoughby Project Briefing



6/12/2017

Guidelines

- Remember to switch off mobile phones.
- The session will be of 2 hours duration.
- No questions please during the presentation.
- Every idea is valid – respect the views of others even if you may not always agree.
- Questions unable to be answered will be taken on notice.
- Questions will be recorded by Urban Concepts and issued to participants as part of the record of comments.
- We will only record your names when we are authorised to do so.
- This is not a formal Club meeting. No resolutions or motions will be passed.



Heart of Willoughby Project Briefing



Stephen Abolakian

Hyecorp Property Group
Club's Development Partner



Heart of Willoughby Project Briefing



6/12/2017

Who is Hyecorp

Hyecorp is a multi award winning mid-sized family owned Property Developer specialising in medium and high rise residential apartments. We have been operating for over 25 years and manage all stages of the process in house from concept to completion, including design, construction, sales and marketing

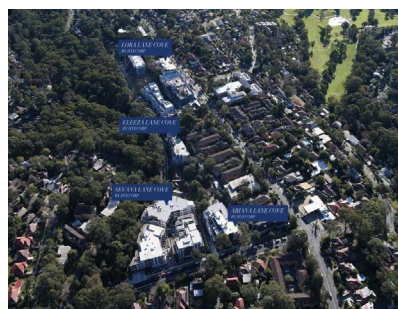


Heart of Willoughby Project Briefing



Our achievements

- Over 400 units over the last 5 year
- Completed projects in excess of \$300m
- 100% pre-sales prior to completion of development
- Pipeline to deliver almost 500 units over the next 4 years
- 2017 grand opening of Sienna Willoughby by the Hon Gladys Berejiklian Premier of NSW



Heart of Willoughby Project Briefing



6/12/2017

Our achievements


- Winner of Urban Development Institute of Australia Awards for Excellence 2017 for Affordable Housing for Sienna, Willoughby
- Winner of Urban Taskforce Development Excellence Awards 2017 for Affordable Housing for Sienna, Willoughby



heart of willoughby Heart of Willoughby Project Briefing HYECORP PROPERTY GROUP Willoughby

Our achievements

- Winner of Urban Taskforce Development Excellence Awards 2016 for Medium Rise Metro Apartments for Sevana and Ariana



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6/12/2017

Supporting the Community

Major sponsors of:

- Northbridge Pro Am
- Willoughby Roos
- Lane Cove Cameraygal Festival
- Lane Cove Municipal Art Award
- City of Ryde Mayor's Charity Golf Tournament
- Ryde Business Forum
- Much more...

Community Grants Programme – Willoughby

- Willoughby Badminton Association
- North Sydney Bears Junior Baseball Club

Community Grants Programme – Lane Cove

- Theatre Club
- Swim Club
- Greenwich Sailing Club
- St Andrews Uniting Church Longueville
- Youth Orchestra
- Much more...



Heart of Willoughby Project Briefing



What is the Heart of Willoughby Project?

- A New Life Style Project for the young and young at heart.
- It will deliver a new Club Willoughby facility.
- It will incorporate Independent Seniors Living Units and Assisted Living Residential Age Care.
- A project that demonstrates design excellence through its architecture and extensive landscaped gardens and connected open spaces.
- It will incorporate community facilities and amenities to enhance the well being of future residents, club members and the broader Willoughby Community.



Heart of Willoughby Project Briefing



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Why is Hyecorp Involved?

- Hyecorp's honoured to be part of Willoughby's most exciting club and purpose built seniors living development
- We are all locals of the Willoughby LGA – We live, work and play within the Heart of Willoughby
- We understand the need to fill the gap of seniors living within the North Shore
- We want to see the Club become a vibrant place for the young and young at heart to gather

Role of Hyecorp

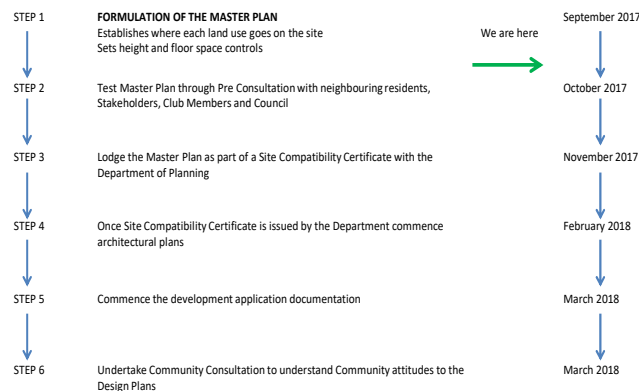
- Development partner of Club Willoughby
- Facilitate a smooth path to development approval
- Liaise with the community
- Construct a brand new state of the art club



Heart of Willoughby Project Briefing



The Design & Approval Process



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Karla Castellanos

GM Urban Design & Architecture

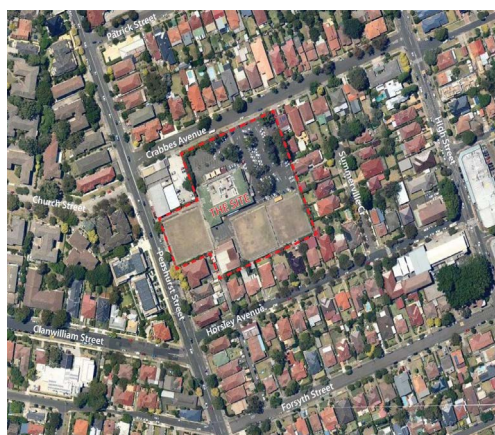
Heart of Willoughby Urban Designer



Heart of Willoughby Project Briefing

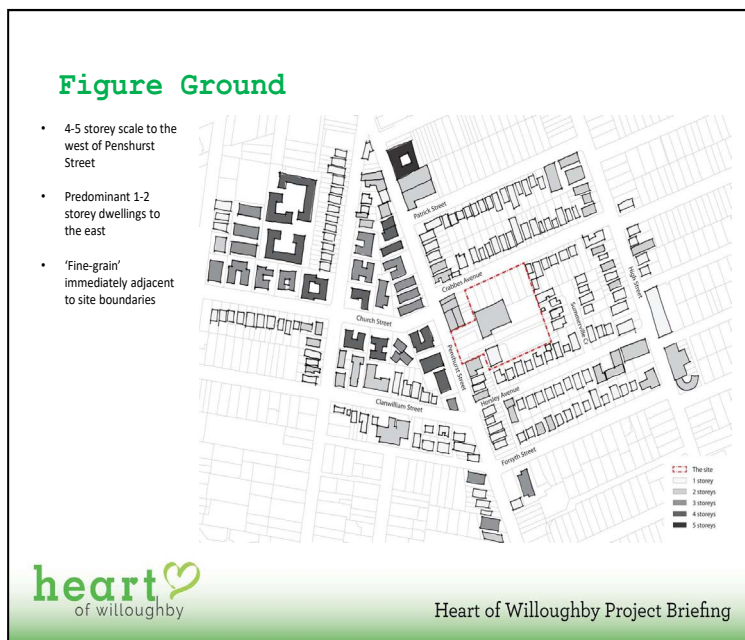


The Site



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Constraints

- Lower scale context
- Horsley Avenue Conservation Area to the south-east
- 'Finer-grain' built form character
- Private backyards and windows facing the site
- Existing War Memorial and Rose Garden
- Existing trees and unused bowling greens on site
- Existing east-west easement
- Sloping topography from west to east, with 4m variation in ground level height

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Finer-grain low-scale built form character

Private courtyards facing the site

Windows facing the site

Existing War Memorial and Rose Garden

Existing carpark and trees

Bowling greens and slope

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Opportunities

- Close proximity to existing amenities
- Large land parcel in single ownership
- Club buildings out dated and in need of redevelopment

The strategy aims to:

- Retain and enhance the War Memorial as a focal point
- Locate lower scale fine-grain built form along the boundaries
- Provide a stepping down in scale from Penshurst St to the Crabbes Ave, Summerville Cres and Horsley Ave boundaries.
- Capitalise on potential district views
- Enhance and soften building forms with significant landscaping

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Key Design Principles

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The Vision - Arrival Points



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The Vision - Club Dining & Entertainment

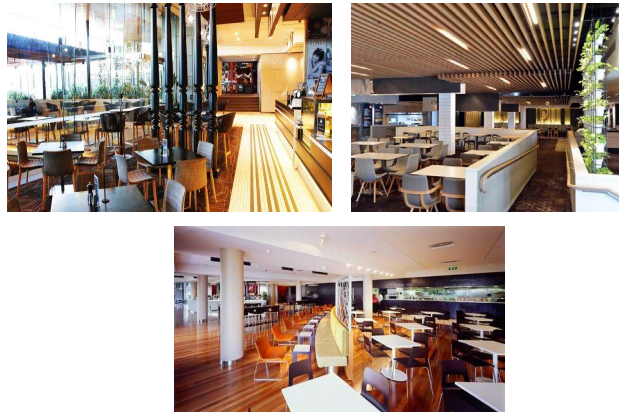


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The Vision - Club Dining Facilities



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The Vision - Multi-functional Club event spaces



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The Vision - Edge Transition



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The Vision - Seniors Living Outdoor



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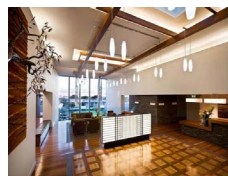
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The Vision - Seniors communal open spaces



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The Vision - Seniors Living Indoor Activities & Facilities



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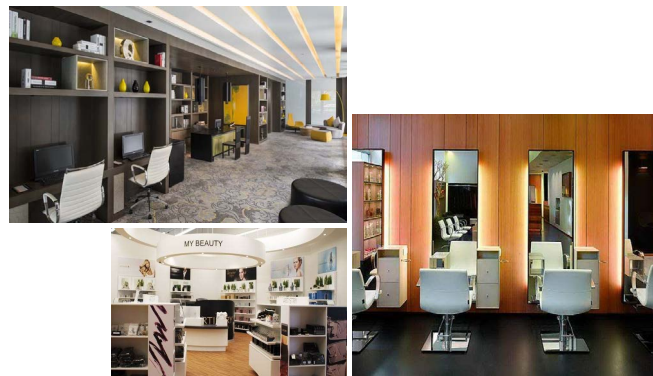
The Vision - Potential for shared Club and
Seniors Living Indoor Activities & Facilities



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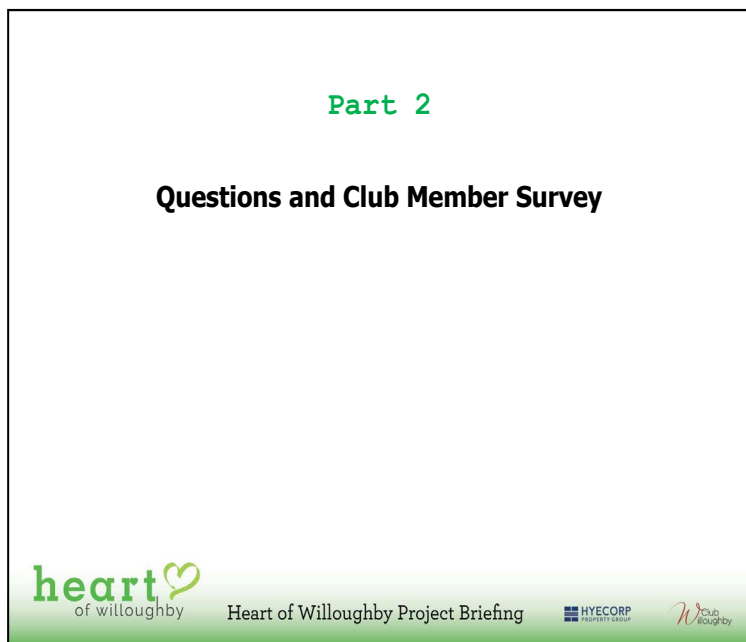
The Vision - Potential for shared Club and
Seniors Living Facilities



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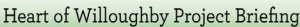



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Club Member Survey

Questions 1 – 5

- Member demographics







Club Member Survey

Question 6. What do you enjoy most about our existing Club? Please select as many responses as you would like:

☐ Social interaction with other members
☐ Club member benefits
☐ Club Entertainment
☐ Cocktail Bar
☐ The bar facilities
☐ The gaming facilities
☐ The Bridge Club
☐ The Brasserie
☐ The customer service
☐ Off Street Car Park
☐ The function rooms
☐ The Memorial Area and Rose Gardens

☐ The Barbeque Area
☐ The Quality of Food






6/12/2017

Club Member Survey

Question 7A. When you think about the new Club how important is it for the following facilities and services to be included.

	Very Important	Slightly Important	Neutral	Not Very Important	Shouldn't be included
Café/Brasserie					
Family Friendly Restaurant					
Sports Bar					
Cocktail Bar					
Gaming Room for poker machines, TAB and Keno					
Multi-purpose entertainment space for dancing, live music					
Members Gym					
Children's Play Area					
Displays honouring the Clubs ex-service heritage					
Bridge Room					
TAB facility					
ATM facility					
Multi-purpose function room/auditorium					
Outdoor terrace for casual dining with barbeque options					


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Club Member Survey

Question 7B. Please list any other facilities you would like to be included in the new Club.





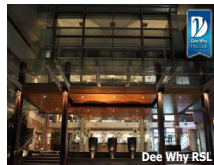

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Club Member Survey

Question 8A. Please list any Clubs or Venues that you have visited recently and really liked.



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Club Member Survey

Question 8B. What features did you particularly like about this Club or Venue?



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Club Member Survey

Question 9. What type of cuisine/s would like to be available at your new Club?

- ☐ Italian
- ☐ Pizza
- ☐ Seafood
- ☐ Mediterranean
- ☐ Asian
- ☐ Modern Australian
- ☐ Family Friendly
- ☐ Fine Dining

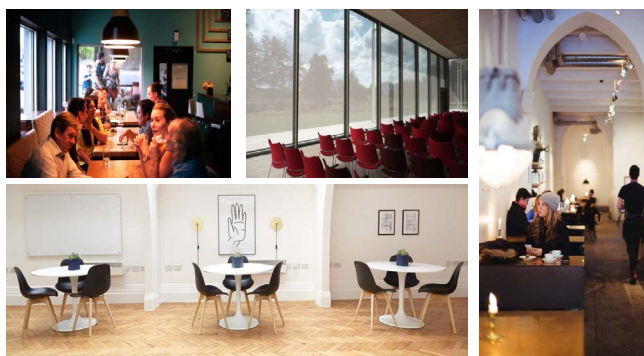


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Club Member Survey

Question 10. Can you please describe your vision for our new Club in 20 words or less?



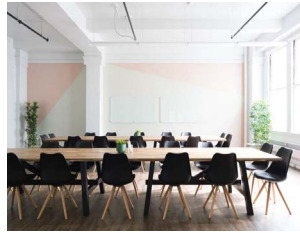
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Club Member Survey

Question 11. Finally please feel free to add any additional comments you would like to make concerning the design of the new Club facility.



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Club Member Survey

Thank you for taking the time to complete
the Club member Survey.



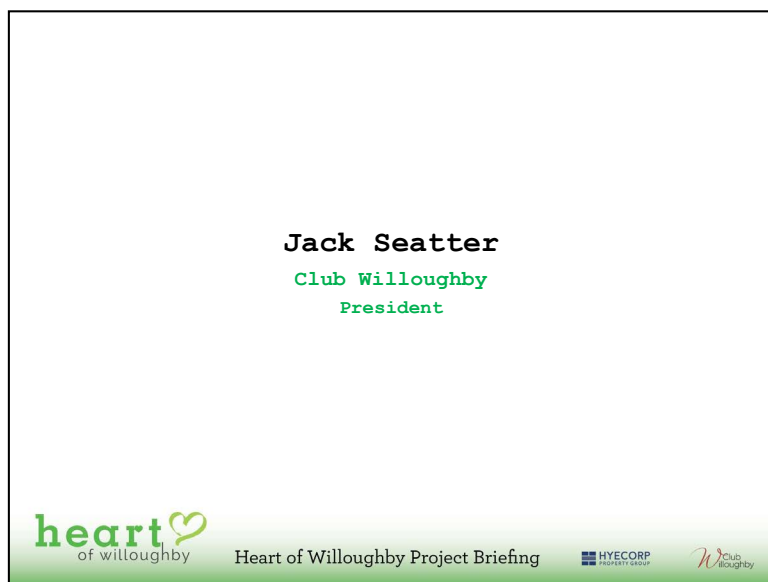
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Appendix D

Stakeholder and Community Event Powerpoint Presentation

6/12/2017



6/12/2017

Belinda Barnett
Urban Concepts
Heart of Willoughby Community Consultation Facilitator

 Heart of Willoughby Project Briefing  

The Purpose of this Session

- To introduce Hyecorp.
- To explain the Vision that underpins the Heart of Willoughby Project.
- To present the site analysis that identifies constraints and opportunities for any future development.
- To understand the communities view for any future development.
- To commence a positive dialogue for going forward.

 Heart of Willoughby Project Briefing  

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Agenda

Part 1

Introduction

- Belinda Barnett - Director, Urban Concepts

Project Overview

- Stephen Abolakian – Managing Director, Hyecorp
 - The Role of Hyecorp
 - Our Vision for the Site

Preparing the Site Compatibility Certificate

- Sue Francis – Executive Director, City Plan Strategy and Development

Preparing the Concept Master Plan

- Gabrielle Morrish & Karla Castellanos – Director, GM Urban Design & Architecture

Part 2

Facilitated Discussion and Survey



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Guidelines

- Remember to switch off mobile phones.
- The session will be of 2 hours duration.
- No questions please during the presentations.
- Every idea is valid – respect the views of others even if you may not always agree.
- Questions unable to be answered will be taken on notice.
- Questions will be recorded by Urban Concepts and issued to participants as part of the record of comments.
- We will only record your names when we are authorised to do so.



Heart of Willoughby Project Briefing



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Stage 1 Pre Consultation Communication Initiatives

- Communication Plan
- Establishment of Project Email and Website
contact@heartofwilloughby.com.au
www.heartofwilloughby.com.au
- Briefing Sessions
 - Adjoining Neighbour Meet & Greet, Briefing and Survey
 - Stakeholder Round Table Breakfast and Survey
 - Club Member Briefing and Survey
- Site Compatibility Consultation Report
- Heart of Willoughby Club Member Vision Report.



Heart of Willoughby Project Briefing



The Project Team

PROPONENT

- Hycorp Property Group
- Club Willoughby

URBAN PLANNING

- City Plan Strategy and Development

URBAN DESIGN

- GM Urban Design & Architecture

TRAFFIC MANAGEMENT

- Colston Budd Hunt & Kafes

AGED CARE ARCHITECTS

- Morrison Design Partnership Architects






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Stephen Abolakian
Hyecorp Property Group
Club's Development Partner

 Heart of Willoughby Project Briefing  

Why is Hyecorp Involved?

- Hyecorp's honoured to be part of Willoughby's most exciting club and purpose built seniors living development
- We are all locals of the Willoughby LGA – We live, work and play within the Heart of Willoughby
- We understand the need to fill the gap of seniors living within the North Shore
- We want to see the Club become a vibrant place for the young and young at heart to gather

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Who is Hyecorp

Hyecorp is a multi award winning mid-sized family owned Property Developer specialising in medium and high rise residential apartments. We have been operating for over 25 years and manage all stages of the process in house from concept to completion, including design, construction, sales and marketing

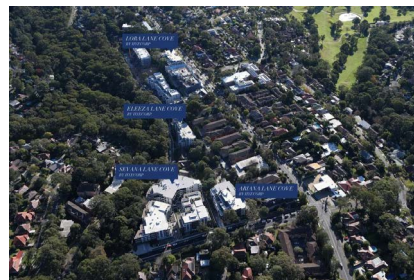


Heart of Willoughby Project Briefing



Our achievements

- Over 400 units over the last 5 year
- Completed projects in excess of \$300m
- 100% pre-sales prior to completion of development
- Pipeline to deliver almost 500 units over the next 4 years
- 2017 grand opening of Sienna Willoughby by the Hon Gladys Berejiklian Premier of NSW



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Our achievements

- Winner of Urban Development Institute of Australia Awards for Excellence 2017 for Affordable Housing for Sienna, Willoughby
- Winner of Urban Taskforce Development Excellence Awards 2017 for Affordable Housing for Sienna, Willoughby
- Winner of Urban Taskforce Development Excellence Awards 2016 for Medium Rise Metro Apartments for Sevana and Ariana



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HYECORP
PROPERTY GROUP

Willoughby Club

Supporting the Community

Major sponsors of:

- Northbridge Pro Am
- Willoughby Roos
- Lane Cove Cameraygal Festival
- Lane Cove Municipal Art Award
- City of Ryde Mayor's Charity Golf Tournament
- Ryde Business Forum
- Much more...

Community Grants
Programme – Willoughby

- Willoughby Badminton Association
- North Sydney Bears Junior Baseball Club

Community Grants
Programme – Lane Cove

- Theatre Club
- Swim Club
- Greenwich Sailing Club
- St Andrews Uniting Church Longueville
- Youth Orchestra
- Much more...

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HYECORP
PROPERTY GROUP

Willoughby Club

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What is the Heart of Willoughby

- A New Lifestyle Project for the young and young at heart
- A new Club
- Independent Living Units (ILU)
- Residential Aged Care Facility (RACF)
- Community Space
- Open Space
- The project will demonstrate design excellence through its architecture and extensive landscaped gardens and connected open spaces.



Heart of Willoughby Project Briefing



Role of Hyecorp

- Development partner of Club Willoughby
- Facilitate a smooth path to development approval
- Liaise with the community
- Construct a brand new state of the art club



Heart of Willoughby Project Briefing



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Current Status of Project

- There is no final architectural scheme at the present time, concepts have been worked on.
- A members briefing has been conducted to understand the future facilities of the Club
- The arrangement of all land uses on the site will occur with the preparation of a concept Master Plan.
- Once the concept Master Plan is finalised it is intended to submit the proposal to the NSW Department of Planning for approval as part of a Site Compatibility Certificate.
- Once a Site Compatibility Certificate is approved detailed architectural plans for the Development Application can be progressed.

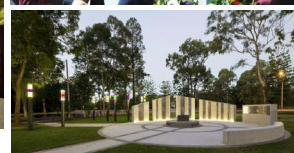


Heart of Willoughby Project Briefing



Open Space and the Redefining of an ANZAC Memorial

- Redefining how an ANZAC memorial space can be multi-functional while still paying homage to those who have fallen
- Further consultation to understand what ideas the community has in redefining an ANZAC Memorial space



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Sue Francis
City Plan Services
Heart of Willoughby Town Planner

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HYECORP
WILLoughBY CLUB

Planning Context - Zone

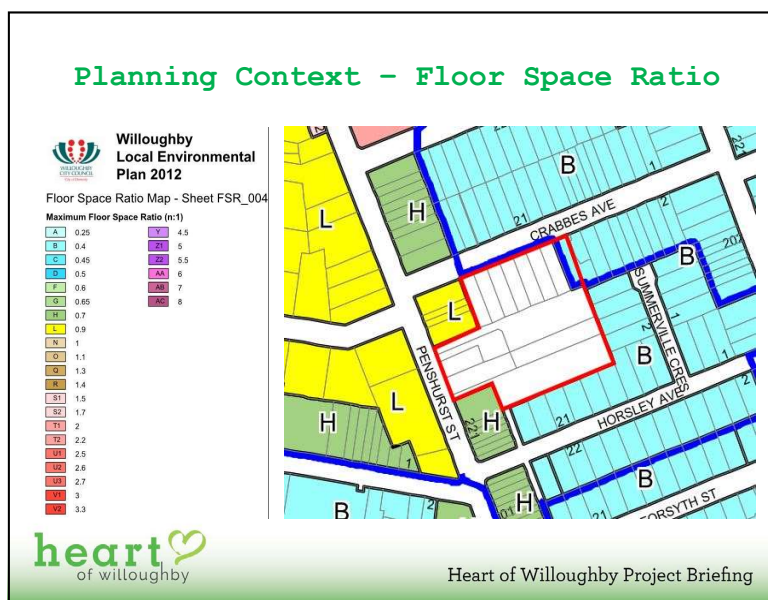
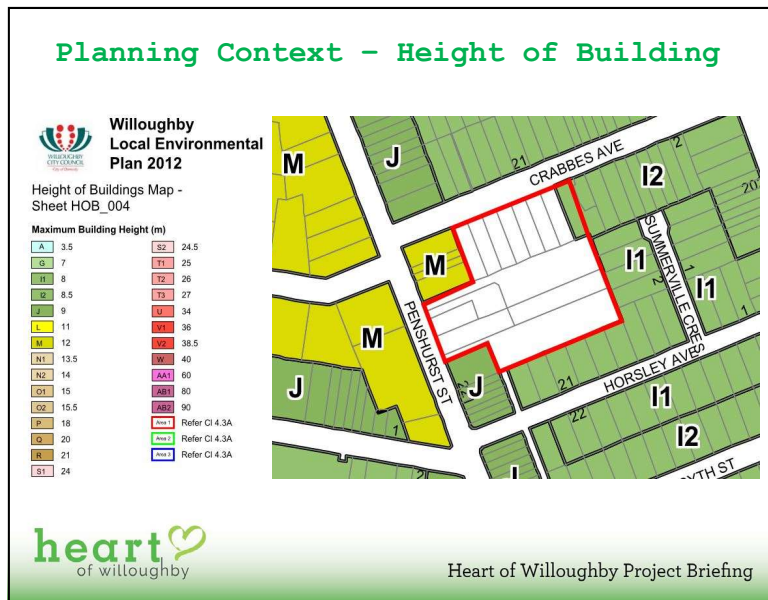
Willoughby Local Environmental Plan 2012
Land Zoning Map - Sheet LZN_004

Zone

- B1 Neighbourhood Centre
- B2 Local Centre
- B3 Commercial Core
- B4 Mixed Use
- B5 Business Development
- B7 Business Park
- E1 National Parks and Nature Reserves
- E2 Environmental Conservation
- E4 Environmental Living
- IN1 General Industrial
- IN2 Light Industrial
- R2 Low Density Residential
- R3 Medium Density Residential
- R4 High Density Residential
- RE1 Public Recreation
- RE2 Private Recreation
- SP1 Special Activities
- SP2 Infrastructure

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What is a Site Compatibility Certificate

- Allows Clubs to seek permission to develop their land for Seniors Housing and Aged Care purposes
- Site Compatibility Certificate lodged with the Department of Planning to the Director-General
- Site Compatibility Certificate is not a Development Application approval just provided permissibility



Heart of Willoughby Project Briefing



The Design & Approval Process

ITEM	TIMELINE (estimated)
1. FORMULATE THE CONCEPT MASTER PLAN Establishes where each land use goes on the site Sets height and floor space controls	2017
2. PRE CONSULTATION Test concept Master Plan through Pre Consultation with neighbouring residents, Stakeholders, Club Members and Council	September & October 2017
3. LODGE SITE COMPATIBILITY CERTIFICATE Lodge the concept Master Plan as part of a Site Compatibility Certificate with the Department of Planning	Late 2017
4. DEVELOPMENT OF ARCHITECTURAL PLANS Once Site Compatibility Certificate is issued by the Department commence architectural plans	Q1 2018
5. COMMUNITY CONSULTATION Undertake Community Consultation to understand Community attitudes to the Design Plans	Q1 2018
6. DEVELOPMENT APPLICATION PROCESS Commence the development application documentation	Q1 2018
7. DA LODGEMENT Lodge the Development Application with Willoughby City Council	Q2 2018



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**Gabrielle Morrish &
Karla Castellanos**

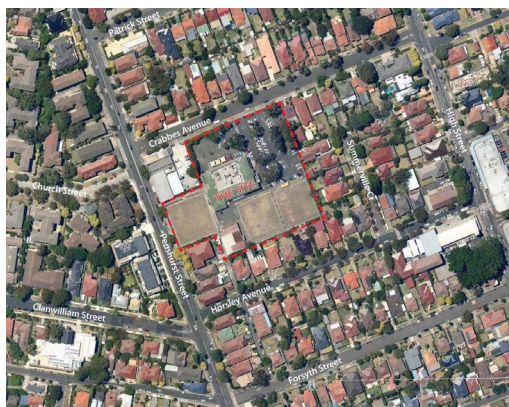
GM Urban Design & Architecture
Heart of Willoughby Urban Designer



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The Site



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Site context



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Figure Ground

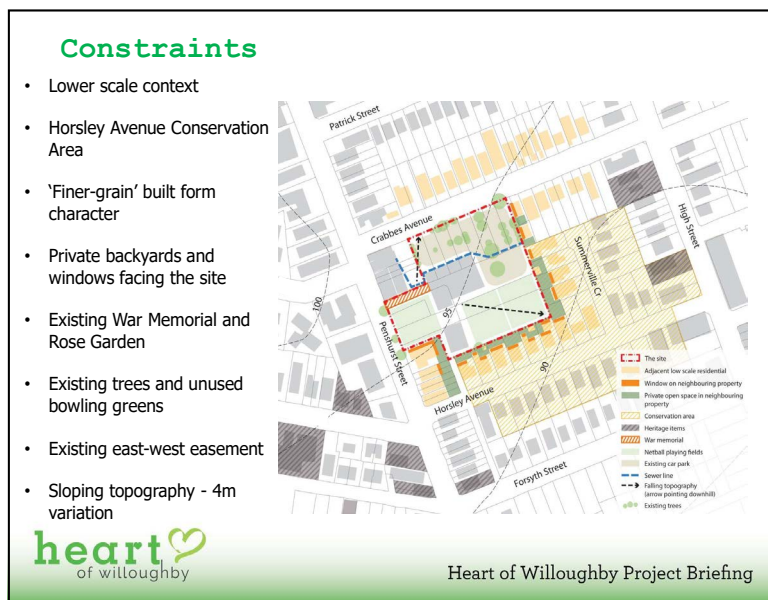
- 4-5 storey scale to the west of Penshurst Street
- Predominant 1-2 storey dwellings to the east
- 'Fine-grain' immediately adjacent to site boundaries



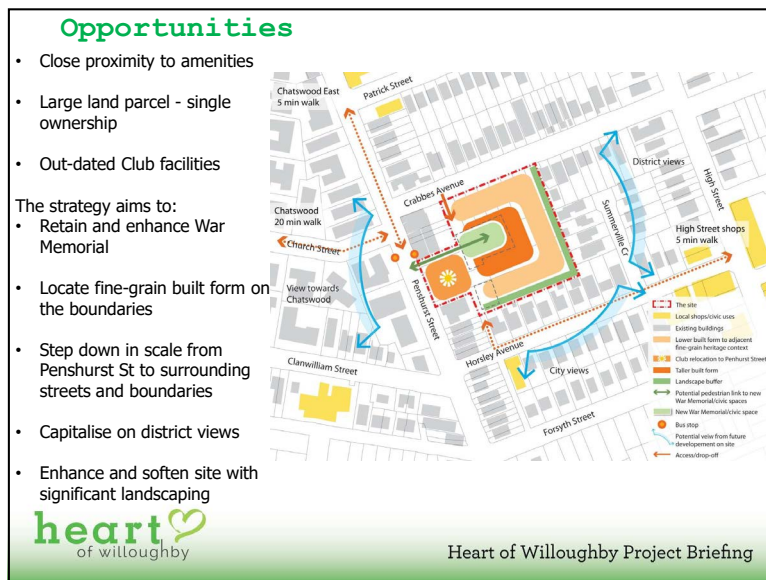
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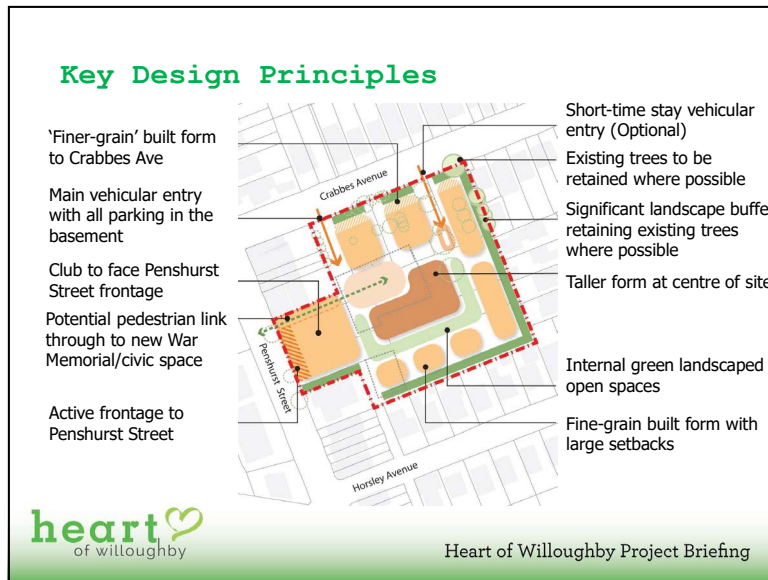
6/12/2017



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6/12/2017



What is a Concept Master Plan

- A plan to establish how a site can be redeveloped in the future
- Outlines the objectives and strategies to manage the redevelopment
- Establishes the different land uses on the site
- Displays the location and type of buildings on the site

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HYECORP

Heart of Willoughby

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Artist's impression



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Preliminary shadow study



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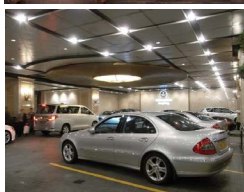
The Vision - Edge Transition



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The Vision - Arrival Points & Parking



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The Vision - Bistro and Dining



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The Vision - Alfresco Dining



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The Vision - Community Facilities



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The Vision - Open Space



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The Vision - Seniors Living Outdoor



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The Vision - Seniors communal open spaces



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The Vision - Seniors Living Indoor Activities & Facilities



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The Vision - Potential for shared Club and Seniors Living Indoor Activities & Facilities



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Community and Stakeholder Survey

Question 6. The range of new uses that are being considered for the site in addition to the new Club building are listed below. Please tick the top three uses that you would support being developed on the site?

<input type="checkbox"/>	Independent Senior's Living Units
<input type="checkbox"/>	A Residential Aged Care Facility
<input type="checkbox"/>	Underground Basement Car Parking
<input type="checkbox"/>	Gym
<input type="checkbox"/>	Hydrotherapy Pool
<input type="checkbox"/>	Community Park with Children's Play Equipment
<input type="checkbox"/>	A Memorial Garden
<input type="checkbox"/>	Indoor Multi-Purpose Sporting Facility




Heart of Willoughby Project Briefing






Community and Stakeholder Survey

Question 7. When you think about the Heart of Willoughby Development Vision please indicate how much you agree or disagree with the following statements.

	Agree a Lot	Agree a Little	Neutral	Disagree a Little	Disagree a Lot
I feel the proposed development will make a positive contribution to the area					
There is a need for seniors housing and further aged care in our local area					
I support expanding the range of land uses on the Club Willoughby site to include seniors housing and residential aged care					



Heart of Willoughby Project Briefing





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Community and Stakeholder Survey

Question 8. Please indicate which, if any, of the proposed land uses concern you. Is that a major or a minor concern?

	No Concern	Minor Concern	Major Concern	No Opinion
A New Club Facility				
Independent Senior's Living Units				
A Residential Aged Care Facility				
Underground Basement Car Parking				
Gym				
Hydrotherapy Pool				
Community Park with Children's Play Equipment				
A Memorial Garden				
Indoor Multi-Purpose Sporting Facility				



Heart of Willoughby Project Briefing

Community and Stakeholder Survey

Question 9. We are developing a concept master plan for the Club Willoughby site. What are the key design considerations we should address? Please select the top 5 considerations that are most important to you.

<input type="checkbox"/> Maintain vehicular access to the site off Crabbes Avenue
<input type="checkbox"/> Ensure sufficient onsite car parking for club members, visitors and future residents is provided in a basement car park
<input type="checkbox"/> Ensure all parking demand is provided for on the site
<input type="checkbox"/> Provide a through site pedestrian connection between Penshurst Street and Crabbes Avenue
<input type="checkbox"/> Provide landscaping incorporating significant trees around the perimeter
<input type="checkbox"/> Ensure no additional overshadowing occurs to neighbouring houses from the development
<input type="checkbox"/> Provide a two storey scale of development where the site adjoins neighbouring properties
<input type="checkbox"/> Put higher development forms up to 5 storeys in the middle of the site.
<input type="checkbox"/> Put higher development forms up to 5 storeys at the Penshurst Street frontage of the site
<input type="checkbox"/> Put the Club Facility at the Penshurst Street frontage of the site
<input type="checkbox"/> Incorporate a community park at the Crabbes Avenue frontage of the site
<input type="checkbox"/> Put shared community facilities (such as the gym, hydrotherapy pool) at basement level
<input type="checkbox"/> Ensure that building height does not exceed 5 storey on the site.
<input type="checkbox"/> Respecting the character of the Horsley Street Heritage Conservation Area.



Heart of Willoughby Project Briefing




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Community and Stakeholder Survey

Question 10. Please identify any other design considerations that you believe it is important for us to consider for the Heart of Willoughby Project



Heart of Willoughby Project Briefing



Community and Stakeholder Survey

Question 11. Finally please record any additional comments in relation to the Heart of Willoughby Project that you would like to share with us today



Heart of Willoughby Project Briefing



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Community and Stakeholder Survey

Thank you for taking the time to complete
the Community and Stakeholder Survey.



Heart of Willoughby Project Briefing



Appendix E

Record of Comments from Consultation Events

Wednesday 6th December 2017



Dear Participant,

HEART OF WILLOUGHBY CLUB MEMBER BRIEFING RECORD OF COMMENTS - WEDNESDAY 20TH SEPTEMBER 2017.

On behalf of Hyecorp Property Group and Club Willoughby, I would like to thank you for participating in the Heart of Willoughby Club Member Briefing held on Wednesday 20th September 2017, to discuss the proposed redevelopment of the Club Willoughby site.

We are pleased to forward to you the Final Record of Comments raised during the question and answer session of the briefing. I am pleased to advise that neither Urban Concepts or Hyecorp received any requests to amend the Draft Record of Comments and as such it has now been finalised. The Final Record will be placed onto the project website and included in the Site Compatibility Certificate Application that we prepare for submission to The NSW Department of Planning and Environment and Willoughby Council as part of the development application documentation.

On behalf of Urban Concepts, Hyecorp Property Group and Club Willoughby and the consultancy team I would like to thank you for your participation and I look forward to your continued interest in the project.

Yours faithfully

Belinda Barnett

Director
Urban Concepts

suite 1A gunshot alley
suakin drive
mosman NSW 2088

po box 495
milsons point NSW 1565

t 61 2 9964 9655
e info@urbanconcepts.net.au
w urbanconcepts.net.au

Urban Concepts is a division of Ambaska Holdings
ACN 074 171 065 ABN 96 074 171 065

FINAL

Record of Comments



arising from the

Club Member Briefing Session

Held on Wednesday 20th September 2017
at the Willoughby Legions Club

Prepared for

Hyecorp Property Group and Club Willoughby for distribution to Meeting Participants

Prepared by

Urban Concepts

Date of Issue

Wednesday 6th December 2017



Disclaimer

Urban Concepts has taken every care to ensure that the comments raised by the participants have been faithfully represented and recorded. If there are comments that have not been recorded or recorded incorrectly we apologise for any misunderstanding and advise that it has not been deliberate.

Club Member Briefing – Wednesday 20th September 2017

Urban Concepts advises that 56 people participated in the Club Member Briefing which was held from 5pm to 7pm at the Willoughby Legions Club.



Comments Recorded during Question Time

The following comments were recorded during the facilitated question and answer time.

COMMENT/QUESTION	CONSULTANT RESPONSE
1. While I feel that some of the things we have heard tonight are extremely interesting, we have to remember that the Club isn't necessarily only for seniors. We also at times need huge parking areas and nobody has spoken about this. It is very nice to have lots of green and a gym, but we have events, where hundreds of people arrive and they have to park. Penshurst Street is impossible for parking, so I would just like to point out that parking is a very valid thing to consider.	<u>Stephen Abolakian, Hyecorp</u> There is going to be an underground car park, with plenty of car parking space. We don't know the number of spaces as yet, a lot of that will be governed by our discussions with Willoughby Council as well as the Council's development control plans. There will be plenty of parking, for both Club Members, visitors and future residents.
2. What level will the aged care go to? Will it go as far as patients with dementia? If so do you have anyone in mind who would be running that component of the project?	<u>Stephen Abolakian, Hyecorp</u> We are exploring at the moment the answer to that actual question. We don't have an operator of the aged care at this stage. We are working with Morrison Design Partnership, who is one of the consultants, who specialise in aged care. They are working up some schemes at the moment. Once we have worked out the master plan, we can work out where the aged care facility will go on the site and then what level of care will be possible. In parallel we will be looking for an operator.
3. Do you have an indication of how many individual units there will be and do Club members have priority at the marketing stage?	<u>Stephen Abolakian, Hyecorp</u> Do we know how many units there will be? Not yet, we can't work that out until we know how tall, how wide etc the buildings will be. This is the function of the master plan to determine these physical parameters. Will Club members have a priority? I think naturally through this process, the Club members are going to be the first to hear about the development and associated project marketing. The Club members are going to be the first to see the plans and the layouts. By law we cannot sell any units until we have development approval.
4. Is there going to be a strata?	<u>Stephen Abolakian, Hyecorp</u> The Club isn't selling the land, we are entering into a 99 year lease of part of the Club site, so it will be a leasehold.
5. What will the timeframe be for the residential units?	<u>Stephen Abolakian, Hyecorp</u> A lot of it will depend on the timeframe for the



COMMENT/QUESTION	CONSULTANT RESPONSE
	planning process, so it's very hard to answer that question. Regarding the residential component, we can't actually start on the bulk of the residential development until we build the new Club. The new Club is going to have priority in terms of timing. So that's the timeframe, and then that will be broken down into multiple stages as well. Once we have the master plan, we will have a bit more certainty about the timeframe.
6. Is the Club going to provide facilities for children? Noting the changing parameters of Willoughby, there are a lot of young families and there is limited access to restaurants for families with children.	<u>Stephen Abolakian, Hyecorp</u> Most definitely. The Club's instruction to us is that we have to think about the Club's future. Providing facilities that accommodate families and children is essential. There may even be scope for childcare or a children's playground.
7. Will there be priority for returned veterans and the widows of veterans?	<u>Stephen Abolakian, Hyecorp</u> That's something that we are talking about with the Club through this process. Members and Returned Servicemen will know about what is happening and have access to information at an earlier stage.
8. Is there any provision for a specific open space area across the whole site?	<u>Karla Castellanos, GMU</u> Some of the New South Wales Guidelines for the development of projects do give us a particular requirement with regard to a percentage of open space and a percentage of deep soil landscaping that has to be provided on a site. These are applicable usually to residential developments and sometimes aged care is not seen as a residential development, but our advice to our clients is that we need to comply with Guidelines that reflect residential living. Also the Council will impose Guidelines for the amount of green open space that will need to be provided. All of the Guidelines will come into place and inform the proposal with regards to communal or public open space, set backs and areas for private open space.
9. Does the Club have to go to Penshurst Street and is Penshurst Street a better opportunity for potentially commercial development where the Club has a revenue source?	<u>Stephen Abolakian, Hyecorp</u> The Club needs to think about non trading income to ensure its future viability. In the Club, there will be the traditional bistro, bar and gaming etc but there will be a lot of those ancillary services and spaces around the Club which will give the Club the opportunity to make revenue. For example, if someone leases space off them to create a business that isn't necessarily an absolutely typical core Club amenity this will allow the Club to earn non traded revenue. That's definitely a priority for the Club.
10. Is locating the open space garden in the centre of the site the most appropriate spot?	<u>Stephen Abolakian, Hyecorp</u> The location of Penshurst Street, from a design point of view, is the most appropriate place to put it. However, in terms of the Club's landholding and the



COMMENT/QUESTION	CONSULTANT RESPONSE
	<p>segmentation of a development site for the seniors living component it is preferable to position the Club at the Penshurst Street frontage.</p> <p><u>Karla Castellanos, GMU</u></p> <p>With regards to the open space, the location of a publicly accessible open space has to be carefully designed so that we create containment of the space and we also locate an area of the site that is not going to be overwhelmed by traffic noise. We also need to locate it in an area of the site that allows solar access, so those elements will be carefully studied in order for us to finalise the design and location of the open space area.</p>
11. In regards to car parking, is there going to be a reduction in the number of spaces in the accessibility of the current carpark?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>When it comes to car parking, we need to think about how we get in and how we leave the site, and what is the easiest way for this to happen. Once we have worked that out, the design will follow. We are thinking of all ages and demographics, such as dropping kids off or someone who is less mobile, we are factoring in all of this as we work through the master plan.</p>
12. Is there a plan to have the retirement village accessible to the Club?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The vision is that when you come to the Club you don't see a separate Club and a separate seniors living development. The Heart of Willoughby project is a holistic vision - a lifestyle resort that caters for the young and the young at heart in terms of recreation, entertainment and residential living.</p> <p><u>Karla Castellanos, GMU</u></p> <p>Part of the urban design work that we do is to understand points of access. Ideally, from an urban design point of view we would like to have a point of access from every location where we enter the site. However, in New South Wales there are Guidelines that restrict access to busy roads. We may not be able to actually have a point of access or exit from Penshurst Street due to the volume of traffic that it carries. The Roads of Maritime Services will dictate whether we can or we cannot, so that's one constraint we have to deal with. It is likely that we will choose the traditional place of entry, which has always been from Crabbes Avenue. Hopefully that clarifies what will happen to the regular entrance. That doesn't mean that we are going to be restricted to have pedestrian access from Penshurst Street.</p>
13. Will the units be properly built with wheelchair accessibility?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>Yes, they will be accessible units.</p>
14. Will the residents living on the site have separate car access and their own parking area?	<p><u>Karla Castellanos, GMU</u></p> <p>The Guidelines that I was speaking of earlier, which</p>



COMMENT/QUESTION	CONSULTANT RESPONSE
	are called the Apartment Design Guidelines establish that it is good practice to actually separate the car parking entry points of residents and visitors entering a site. The Guidelines suggest that those two points of access need to be segregated. Most residents do not want to actually bump into someone who is not part of their community and is just doing a delivery or is just there in a transient manner.
15. In regards to the transport access issue, there is going to be an increase in noise due to service vehicles that are going to be coming in and out, for both the Club and aged care facility. How are you addressing this issue?	<u>Stephen Abolakian, Hyecorp</u> We are working through that at the moment, we are aware of this fact. There will be services, such as delivering beer or produce for the Club, or linen delivery or other equipment for the aged care. In working through the operational requirements of each component of the project we are mindful of the need to preserve the amenity of our neighbours both acoustically and visually.
16. To what extent will the Sub Branch be accommodated?	<u>Jack Seatter, Club Willoughby</u> The Sub Branch will definitely be looked after. We are going to work with you on that, because without the support of the Sub Branch, there would be no redevelopment. As an example, you will have your own designated office space and we will keep working with you through this design process.
17. The nature of the sewer that runs across, what is going to happen to that?	<u>Stephen Abolakian, Hyecorp</u> We are doing all of the investigations right now, regarding water, sewer, gas etc. It is a constraint as we will have to move the sewer. Part of our planning is how does the physical construction and the moving of the sewer, actually fits in with the master plan.

Wednesday 6th December 2017



Dear Participant,

**HEART OF WILLOUGHBY NEIGHBOUR MEET AND GREET RECORD OF COMMENTS – WEDNESDAY
18TH OCTOBER 2017.**

On behalf of Hyecorp Property Group and Club Willoughby, I would like to thank you for participating in the Heart of Willoughby Neighbour Meet and Greet Briefing held on Wednesday 18th October 2017, to discuss the proposed redevelopment of the Club Willoughby site.

We are pleased to forward to you the Final Record of Comments raised during the question and answer session of the briefing. I am pleased to advise that neither Urban Concepts or Hyecorp received any requests to amend the Draft Record of Comments and as such it has now been finalised. The Final Record will be placed onto the project website and included in the Site Compatibility Certificate Application that we prepare for submission to The NSW Department of Planning and Environment and Willoughby Council as part of the development application documentation.

On behalf of Urban Concepts, Hyecorp Property Group and Club Willoughby and the consultancy team I would like to thank you for your participation and I look forward to your continued interest in the project.

Yours faithfully

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FINAL

Record of Comments



arising from the

Neighbour Meet and Greet Briefing Session

Held on Wednesday 18th October 2017
at the Willoughby Legions Club

Prepared for

Hyecorp Property Group and Club Willoughby for distribution to Meeting Participants

Prepared by

Urban Concepts

Date

Wednesday 6th December 2017



Disclaimer

Urban Concepts has taken every care to ensure that the comments raised by the participants have been faithfully represented and recorded. If there are comments that have not been recorded or recorded incorrectly we apologise for any misunderstanding and advise that it has not been deliberate.

Neighbour Meet and Greet – Wednesday 18th October 2017

Urban Concepts advises that 41 people participated in the Neighbour Meet and Greet which was held from 6pm to 8pm at the Willoughby Legions Club.



Comments Recorded during Question Time

The following comments were recorded during the facilitated question and answer time.

COMMENT/QUESTION	CONSULTANT RESPONSE
<p>Does the redevelopment take into account the fact that the site is already about 2 metres above the adjoining land?</p> <p>Does that also apply to the parking lot? The parking lot is about 1.5 metres higher than the properties at the back of the site on Summerville Crescent.</p>	<p><u>Gabrielle Morrish, GMU</u></p> <p>At the moment, we have fill because the bowling greens are actually raised above ground level. That fill will be removed as part of the development. We would be advising our client to build from the same ground level as occurs on your side of the fence line. All parking will be underground.</p>
<p>As a resident on Crabbes Avenue myself, I just wanted to know if you have done any analysis of what the impact of traffic will be on Crabbes Avenue? Obviously if there is a smarter Club, there is going to be a lot more people coming, and more traffic generated from the Club.</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We have begun the preliminary investigation into the current road network and we have engaged Colston Budd Hunt & Kafes as part of the project team to assess the traffic. They have started to assess the current traffic movements and the capacity of the road networks. Once we develop the concept plan a bit further, a traffic report will be prepared as part of the Site Compatibility Certificate and later on for the development application. Everything is going to be assessed and looked at by a professional. We have a very good traffic consultant who will do that. Once we start understanding what it is all going to look like, we will start to have some numbers associated with it. The traffic report is a priority.</p>
<p>What is the ratio of the underground car parking area?</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>Willoughby Council in its local controls will stipulate the parking numbers that are required. We will work with Willoughby Council and our traffic consultant to achieve that. There is a numerical model for each particular land use. The traffic consultant will work with us to examine how much car parking we need. Our intention is to have one big shared car park underneath the site. The first constraint to that will be the creation of a deep soil landscape zone, the basement carpark won't be the full extent from boundary to boundary because we want the opportunity to provide large trees to grow around the perimeter. However, once we understand the actual uses and amounts of each particular use, we will work with the traffic consultant to determine the size of the carpark that is needed to facilitate everyone. We may look at potential shared car parking at certain times of day car to maximise efficiency. We are</p>



COMMENT/QUESTION	CONSULTANT RESPONSE
	looking to find a way where there is always enough car parking for everyone.
How many car spaces are allowed for each unit in the aged care?	<u>Stephen Abolakian, Hycorp</u> I don't know at this stage. For residential developments, Willoughby Council has a ratio of 1.2 cars per 2 bedroom unit. I'm not quite sure as to what it will be for this type of development, but we can take that on notice. That doesn't necessarily mean that everyone will want a car spot, some people might have more or less cars, but that all gets worked out later on. The larger number of car parking spaces will probably be associated with the Club, as the Club use has a much larger parking requirement. The local controls will stipulate how many car parks will be allowed for each unit, depending on the number of bedrooms.
Is the development going to place extra demands on public transport use and has that been analysed?	<u>Gabrielle Morrish, GMU</u> That is highly unlikely because the people who often become residents within seniors living tend to travel outside of peak hours. If they are going to be using transportation systems, and one would hope they would, to get to Chatswood for instance, it is highly likely that it would be after gam, and before school comes out. Their movements tend to be at different times of the day than people who are going to work.
Do you have any indication yet as to how many units will be on the site, and also how many residents are going to be in the aged care facility?	<u>Stephen Abolakian, Hycorp</u> No. We don't know yet what exactly is going to work. The building envelopes are basically everything – the Club, community facilities, independent living and the residential aged care facility. We are working with Morrison Design Partnership, who are part of the consulting team. They are the aged care consultants of this project and they are now testing various sizes of aged care facilities that could be appropriate. We will not be the operator of the aged care, we will bring in a professional operator. Once we know the right sizes of the Club etc., the balance will be allocated for the independent living units and the aged care. At the consultation prior to the DA, we will have more firm numbers on the typology and the number of units.
Seeing the plans for 3 storey houses on Crabbes Avenue, which is significantly different from the vast majority which is single storey. Is it expected that will be your final plan?	<u>Gabrielle Morrish, GMU</u> This is not set in stone, we are investigating different solutions and how things might distribute on the site. My preference for the architectural character, is to see 3 storeys expressed in more of a roof form rather than as a full architectural storey. But we have a lot of work to do to get to the point of deciding how we would work that out. That is about architectural character, not the scheme. We need to see what we will be trying to actually put up on that third floor, to



COMMENT/QUESTION	CONSULTANT RESPONSE
	determine the best way to articulate it, whether it is set back, or whether it is in a roof form or not. Do not take that as a literal interpretation as to what you are going to get, as we have not got to that point of thinking yet.
The third storey would be quite imposing onto Crabbes Avenue and Summerville Crescent, as the rest of the street is fine grain.	<u>Gabrielle Morrish, GMU</u> To clarify that, it is not our intention to have 3 storeys on the street. There would be 2 storeys, and the 3 rd storey would be setback.
I'm sure you are aware of this, but there is actually an underground natural stream that crosses in towards Crabbes Avenue. How would this impact the underground parking?	<u>Stephen Abolakian, Hyecorp</u> We are aware of the stream. The preliminary geological investigation has happened and will continue to happen. There is also another constraint, which is the sewer that runs through the lower part of the site as well. We will be engaging the right consultant to advise us on this.
Given that most of the directly adjoining properties in Horsley Avenue and Summerville Crescent are downhill from the development site, what measures will be employed to manage excess noise, dust, collection of waste bins during the development and after the development?	<u>Stephen Abolakian, Hyecorp</u> As part of the construction certificate, we are required to have a construction management plan in place. That deals with construction traffic which will be the most impactful element of construction, especially during the demolition and excavation stages. Then, dealing with dust predominately during the excavation stage, which is where lots of dust occurs. Noise and odour, and all of the other disturbances to the neighbours, are dealt with by our internal management team. We will set up a community liaison committee, which we do with a lot of developments, where we will establish a subcommittee with the neighbours, council and other stakeholders. There will be routine meetings to make sure that everything we promise to do is being done and to deal with any other concerns of the residents during the construction period. We build, so we are very aware of the impact that construction can have. Post completion we will have the traffic experts dealing with the in and out of vehicles and deliveries. We will also engage a waste contractor, who will advise what we should do with waste coming in and out of the property. <u>Gabrielle Morrish, GMU</u> With developments like this, because we are doing basement car parking, we would normally unload and load garbage collection within the site itself, it would not be on the street edges. It would be within a



COMMENT/QUESTION	CONSULTANT RESPONSE
	basement structure, so it is unlikely for there to be any acoustic noise, odour or traffic impacts from garbage collections.
When you talk about seniors living, does that result in building restrictions?	<u>Gabrielle Morrish, GMU</u> Only people over 55 years of age can live in the seniors living apartments. If you are a couple, only one person has to be over 55 years.
Do you have a timeframe on the project completion?	<u>Stephen Abolakian, Hyecorp</u> We have put the timeframe on what we are aiming for towards the DA lodgement. The problem is once the DA goes in, it is very hard to work out how long that process is going to take. The idea of our communication plan with the neighbours, is to keep updating you along each stage in the process. From a construction timeline, it will be done in stages, because the current Club sits in the middle of the site, so we can't demolish this Club until the new Club is built. We are working with our construction team to determine what is the best way to do that. It will be done over several years, probably starting with the Club by moving this off the centre of the site so we can free up and develop the rest of the site. It all depends on the Council, the actual construction constraints, finance and the market.
My question is about the traffic. It looks like the major traffic coming into the Club is coming from Crabbes Avenue at the moment and your new concept will create traffic from Crabbes Avenue and Penshurst Street. At some point can we see a comparison of the impact of traffic as of right now and when the site has completed construction? I would like to see how much traffic is going to be increased.	<u>Stephen Abolakian, Hyecorp</u> The traffic consultant will be here at the next consultation, where we will present the findings and figures of the traffic impact statement once we get to the DA stage. There will not be any vehicular access to the site from Penshurst Street.
Will the traffic access be all from Crabbes Avenue?	<u>Stephen Abolakian, Hyecorp</u> Vehicular access coming in and out of the site is going to be from Crabbes Avenue. The RMS will never approve access off Penshurst Street. The traffic consultant will test the two major intersections around the site being Penshurst Street and Crabbes Avenue, and High Street and Crabbes Avenue.
What are your plans around Legion Way?	<u>Stephen Abolakian, Hyecorp</u> At the moment, there is no plan or intention to do anything on Legion Way. Whether in the DA process, something comes up in regard to Legion Way, you will know about it. We accept at the moment there is a driveway and ability for pedestrian access in and out of Legion Way to the Club, but we see all of the activity being around Crabbes Avenue.

COMMENT/QUESTION	CONSULTANT RESPONSE
What is going to happen to the corner, where the shops are currently located?	<p><u>Stephen Abolakian, Hycorp</u></p> <p>The Site Compatibility Certificate refers to the land that is the Club land. The corner properties are already zoned for development. The Site Compatibility Certificate only applies to the Club land. The carpet shop, the butcher and embroidery shop are sites controlled by us and they will form part of the development application, however the Site Compatibility Certificate does not apply to those lands because they have already been zoned. It does not include the Armenian Club on the corner because they are not interested in being part of the development. When it comes to the DA, more than likely the treatment of dealing with that site will be incorporated into the overall master plan. When we sort out the DA, we will work out what we are going to do with those properties.</p>
I'm wondering whether the Armenian Club being a Club and Club Willoughby being a Club, you might be able to make it one Club and share the facilities?	<p><u>Stephen Abolakian, Hycorp</u></p> <p>I will take that on notice.</p>
Does the current ownership of the site get split through this process?	<p><u>Stephen Abolakian, Hycorp</u></p> <p>The Club itself did not want to sell the land, so the Club owns and will continue to own the underlying land. We will be taking a 99 year lease over the balance of the site.</p>
Can you please describe the levels?	<p><u>Gabrielle Morrish, GMU</u></p> <p>Because there is a lot of fill on the site, which is not unusual when you have bowling greens, they built the site up, and you see that with the retaining walls around the site. Our advice to Hycorp would be to take the site back to what was natural ground level, and at interface between the properties around the site we would be seeking to establish ground level at the same level as the houses on the other side of the fence. The two storeys will start down at natural ground. The middle of the site would also come down to natural ground level. Ground level will follow the natural topography of what is happening around the area.</p>
Is there any asbestos to worry about?	<p><u>Stephen Abolakian, Hycorp</u></p> <p>Part of the development application and the construction certificate will be to assess that. We have done all of the tests that we have felt to be necessary to get to this point now for the concept master plan and to establish the constraints and opportunities to development. There is a lot more to do and once we know what everything is going to look like as the process of the</p>



COMMENT/QUESTION	CONSULTANT RESPONSE
	development application goes on, that is where the other components of the plan come in such as the construction management plan, stages of the development, waste, dust, traffic management and asbestos etc. There will be some elements of contamination, but we will deal with that and it is not being ignored. There is a statutory process for dealing with asbestos removal that is established under State Environmental Planning Policy No.55.



Questions Taken on Notice

QUESTION	HYECORP RESPONSE
Can you please advise the car parking standards that will apply to the development.	The development will comply with all car parking provisions set out within the State Environmental Policy (Housing for Seniors or People with a Disability) 2004 and Willoughby Council Development Control plan.
Given the Armenian Club adjoins the site is there any opportunities for the two Clubs to share facilities.	For several years Hyecorp has been attempting to engage with and include the Armenian Club as part of the redevelopment. After originally coming to an 'in-principle' draft agreement, the Armenian Club withdrew from the process due to its members voting against our proposal and what we understand to be any proposal moving forward. The eventual development will include the strip shops in between Club Willoughby and the Armenian Club as Hyecorp has acquired these properties.

Wednesday 6th December 2017



Dear Participant,

**HEART OF WILLOUGHBY STAKEHOLDER ROUND TABLE BREAKFAST RECORD OF COMMENTS –
WEDNESDAY 18TH OCTOBER 2017.**

On behalf of Hyecorp Property Group and Club Willoughby, I would like to thank you for participating in the Heart of Willoughby Stakeholder Round Table Breakfast held on Wednesday 18th October 2017, to discuss the proposed redevelopment of the Club Willoughby site.

We are pleased to forward to you the Final Record of Comments raised during the question and answer session of the briefing. I am pleased to advise that neither Urban Concepts or Hyecorp received any requests to amend the Draft Record of Comments and as such it has now been finalised. The Final Record will be placed onto the project website and included in the Site Compatibility Certificate Application that we prepare for submission to The NSW Department of Planning and Environment and Willoughby Council as part of the development application documentation.

On behalf of Urban Concepts, Hyecorp Property Group and Club Willoughby and the consultancy team I would like to thank you for your participation and I look forward to your continued interest in the project.

Yours faithfully

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Record of Comments



arising from the

Heart of Willoughby Stakeholder Round Table Breakfast

Held on Wednesday 18th October 2017

at the Willoughby Legions Club

Prepared for

Hyecorp Property Group and Club Willoughby for distribution to Meeting Participants

Prepared by

Urban Concepts

Wednesday 6th December 2017



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Stakeholder Round Table Breakfast

Wednesday 18th October 2017



Urban Concepts advises that 8 people participated in the Stakeholder Round Table Breakfast Briefing which was held from 7.30am-9.30am at the Willoughby Legions Club.

Comments Recorded during Question Time

The following comments were recorded during the facilitated question and answer time.

COMMENT/QUESTION	CONSULTANT RESPONSE
1. If you are trying to keep the character of the area, why wouldn't you be doing something like the federation houses around here, instead of little boxes? I know that is the current trend in developing units but in keeping with the character to the area, it would be better to go with a similar character of houses in the area. The character of the area is more residential, with the pitch rooves and sandstone in the architecture.	<u>Karla Castellanos, GMU</u> The Burra Charter, which is a document produced by the State and National Heritage Charters, gives guidelines as to how to provide a sympathetic response to an existing conservation area or a heritage item. One of the key principles is that we should not mimic the existing character of an area because that is the representation and the expression of the character at the time in which it was built. We have now moved on from the Federation Era, we are in a completely different era and the legacy that this generation is going to leave for the future has to be the architecture of our current time. So, to be respectful to what was left for us by prior generations, we shouldn't try to mimic or mirror it in our proposals because if everything looked the same, it would dilute the originality of that character. What we try to do is draw from it, materials, colours and textures that are local to this area, but make them into a contemporary representation to showcase the current building trends that are existing today, for future conservation.
2. I'm interested in the aged care section, what are the plans in terms of size and who would manage it?	<u>Stephen Abolakian, Hycorp</u> We have engaged a firm called Morrison Design Partnership, who specialise in aged care architecture and design. We are actually working through the different shapes and sizes of how the aged care component of the development should look. Then, we are looking at where on the site it could go. In this conceptual stage, we are looking at some options around the middle of the site, as part of the tall structure, or do we bring it to the front of the site and let it be a part of the Crabbes Avenue development. In terms of the operation, it will be a professional operator who will come in. So, the idea is, once we get a bit further along and decide which pathway we are going down, it will be at that point where we will bring operators on board, and decide what is the optimal layout of beds, how many beds per floor, where the services will go and how it is that all going to work. Eventually it will go out to tender and a professional operator will be brought on board. We are also exploring the idea of co-location of independent living units and aged care on the same site. We will work with the operator and discuss how the operator of the aged care

COMMENT/QUESTION	CONSULTANT RESPONSE
	<p>facility can also cater for residents within the village. This seems to be happening more within the greater community, with ageing in place and home care as well. So, we are exploring all of those options. It is not just an inward looking service, it is really something that I think the entire community can benefit from by having all of the facilities here on site.</p>
<p>3. Is there any consideration being given of the design of the Club to young people? I see that you have captured nearly every demographic for future users of the Club.</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>Yes. We talk about the project being for the 'young and the young at heart'. On one portion of the site we are looking for seniors living, where the units will be for the over 55 years of age. At a previous Club Member Briefing we held 3 weeks ago, we asked members specifically what they wanted to see for the new Club and a lot of the questions were around food and facilities for children. Once we know what the site will look like, it then makes it easier to get down to the detail and actually design for the future and the future demographic. The future of Willoughby is young families with kids, and young people as well as the seniors. The general population is moving towards seniors with the overwhelming majority of the population over the age of 65 from the baby boomers generation. However, the new families coming into the area are an integral part of the Club's future.</p>
<p>4. Community facilities and open space provision?</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We look at the Club as a community facility which is open to everyone. The seniors and the aged care will definitely have an impact and a benefit. Other types of uses are part of what is called a new generation club, we are exploring uses for children, a gym and facilities such as hydrotherapy pool. The open space in the plans that you saw, was identified in the heart of the site. We are actually going to have a new workshop where we are going to get everyone from the community and neighbours to come in and try to work out what a good functioning open space in the middle of the site looks like and how that incorporates the history of the Club, i.e. the Anzac spirit of the Club. It is all about reimagining the 'memorial garden' as a modern interpretation that would make it a functional space, but at the same time, also serve a community education component so that we do not forget our Anzac's and the sacrifices that have been made and we use it to help educate young people about that heritage.</p>
<p>5. My question has to do with one of our charitable functions. There is nowhere in this area that has a refuge for domestic violence victims. I'm wondering whether something like that could be incorporated into this, as we all know the property prices in Willoughby are between \$1.5-\$2 million dollars for a home, so whether something like that could be catered for. It is something we desperately need, as there is nothing on the North Shore. It is not meant for long-term stay, it is a refuge so it is very short-</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We know a little bit about this, with our Sienna Project in Lane Cove. That included 42 affordable housing units, managed by community housing providers and regulated by the Government to deal with various issues, one of them being that. So, we understand the need for affordable housing. The problem with this site is that it is not zoned for that. The permitted uses on the site is seniors living, aged care, Club and those community type facilities. I do not think it would work, as the problem is that it isn't zoned for anything other than what we have presented as a concept today. However, I do appreciate the need for affordable</p>



COMMENT/QUESTION	CONSULTANT RESPONSE
term but it is a safe place where people can come if they are in trouble, while their domestic situation is being sorted out. There is apparently one in Hornsby and there is one in Lane Cove, but there is nothing here and it is something we are raising money for through the Salvation Army, and the police want one too.	housing, but it is something I think we can explore and assess. It is a real issue and I agree with you, I just think we have to go and explore the options, we will come back to you on that with the planning aspects of it.
6. Do you know the number of units you will have on site?	<u>Stephen Abolakian, Hyecorp</u> We could probably do a mathematical calculation to work that out once we know the density. The number of units will depend on how big the aged care facility is, because the more beds there, the number of units drop down, so that is a question for when we talk to operators and get a feel for what a suitable sized aged care facility maybe for this site.
7. In terms of aged care, I gather you are going to have independent living, but are you going to have high care?	<u>Stephen Abolakian, Hyecorp</u> Yes, the idea is that there will be two levels of aged care available on the site. The vision at the moment is to have a portion of the site, we are not sure where yet, for high care type living. We are working through the size of it, and then the balance of that will then be the independent living and community facilities.
8. My question is about the Club. The trend of Club's now is to have indoor and outdoor spaces where parents can sit down and can watch their kids play on some sort of lawn. Is that something you are looking at?	<u>Stephen Abolakian, Hyecorp</u> Yes. The children are a big part of this, for them to have their play space and to interact. The detail of the site and where the indoor and outdoor spaces of the Club are and how they look will be a part of the development application process. That is something we will work hand in hand with the Council's local controls to work that out. The Memorial Park will be part of the open space area however, we will work with the community to reimagine that memorial space. Not only from a design point of view, but also looking at how that is going to be used by Club and community members.
9. I'm from St Thomas' at Willoughby and the lawn space here for us has been fabulous because we have a lot of children living in apartments that don't have access to a back garden. So we bring them up here and we have been using that on a daily basis, so if there is no lawn space then that will be sad for us. We use the space daily during lunch times, for sports and games because we don't have grass anymore. A lot of people assume that children are living in homes, but what our statistics show is that a lot of them are living in apartments because that is what they can afford, so they don't have that back garden to play cricket in, so they have that when they come up and play here.	<u>Karla Castellanos, GMU</u> The component of the open space in the centre of the space is meant to be multipurpose, because not only is it going to have the annual ceremonies, but throughout the year the space will have a multiplicity of uses and that includes a publicly accessible space with landscaping. The interesting point you were referring to is the lawn and the soft environment, that is a very good input for us because the design of the space not only has to have a ceremonial use, but it is interesting for us to know that children in the surrounding areas come here to play outside on the lawn. Not only were we intending to have a proper playground facility for children, but it is interesting to hear that the softness of the lawn is what attracts the kids to come here.



COMMENT/QUESTION	CONSULTANT RESPONSE
10. When Gail became Mayor, she came to the Chamber and expressed that there was no community function area available in Chatswood. They are very hard to find. Is there going to be space here for the community to hire out rooms at reasonable costing for smaller networking events? One thing Gail said when she became Mayor was that this was the constant thing she was hearing when the Concourse opened, that there was no community space available within the Concourse for community groups to hold meetings.	<p><u>Jack Seatter, Club Willoughby</u></p> <p>We have space here available to rent at very low and nominal costs. We have rooms upstairs and we also utilise the old Club for events like you are talking about. They are fully available all of the time.</p> <p><u>Stephen Abolakian, Hyecorp</u></p> <p>A function space is part of the brief that the Club gave us, and also came out of the Club survey of what the future Club could potentially look like and what facilities should be included. The vision I think would be a mixture of social events and also a place for conferencing, seminars and meetings. The vision is a big room that could be cut up into little spaces and big spaces, that could accommodate events of all shapes and sizes.</p>



Appendix F

Community Survey and Response Reports

Heart Of Willoughby Club Member Survey

Q1 Personal Details

Answered: 56 Skipped: 0

ANSWER CHOICES	RESPONSES
First Name	100.00% 56
Surname	100.00% 56
Membership Number	76.79% 43
Email Address	83.93% 47

#	FIRST NAME	DATE
1	Shane	9/27/2017 2:55 PM
2	Ravina	9/27/2017 2:53 PM
3	I	9/27/2017 2:51 PM
4	Richard	9/27/2017 2:43 PM
5	Alfred	9/27/2017 2:39 PM
6	Valerie	9/27/2017 2:37 PM
7	Colin	9/27/2017 2:29 PM
8	Bruce	9/27/2017 2:26 PM
9	Cecilia	9/27/2017 2:24 PM
10	Barbara	9/27/2017 2:20 PM
11	Kevin (Barney)	9/27/2017 2:16 PM
12	Sue	9/27/2017 2:13 PM
13	Bob	9/27/2017 2:11 PM
14	Dom	9/27/2017 1:13 PM
15	Ian	9/27/2017 1:03 PM
16	Alison	9/27/2017 12:59 PM
17	John	9/27/2017 12:55 PM
18	Helen	9/27/2017 12:53 PM
19	William	9/27/2017 12:50 PM
20	Margherita	9/27/2017 12:47 PM
21	Margaret	9/27/2017 12:39 PM
22	Lorraine	9/27/2017 12:36 PM
23	John	9/27/2017 12:34 PM
24	Michael	9/27/2017 12:32 PM
25	Rotsert	9/27/2017 12:29 PM
26	Kristie	9/27/2017 12:26 PM
27	Sarah	9/27/2017 12:20 PM
28	Denzil	9/27/2017 12:06 PM
29	Frances	9/27/2017 12:01 PM
30	Justine	9/27/2017 11:37 AM
31	Bruce	9/27/2017 11:31 AM
32	William	9/27/2017 11:28 AM

Heart Of Willoughby Club Member Survey

33	Jon	9/27/2017 11:23 AM
34	Samuel	9/27/2017 11:19 AM
35	Sue	9/27/2017 11:14 AM
36	Roger	9/27/2017 11:10 AM
37	Noel	9/27/2017 11:04 AM
38	Elizabeth	9/27/2017 10:57 AM
39	Linda	9/27/2017 10:53 AM
40	Vie	9/27/2017 10:45 AM
41	Graham	9/27/2017 10:40 AM
42	Gloria	9/27/2017 10:37 AM
43	Douglas	9/27/2017 10:31 AM
44	Rosemary	9/27/2017 10:25 AM
45	Christopher	9/27/2017 10:24 AM
46	John	9/27/2017 10:22 AM
47	Chris	9/27/2017 10:19 AM
48	M	9/27/2017 10:17 AM
49	Tim	9/27/2017 10:11 AM
50	Jane	9/27/2017 10:08 AM
51	Mark	9/27/2017 10:05 AM
52	Carmel	9/27/2017 9:57 AM
53	Marion	9/26/2017 5:04 PM
54	Pauline	9/26/2017 4:50 PM
55	Brian	9/26/2017 4:33 PM
56	Joy	9/26/2017 3:38 PM
#	SURNAME	DATE
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2	Dowling	9/27/2017 2:53 PM
3	Burt	9/27/2017 2:51 PM
4	Acar	9/27/2017 2:43 PM
5	Acar	9/27/2017 2:39 PM
6	Whimp	9/27/2017 2:37 PM
7	Walker	9/27/2017 2:29 PM
8	Johnson	9/27/2017 2:26 PM
9	Hicks	9/27/2017 2:24 PM
10	Piddington	9/27/2017 2:20 PM
11	Flamagan Oam	9/27/2017 2:16 PM
12	Waites	9/27/2017 2:13 PM
13	Waites	9/27/2017 2:11 PM
14	Bennett	9/27/2017 1:13 PM
15	Foster	9/27/2017 1:03 PM
16	Foster	9/27/2017 12:59 PM
17	Deall	9/27/2017 12:55 PM
18	Deall	9/27/2017 12:53 PM
19	Smith	9/27/2017 12:50 PM

Heart Of Willoughby Club Member Survey

20	Curtis	9/27/2017 12:47 PM
21	Foster	9/27/2017 12:39 PM
22	Vertzonis	9/27/2017 12:36 PM
23	Brownie	9/27/2017 12:34 PM
24	Prescott	9/27/2017 12:32 PM
25	Williams	9/27/2017 12:29 PM
26	Newtown	9/27/2017 12:26 PM
27	Seldon	9/27/2017 12:20 PM
28	Saldon	9/27/2017 12:06 PM
29	Garrick	9/27/2017 12:01 PM
30	Acar	9/27/2017 11:37 AM
31	Williams	9/27/2017 11:31 AM
32	Marsden	9/27/2017 11:28 AM
33	Evans	9/27/2017 11:23 AM
34	Ambrose	9/27/2017 11:19 AM
35	Maher	9/27/2017 11:14 AM
36	Donnelley	9/27/2017 11:10 AM
37	Tobin	9/27/2017 11:04 AM
38	Dorahy	9/27/2017 10:57 AM
39	Byak	9/27/2017 10:53 AM
40	Dight	9/27/2017 10:45 AM
41	Fitness	9/27/2017 10:40 AM
42	Hall	9/27/2017 10:37 AM
43	Irvin	9/27/2017 10:31 AM
44	Say	9/27/2017 10:25 AM
45	Mayer	9/27/2017 10:24 AM
46	Finucane	9/27/2017 10:22 AM
47	Ryan	9/27/2017 10:19 AM
48	Smith	9/27/2017 10:17 AM
49	Clarke	9/27/2017 10:11 AM
50	Clarke	9/27/2017 10:08 AM
51	Shrimpton	9/27/2017 10:05 AM
52	Shrimpton	9/27/2017 9:57 AM
53	Stewart	9/26/2017 5:04 PM
54	Egan	9/26/2017 4:50 PM
55	Doyle	9/26/2017 4:33 PM
56	Riddell	9/26/2017 3:38 PM
#	MEMBERSHIP NUMBER	DATE
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2	387	9/27/2017 2:43 PM
3	121	9/27/2017 2:39 PM
4	261	9/27/2017 2:37 PM
5	999	9/27/2017 2:29 PM
6	2552	9/27/2017 2:26 PM

Heart Of Willoughby Club Member Survey

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8	2000	9/27/2017 2:20 PM
9	2	9/27/2017 2:16 PM
10	525	9/27/2017 2:13 PM
11	2345	9/27/2017 2:11 PM
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16	2985	9/27/2017 12:50 PM
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18	1698	9/27/2017 12:36 PM
19	966	9/27/2017 12:34 PM
20	3266	9/27/2017 12:32 PM
21	3690	9/27/2017 12:29 PM
22	3687	9/27/2017 12:26 PM
23	1896	9/27/2017 12:20 PM
24	309	9/27/2017 11:31 AM
25	769	9/27/2017 11:28 AM
26	42	9/27/2017 11:23 AM
27	Employee	9/27/2017 11:19 AM
28	2245	9/27/2017 10:57 AM
29	1393	9/27/2017 10:53 AM
30	945	9/27/2017 10:45 AM
31	288	9/27/2017 10:40 AM
32	1690	9/27/2017 10:37 AM
33	306	9/27/2017 10:25 AM
34	2146	9/27/2017 10:24 AM
35	6	9/27/2017 10:22 AM
36	124	9/27/2017 10:17 AM
37	1042	9/27/2017 10:11 AM
38	2385	9/27/2017 10:08 AM
39	578	9/27/2017 10:05 AM
40	1877	9/26/2017 5:04 PM
41	3913	9/26/2017 4:50 PM
42	3111	9/26/2017 4:33 PM
43	2859	9/26/2017 3:38 PM
#	EMAIL ADDRESS	DATE
1	shaneredmond@gmail.com	9/27/2017 2:55 PM
2	ravina1945@gmail.com	9/27/2017 2:53 PM
3	benni@optusnet.com.ai	9/27/2017 2:51 PM
4	richard@jpckitchens.net.au	9/27/2017 2:43 PM
5	vistavc@ozemail.com.au	9/27/2017 2:37 PM
6	colin.el.walker@gmail.com	9/27/2017 2:29 PM

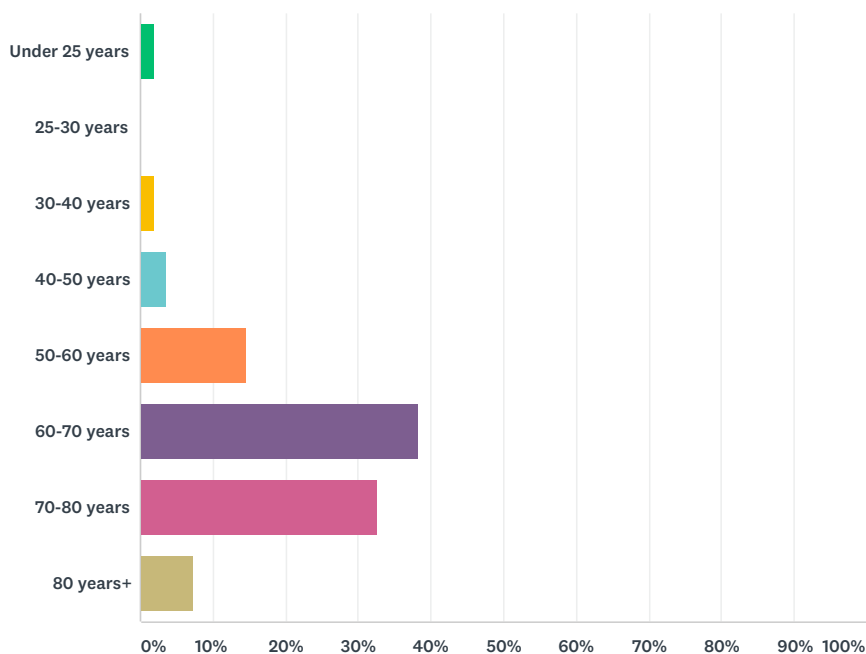
Heart Of Willoughby Club Member Survey

7	brumar2655@optusnet.com.au	9/27/2017 2:26 PM
8	c.hicks@bigpond.net.au	9/27/2017 2:24 PM
9	barbpidd@hotmail.com	9/27/2017 2:20 PM
10	kayandjay1@bigpond.com	9/27/2017 2:16 PM
11	bobnsue@optusnet.com.au	9/27/2017 2:11 PM
12	dom@bennettmurada.com.au	9/27/2017 1:13 PM
13	mrianfoster@gmail.com	9/27/2017 1:03 PM
14	ianfoster@optusnet.com.au	9/27/2017 12:59 PM
15	deal.john@gmail.com	9/27/2017 12:55 PM
16	deal.john@gmail.com	9/27/2017 12:53 PM
17	wols2012@optusnet.com.au	9/27/2017 12:50 PM
18	mcurtis@bigpond.net.au	9/27/2017 12:47 PM
19	dmfost@bigond.net.au	9/27/2017 12:39 PM
20	lv2222@bigpond.com	9/27/2017 12:36 PM
21	browniej@bigpond.com	9/27/2017 12:34 PM
22	mikeprescott7@hotmail.com	9/27/2017 12:32 PM
23	rgpwilliams@gmail.com	9/27/2017 12:29 PM
24	new4will@bigpond.net.au	9/27/2017 12:26 PM
25	63gabordl@gmail.com	9/27/2017 12:06 PM
26	francesgarrick@yahoo.com	9/27/2017 12:01 PM
27	justineacar@gmail.com	9/27/2017 11:37 AM
28	bruce@roxset.com.au	9/27/2017 11:31 AM
29	jonevans.804@gmail.com	9/27/2017 11:23 AM
30	samuel.ambrose@hotmail.com	9/27/2017 11:19 AM
31	cmayer@utown.com.au	9/27/2017 11:14 AM
32	noel_z@bigpond.com	9/27/2017 11:04 AM
33	elizabethdorahy@gmail.com	9/27/2017 10:57 AM
34	NA	9/27/2017 10:45 AM
35	dirvin33@gmail.com	9/27/2017 10:31 AM
36	orkney4@bidpond.com	9/27/2017 10:25 AM
37	cmayer@vtown.com.au	9/27/2017 10:24 AM
38	absbuilding@bigpond.com	9/27/2017 10:22 AM
39	mauricelives@tpg.com.au	9/27/2017 10:19 AM
40	timnjaneclarke@bigpond.com	9/27/2017 10:11 AM
41	timnjaneclarke@bigpond.com	9/27/2017 10:08 AM
42	mark@mcmco.com.au	9/27/2017 10:05 AM
43	carmel.shrimpton@gmail.com	9/27/2017 9:57 AM
44	marionjstew@gmail.com	9/26/2017 5:04 PM
45	pegan0407@gmail.com	9/26/2017 4:50 PM
46	brianddoyle@hotmail.com	9/26/2017 4:33 PM
47	jjliddell@bigpond.com	9/26/2017 3:38 PM

Heart Of Willoughby Club Member Survey

Q2 Age Profile

Answered: 55 Skipped: 1

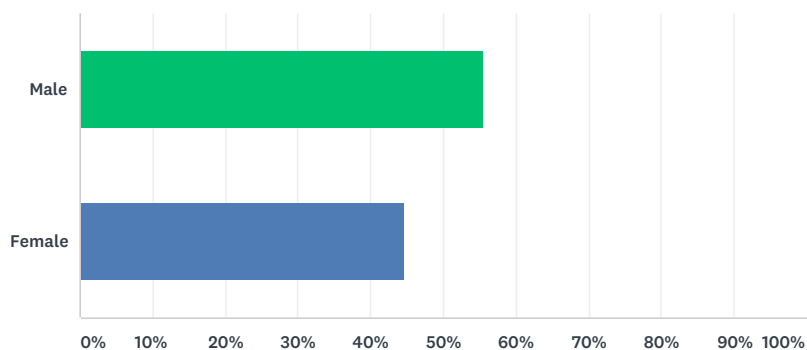


ANSWER CHOICES	RESPONSES	
Under 25 years	1.82%	1
25-30 years	0.00%	0
30-40 years	1.82%	1
40-50 years	3.64%	2
50-60 years	14.55%	8
60-70 years	38.18%	21
70-80 years	32.73%	18
80 years+	7.27%	4
TOTAL		55

Heart Of Willoughby Club Member Survey

Q3 Gender

Answered: 56 Skipped: 0

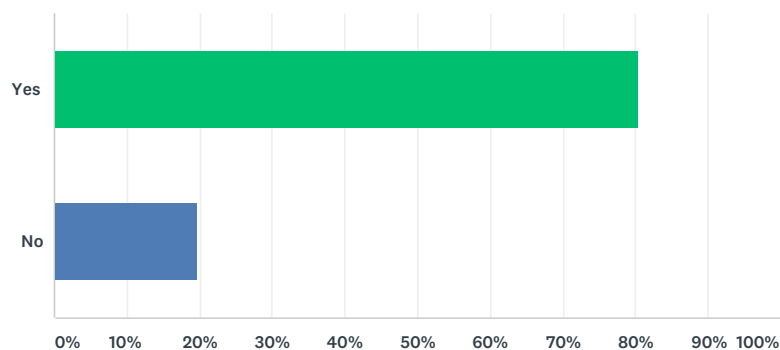


ANSWER CHOICES	RESPONSES	
Male	55.36%	31
Female	44.64%	25
TOTAL		56

Heart Of Willoughby Club Member Survey

Q4 Do you live in the Willoughby Local Government Area?

Answered: 56 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	80.36% 45
No	19.64% 11
TOTAL	56

#	SUBURB	DATE
1	Willoughby	9/27/2017 2:55 PM
2	Chatswood	9/27/2017 2:53 PM
3	St Leonards	9/27/2017 2:51 PM
4	North Willoughby	9/27/2017 2:43 PM
5	Greenwich	9/27/2017 2:37 PM
6	North Willoughby	9/27/2017 2:29 PM
7	Willoughby	9/27/2017 2:24 PM
8	North Willoughby	9/27/2017 2:20 PM
9	Chatswood	9/27/2017 2:16 PM
10	Willoughby	9/27/2017 2:13 PM
11	North Willoughby	9/27/2017 2:11 PM
12	North Willoughby	9/27/2017 1:13 PM
13	North Willoughby	9/27/2017 1:03 PM
14	North Willoughby	9/27/2017 12:59 PM
15	South Turramurra	9/27/2017 12:55 PM
16	South Turramurra.	9/27/2017 12:53 PM
17	Middle Cove	9/27/2017 12:47 PM
18	Balgowlah	9/27/2017 12:39 PM
19	Artarmon	9/27/2017 12:36 PM
20	Mosman	9/27/2017 12:34 PM
21	Mona Vale	9/27/2017 12:32 PM
22	Artarmon	9/27/2017 12:29 PM
23	Northbridge	9/27/2017 12:06 PM
24	Lindfield	9/27/2017 12:01 PM

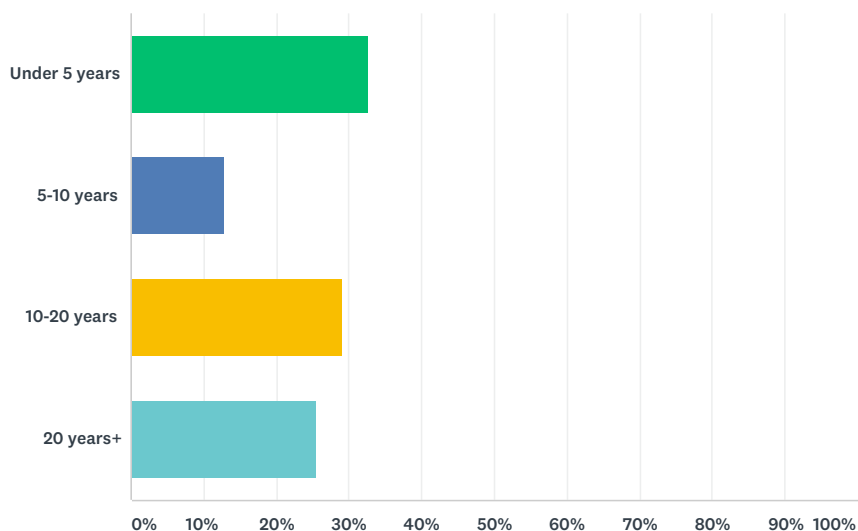
Heart Of Willoughby Club Member Survey

25	Mona Vale	9/27/2017 11:31 AM
26	Chatswood	9/27/2017 11:28 AM
27	Artarmon	9/27/2017 11:23 AM
28	Chatswood	9/27/2017 11:10 AM
29	Croydon	9/27/2017 11:04 AM
30	Chatswood (Willoughby end)	9/27/2017 10:53 AM
31	Willoughby	9/27/2017 10:45 AM
32	Artarmon	9/27/2017 10:31 AM
33	Willoughby	9/27/2017 10:24 AM
34	Chatswood	9/27/2017 10:11 AM
35	Chatswood	9/27/2017 10:08 AM
36	East Roseville	9/27/2017 9:57 AM
37	Castlecrag	9/26/2017 5:04 PM
38	West Pymble	9/26/2017 3:38 PM

Heart Of Willoughby Club Member Survey

Q5 How long have you been a member of the Club?

Answered: 55 Skipped: 1

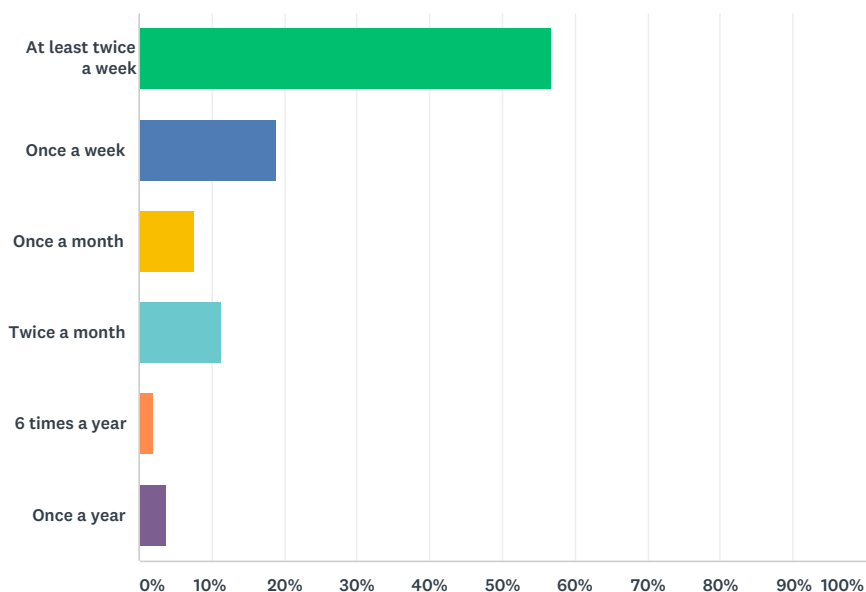


ANSWER CHOICES	RESPONSES	
Under 5 years	32.73%	18
5-10 years	12.73%	7
10-20 years	29.09%	16
20 years+	25.45%	14
TOTAL		55

Heart Of Willoughby Club Member Survey

Q6 How often do you visit Club Willoughby?

Answered: 53 Skipped: 3

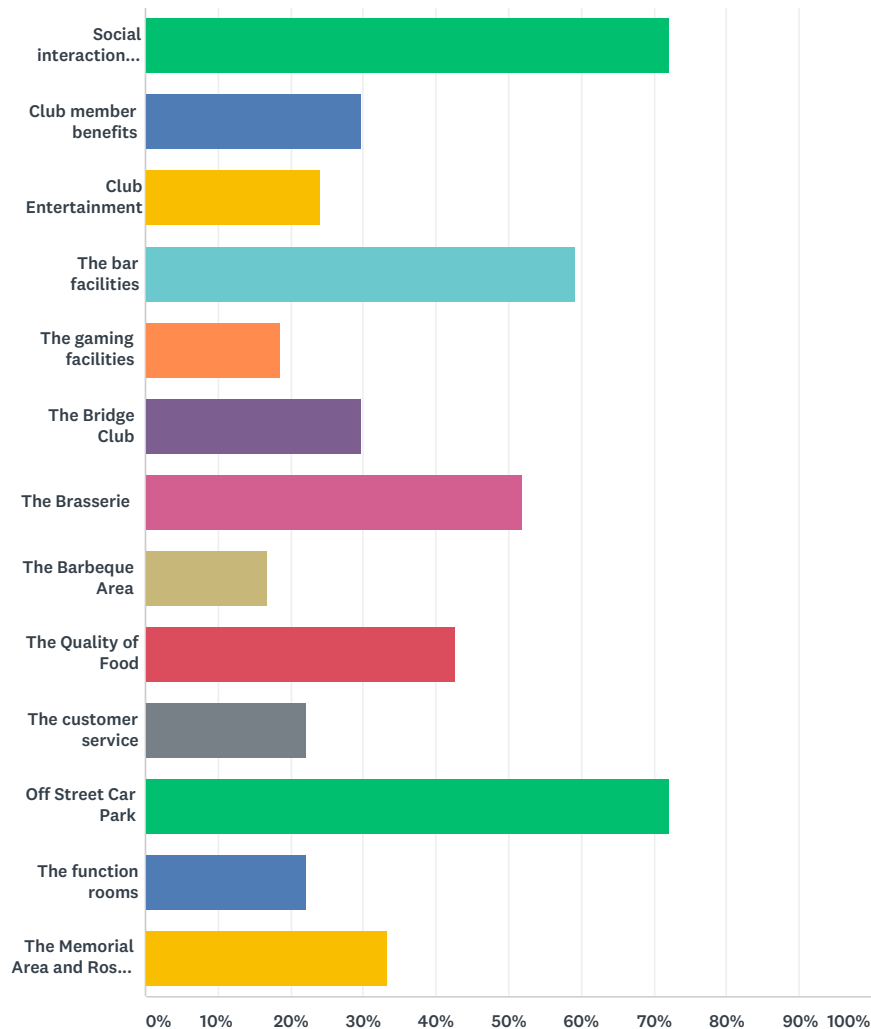


ANSWER CHOICES	RESPONSES	
At least twice a week	56.60%	30
Once a week	18.87%	10
Once a month	7.55%	4
Twice a month	11.32%	6
6 times a year	1.89%	1
Once a year	3.77%	2
TOTAL		53

Heart Of Willoughby Club Member Survey

Q7 What do you enjoy most about our existing Club? Please select as many responses as you would like:

Answered: 54 Skipped: 2



ANSWER CHOICES	RESPONSES	
Social interaction with other members	72.22%	39
Club member benefits	29.63%	16
Club Entertainment	24.07%	13
The bar facilities	59.26%	32
The gaming facilities	18.52%	10
The Bridge Club	29.63%	16
The Brasserie	51.85%	28
The Barbeque Area	16.67%	9

Heart Of Willoughby Club Member Survey

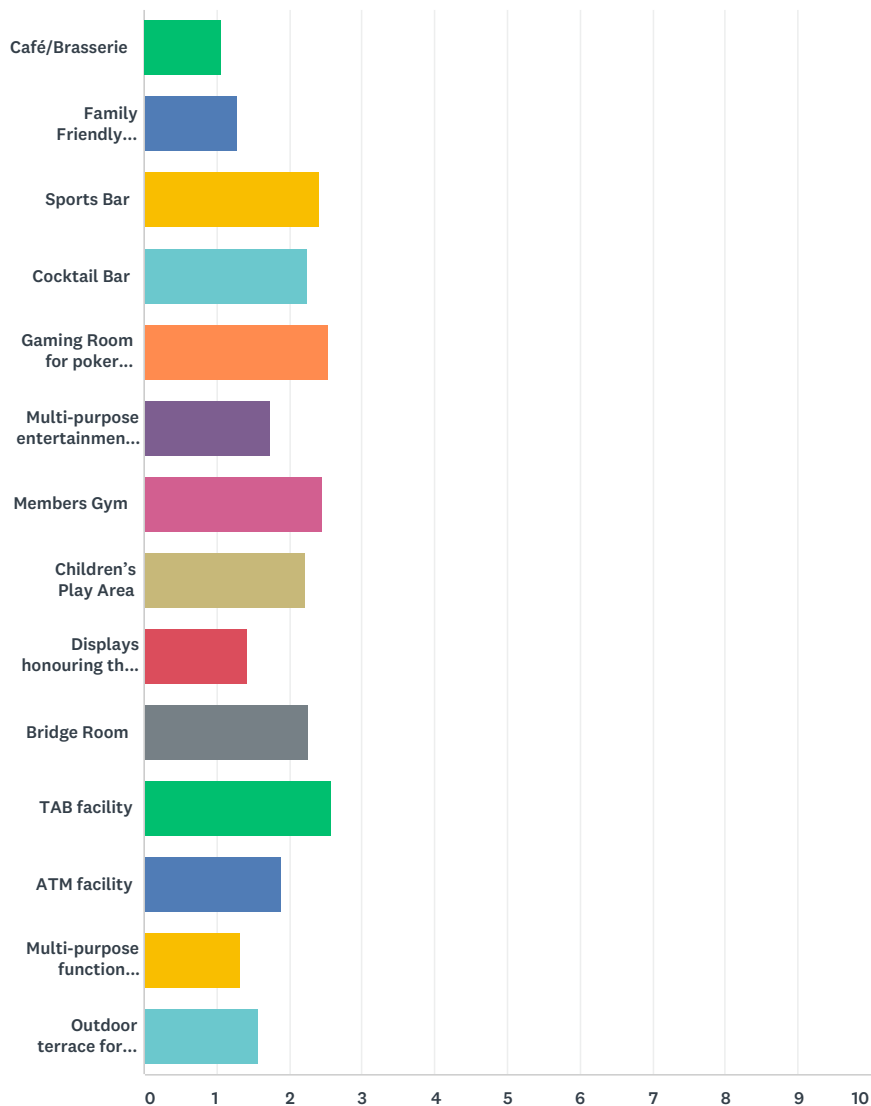
The Quality of Food	42.59%	23
The customer service	22.22%	12
Off Street Car Park	72.22%	39
The function rooms	22.22%	12
The Memorial Area and Rose Gardens	33.33%	18
Total Respondents: 54		

#	OTHER (PLEASE SPECIFY)	DATE
1	Free bus service to train.	9/27/2017 2:53 PM
2	Pub - branch activities. War memorial	9/27/2017 2:51 PM
3	Used to go weekly but felt over the last 15 years the club has been let to and on down in terms of service and amenity. I remember the club in the 70's, vastly different in tone and patronage.	9/27/2017 2:43 PM
4	Reasonable membership fees. Hopefully not going up in price.	9/27/2017 2:24 PM
5	Ballroom for dancing	9/27/2017 2:20 PM
6	Community uses - netball etc	9/27/2017 1:13 PM
7	A decent sized Auditorium with a good dance floor, a floor at least as big as we have now. Good for local dance group - I come to line dancing on Monday's.	9/27/2017 12:59 PM
8	Friendly atmosphere of committee and staff.	9/27/2017 12:50 PM
9	Current premises are old and tired, they are not welcoming. New development cannot come soon enough.	9/27/2017 12:20 PM
10	I think new club facilities should have food, hydrotherapy, pool, gym, cafes, places to eat, meeting places, revised office space, outdoor dining.	9/27/2017 11:37 AM
11	Family areas - garden area for families	9/27/2017 11:23 AM
12	The memorial area and rose gardens are in bad shape and forgotten.	9/27/2017 10:40 AM

Heart Of Willoughby Club Member Survey

Q8 When you think about the new Club how important is it for the following facilities and services to be included (please tick).

Answered: 56 Skipped: 0



	VERY IMPORTANT	SLIGHTLY IMPORTANT	NEUTRAL	NOT VERY IMPORTANT	SHOULDN'T BE INCLUDED	TOTAL	WEIGHTED AVERAGE
Café/Brasserie	92.73% 51	7.27% 4	0.00% 0	0.00% 0	0.00% 0	55	1.07
Family Friendly Restaurant	76.36% 42	20.00% 11	3.64% 2	0.00% 0	0.00% 0	55	1.27
Sports Bar	27.08% 13	20.83% 10	37.50% 18	14.58% 7	0.00% 0	48	2.40
Cocktail Bar	28.26% 13	30.43% 14	32.61% 15	6.52% 3	2.17% 1	46	2.24

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Heart Of Willoughby Club Member Survey

Gaming Room for poker machines, TAB and Keno	32.65% 16	18.37% 9	18.37% 9	24.49% 12	6.12% 3	49	2.53
Multi-purpose entertainment space for dancing, live music	61.22% 30	12.24% 6	20.41% 10	4.08% 2	2.04% 1	49	1.73
Members Gym	30.00% 15	26.00% 13	20.00% 10	18.00% 9	6.00% 3	50	2.44
Children's Play Area	34.78% 16	23.91% 11	30.43% 14	6.52% 3	4.35% 2	46	2.22
Displays honouring the Clubs ex-service heritage	64.71% 33	27.45% 14	7.84% 4	0.00% 0	0.00% 0	51	1.43
Bridge Room	52.27% 23	2.27% 1	25.00% 11	9.09% 4	11.36% 5	44	2.25
TAB facility	32.56% 14	13.95% 6	25.58% 11	18.60% 8	9.30% 4	43	2.58
ATM facility	51.06% 24	23.40% 11	14.89% 7	6.38% 3	4.26% 2	47	1.89
Multi-purpose function room/auditorium	74.00% 37	22.00% 11	2.00% 1	2.00% 1	0.00% 0	50	1.32
Outdoor terrace for casual dining with barbeque options	56.86% 29	31.37% 16	9.80% 5	1.96% 1	0.00% 0	51	1.57

Heart Of Willoughby Club Member Survey

Q9 Please list any other facilities you would like to be included in the new Club.

Answered: 27 Skipped: 29

#	RESPONSES	DATE
1	Japanese food	9/27/2017 2:53 PM
2	Pool or billiards room. To keep a connection with club of old.	9/27/2017 2:43 PM
3	Clean, comfortable tables and chairs. We realise that money is not being spent in view of the redevelopment, but the standard of seating in the downstairs area is dreadful. Why have they replaced old but comfortable seats with kitchen chairs, some with cushions?	9/27/2017 2:37 PM
4	Pool room	9/27/2017 2:29 PM
5	Card room - playing canasta/500 etc	9/27/2017 2:20 PM
6	Parking	9/27/2017 2:13 PM
7	More sports facilities, pool, lounge area	9/27/2017 2:11 PM
8	A good auditorium where quality acts perform is very important.	9/27/2017 1:03 PM
9	Auditorium - very important.	9/27/2017 12:59 PM
10	Parking	9/27/2017 12:47 PM
11	Children's playground	9/27/2017 12:36 PM
12	Good quality coffee shop either in club or under the seniors apartments/aged care area. Pool table, snooker table. Area for pilates/yoga + classes organised by gym with good instructor.	9/27/2017 12:29 PM
13	Tai chi/yoga/passive use garden area. Classes in the gym - e.g. pilates, yoga, tai chi etc. Small movie theatre for 20-30 people for hire. Small dining room and kitchen for 20-30 people for hire. Any possibility for communal gardening/vegetable patch for residents.	9/27/2017 12:26 PM
14	Even temperature aircon in Bridge Room.	9/27/2017 12:20 PM
15	Parking	9/27/2017 12:01 PM
16	Multipurpose garden area, community library, community playground, include young and old society together, outdoor eating over summer.	9/27/2017 11:37 AM
17	Bring the President off Willoughby Fisho's. Our membership is on the up. I feel an area for the club boat and future boats to be imperative, also an area.	9/27/2017 11:28 AM
18	Rooftop bar utilising the view of the city or Chatswood.	9/27/2017 11:19 AM
19	Parking for visitors. 'Bingo'.	9/27/2017 11:14 AM
20	Coffee facilities - cakes, sandwiches	9/27/2017 10:57 AM
21	Perhaps a swimming pool, gym, theatre room (to show movies)	9/27/2017 10:53 AM
22	Important to cater for all ages	9/27/2017 10:45 AM
23	Decent size auditorium (available to members)	9/27/2017 10:40 AM
24	Room for elderly members to hold occasional monthly members get together	9/27/2017 10:37 AM
25	Must have extensive outdoor facilities to cater for kids and families similar to Terry Hills Tavern.	9/27/2017 10:17 AM
26	Plenty of parking, more than adequate and more than regulation may require - buffer	9/27/2017 10:05 AM
27	Pool	9/26/2017 3:38 PM

Heart Of Willoughby Club Member Survey

Q10 Please list any Clubs or Venues that you have visited recently and really liked.

Answered: 39 Skipped: 17

#	RESPONSES	DATE
1	The Grounds	9/27/2017 2:43 PM
2	Chatswood RSL.	9/27/2017 2:39 PM
3	Epping Club, Leeton Soldiers Club	9/27/2017 2:29 PM
4	Canada Bay Club.	9/27/2017 2:24 PM
5	Chatswood RSL. Kirribilli RSL.	9/27/2017 2:16 PM
6	North Sydney Leagues Club. Hornsby RSL.	9/27/2017 2:13 PM
7	Hornsby RSL, North Sydney Leagues Club	9/27/2017 2:11 PM
8	The Greens North Sydney. Kirribilli Ex Services.	9/27/2017 1:13 PM
9	Dee Why RSL auditorium. Dee Why RSL restaurant. Ryde Eastwood League Club Brasserie and Dance auditorium.	9/27/2017 1:03 PM
10	Dee Why RSL. Ryde Eastwood Leagues Club.	9/27/2017 12:59 PM
11	North Ryde RSL.	9/27/2017 12:55 PM
12	North Ryde RSL.	9/27/2017 12:53 PM
13	Epping Club. City of Sydney RSL.	9/27/2017 12:50 PM
14	A large function room. A bridge room (multiple). Lecture rooms.	9/27/2017 12:47 PM
15	Balgowlah RSL. Totem club Balgowlah - quiet and pleasant.	9/27/2017 12:39 PM
16	Collaroy War Veteran's Complex	9/27/2017 12:36 PM
17	Lindfield Bowling Club.	9/27/2017 12:34 PM
18	Union university schools club. Norths.	9/27/2017 12:29 PM
19	Norths - gym + pool + refurbished eating areas. UUSC - fine dining, wine club and meetings.	9/27/2017 12:26 PM
20	Belrose Hotel modernised to include children playground and casual yet smart dining. Willoughby has a younger smart eating out population now with children.	9/27/2017 12:01 PM
21	Clubs that are accessible to all that have appeal multi-generationally, e.g. The Greens North Sydney - nice outdoor vibe/music/summer. Entertainment/gym/pool at Norths is good. Development at Dee Why is good.	9/27/2017 11:37 AM
22	Probably outside to organise activities of sporting nature. Eg - tough footy etc, boat maintenance, tackle storage.	9/27/2017 11:28 AM
23	Terry Hills Tavern	9/27/2017 11:23 AM
24	Terry Hills Tavern has excellent dining. Greengate Hotel, The Orchard has a good example of bars that accumulate youth and older years.	9/27/2017 11:19 AM
25	Outings organised for the residents (bus trips etc)	9/27/2017 11:14 AM
26	Burwood RSL	9/27/2017 11:04 AM
27	Do not copy other clubs, they are all unique in their own way	9/27/2017 10:57 AM
28	Willoughby Legion Club	9/27/2017 10:53 AM
29	Dee Why RSL and Masterbuilders Club Wollongong	9/27/2017 10:40 AM
30	Nelson Bay Diggers.	9/27/2017 10:22 AM
31	Chatswood RSL	9/27/2017 10:19 AM
32	Terry Hills Tavern, Camperdown, The Grounds, The Greens. Must be high quality finish. High ceilings.	9/27/2017 10:17 AM

Heart Of Willoughby Club Member Survey

33	North Sydney Leagues Club. Terry Hill Pub. Chatswood RSL.	9/27/2017 10:11 AM
34	Chatswood RSL	9/27/2017 10:08 AM
35	Kirribilli Club and Dee Why RSL	9/27/2017 10:05 AM
36	Dee Why, Cammeray	9/26/2017 5:04 PM
37	Kirribilli Club - I liked the fact that the Racing/TAB, Poker machines/Keno were facilitated out of sight to the eating (bistro), bar and coffee shop area	9/26/2017 4:50 PM
38	North Sydney Leagues Club	9/26/2017 4:33 PM
39	North Sydney Leagues Club, Long Reef Golf Club	9/26/2017 3:38 PM

Heart Of Willoughby Club Member Survey

Q11 What features did you particularly like about this Club or Venue?

Answered: 42 Skipped: 14

#	RESPONSES	DATE
1	Ex-services	9/27/2017 2:53 PM
2	Total respect ex-service	9/27/2017 2:51 PM
3	Space, history	9/27/2017 2:43 PM
4	The atmosphere of the club.	9/27/2017 2:39 PM
5	Great restaurant and areas for sitting and talking. Pokies - free.	9/27/2017 2:29 PM
6	Bistro - restaurant. Family friendly.	9/27/2017 2:26 PM
7	Had a nice audience. Reasonable food. I only went after a game of golf.	9/27/2017 2:24 PM
8	Open spaces	9/27/2017 2:16 PM
9	Modern design. Good food. Nice bars/cocktail lounges.	9/27/2017 2:13 PM
10	The restaurant and meeting facilities. Great layout and decor.	9/27/2017 2:11 PM
11	Outside space/eating, live entertainment.	9/27/2017 1:13 PM
12	Bright and open atmosphere. Gaming areas separate.	9/27/2017 1:03 PM
13	Great auditorium for shows. Great restaurant with ambience.	9/27/2017 12:59 PM
14	Variety of dining and entertainment.	9/27/2017 12:55 PM
15	Neighbourly atmosphere.	9/27/2017 12:53 PM
16	Low cost wine. Clean and friendly.	9/27/2017 12:50 PM
17	Need access for disability to club and bridge rooms.	9/27/2017 12:47 PM
18	Large bistro, dining and socialising area.	9/27/2017 12:39 PM
19	Convenience for playing bridge	9/27/2017 12:36 PM
20	Bridge/Dining	9/27/2017 12:34 PM
21	Accessibility.	9/27/2017 12:29 PM
22	Norths - gym facilities+ classes, refurbished eating areas.	9/27/2017 12:26 PM
23	None, come only to play cards	9/27/2017 12:20 PM
24	Parking, restaurant - food	9/27/2017 12:01 PM
25	Very central. Has potential to be so much more.	9/27/2017 11:37 AM
26	Good food, family friendly, customer service	9/27/2017 11:23 AM
27	Dining architecture, rooftop bar, the atmosphere	9/27/2017 11:19 AM
28	Facilities and convenience	9/27/2017 11:04 AM
29	Atmosphere, layout, eating areas, entertainment	9/27/2017 10:57 AM
30	Has a lovely family atmosphere. This club is more or less in a private quiet setting. Attracts the workers and family down to elderly members and clientele. The friendliest stage (like family) and personalised service in the restaurant.	9/27/2017 10:53 AM
31	Friendship - everyone welcome	9/27/2017 10:45 AM
32	Thought has gone into them	9/27/2017 10:40 AM
33	Very friendly attention	9/27/2017 10:37 AM
34	Modern - well organised. Staff - friendly.	9/27/2017 10:22 AM
35	Dining and variety of alcoholic beverages.	9/27/2017 10:19 AM
36	Club members. Staff. Parking.	9/27/2017 10:11 AM
37	Its locality and parking	9/27/2017 10:08 AM

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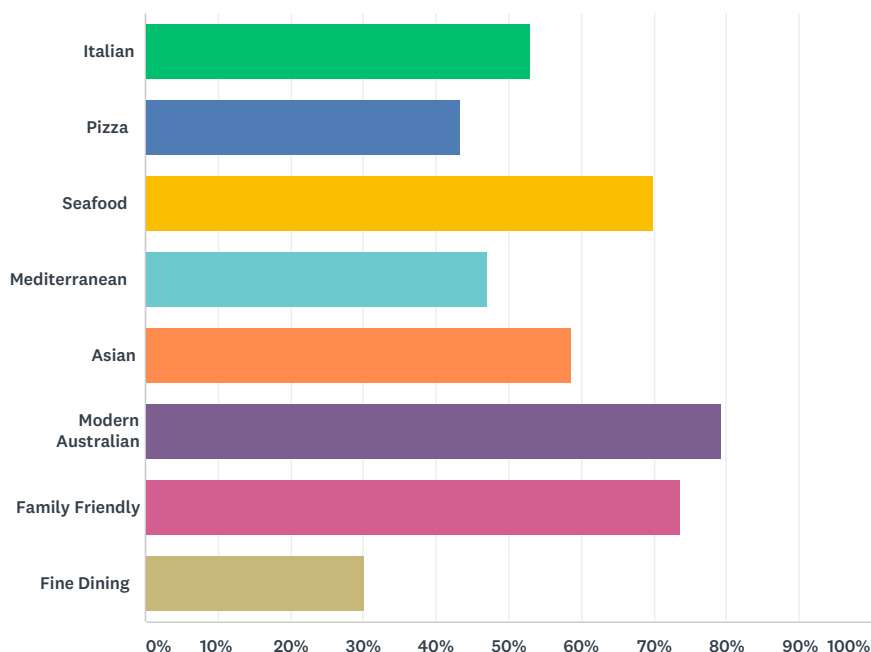
Heart Of Willoughby Club Member Survey

38	Layout	9/27/2017 10:05 AM
39	Willoughby - location and ease of access Cammeray - compact Dee Why - size, roomy	9/26/2017 5:04 PM
40	Local and easy to access	9/26/2017 4:50 PM
41	Gymnasium, dining facilities	9/26/2017 4:33 PM
42	Modern/clean/various facilities	9/26/2017 3:38 PM

Heart Of Willoughby Club Member Survey

Q12 What type of cuisine/s would like to be available at your new Club?

Answered: 53 Skipped: 3



ANSWER CHOICES	RESPONSES	
Italian	52.83%	28
Pizza	43.40%	23
Seafood	69.81%	37
Mediterranean	47.17%	25
Asian	58.49%	31
Modern Australian	79.25%	42
Family Friendly	73.58%	39
Fine Dining	30.19%	16
Total Respondents: 53		

Heart Of Willoughby Club Member Survey

Q13 Can you please describe your vision for our new Club in 20 words or less?

Answered: 44 Skipped: 12

#	RESPONSES	DATE
1	Modern	9/27/2017 2:53 PM
2	The grounds is an example. Parking to be equal to existing club. Modern and forward looking. The same size as the existing club.	9/27/2017 2:43 PM
3	A club with ambiance and atmosphere where you can socialise with friends.	9/27/2017 2:39 PM
4	A welcoming place to visit for meals and/on entertainment.	9/27/2017 2:37 PM
5	My nightmare is to see the club make the same mistakes as the Kirribilli RSL - all style and very little substance.	9/27/2017 2:29 PM
6	The Club and its surroundings should be suitable for the area and fit the present surrounds.	9/27/2017 2:26 PM
7	Very smart 0 elegant but casual. Good food not too expensive. John downstairs does good homely meals, well presented.	9/27/2017 2:24 PM
8	I would like the club to be user friendly - rooms for activities, i.e. dancing, playing cards.	9/27/2017 2:20 PM
9	It has been a long time coming.	9/27/2017 2:16 PM
10	Modern design that accommodates all age groups. Family friendly.	9/27/2017 2:13 PM
11	A modern decor with a warm inviting atmosphere. More gambling facilities away from entry and eating areas, emphasis should be on meeting with friends and dining in a warm comfortable environment.	9/27/2017 2:11 PM
12	A club for all Willoughby - young, old, active or passive. Mix of market apartments as well as ages care. For a richer, more vibrant community.	9/27/2017 1:13 PM
13	A great social club with great facilities for friendly dining bar, entertainment areas and a good dance floor.	9/27/2017 1:03 PM
14	A bright happy family friendly Club to meet friends. Currently not conducive to this. People don't want to come here. Be great to change this.	9/27/2017 12:59 PM
15	Socialising with family and friends - during entertainment etc.	9/27/2017 12:55 PM
16	The new club will naturally have less parking, modern facilities and RSL sub branch access	9/27/2017 12:50 PM
17	Hassle free for all ages and health disabilities.	9/27/2017 12:47 PM
18	Good large floor and rooms for playing bridge. Facilities for drinking, eating, relaxing and discussing bridge and socialising. Good parking.	9/27/2017 12:39 PM
19	Modern, family friendly	9/27/2017 12:36 PM
20	Friendly, accessible, engaging all ages, modern look and feel	9/27/2017 12:29 PM
21	A complete community	9/27/2017 12:26 PM
22	Decent food, light bright eating area away from beer smelling carpet.	9/27/2017 12:20 PM
23	What has been proposed sounds good but obviously there will be compromises.	9/27/2017 12:06 PM
24	Aged care takes a lot of space and requirement - over 55's is one thing, but a 'nursing home' is not in keeping with restaurants, gyms, alcohol and child friendly.	9/27/2017 12:01 PM
25	A multi generational club for community can be such an asset.	9/27/2017 11:37 AM
26	Focal, friendly, social, a flexible venue	9/27/2017 11:31 AM
27	Family friendly, up market area for end of week drinks, plus relaxed pub/tavern area. Community focuses. Plenty of entertainment. Venue for all ages, not just older generation bridge players.	9/27/2017 11:23 AM
28	A facility providing a place for older generations to utilise while providing a youthful bar/pub feeling.	9/27/2017 11:19 AM

Heart Of Willoughby Club Member Survey

29	Have a Coles or Woolworths express store so you can pick up a few groceries without going to the major shops. A lot of older people don't drive.	9/27/2017 11:14 AM
30	Family friendly	9/27/2017 11:10 AM
31	Modern, convenient, family friendly, adequate space function room	9/27/2017 11:04 AM
32	Social environment for friends and family friendly to enjoy the facilities	9/27/2017 10:57 AM
33	Hopefully modernised still keeping the lovely family atmosphere to a degree; still attracting some members. Not to be turned into noisy disco types.	9/27/2017 10:53 AM
34	That it will may solve problems with health and safety, both legal and common sense, this is lacking in the present club.	9/27/2017 10:40 AM
35	Club get together and luncheons with friends, weekly special club dinners when arranged.	9/27/2017 10:37 AM
36	Modern, stylish, functional, family friendly	9/27/2017 10:22 AM
37	Must have lots of space, not be wedged in to the units. High ceilings, quality finishes, cater to families.	9/27/2017 10:17 AM
38	Ease of parking, good bar, entertainment area (not in the bar), good shark bar and restaurant (good food).	9/27/2017 10:11 AM
39	I would like the new club to be friendly and welcoming with Keno and TAB facilities.	9/27/2017 10:08 AM
40	Family friendly. Hosting the lot of the current offerings. Sympathetic above all to heritage	9/27/2017 10:05 AM
41	I would like Club Willoughby to be a place of comfort for its senior members who will want to frequent it often.	9/26/2017 5:04 PM
42	A place of residential community and a Club of sophistication that promotes family friendly environment. Stylish and a place of mutual respect for all people.	9/26/2017 4:50 PM
43	Easy place to access, relaxing ambience. Somewhere to relax with friends. Bridge facilities.	9/26/2017 4:33 PM
44	Member friendly with up to date facilities	9/26/2017 3:38 PM

Heart Of Willoughby Club Member Survey

Q14 Finally please feel free to add any additional comments you would like to make concerning the design of the new Club facility.

Answered: 31 Skipped: 25

#	RESPONSES	DATE
1	I look at Gordon Rugby or the Kirribilli RSL examples of when redevelopment destroyed the existing club. I worry that it will happen here also.	9/27/2017 2:43 PM
2	Looking forward to a new upgraded "well designed" club. Entertainment is great with food shows.	9/27/2017 2:24 PM
3	Congratulations on a very good presentation.	9/27/2017 2:16 PM
4	Parking major issue. New club/aged premises separate parking areas. Aged living - priority veterans.	9/27/2017 2:13 PM
5	The emphasis should be on family and friends, not gambling or bridge.	9/27/2017 2:11 PM
6	A genuine commitment to sustainability in the design and operation of the club. High quality design and long life motor RSL's are important. Multi level core facilities.	9/27/2017 1:13 PM
7	The brasserie area should complement the great food that is already available. Bright atmosphere with lots of windows.	9/27/2017 1:03 PM
8	Lots of windows, modern, make the most of district views. Comfortable seating. Often modern places are uncomfortable.	9/27/2017 12:59 PM
9	Need to display RSL	9/27/2017 12:50 PM
10	Bridge rooms should have easy accessibility (ramps, lifts) depending on construction.	9/27/2017 12:47 PM
11	Parking	9/27/2017 12:34 PM
12	Gym facility essential and pool table	9/27/2017 12:29 PM
13	What about eco friendly facilities - water capture, solar, electric points in residential garages	9/27/2017 12:26 PM
14	Modernised toilets. Current food offering at the club is boring and dull - can't even get multigrain bread. Selection dismal.	9/27/2017 12:20 PM
15	At least two lifts for the elderly and disabled.	9/27/2017 12:06 PM
16	Hope apartments can have pets. Services on site; physiotherapy, podiatrists, library, allied health	9/27/2017 11:37 AM
17	Seamless integration from units to club. Ensure the club is not sidelined as a result of the development.	9/27/2017 11:31 AM
18	The development has huge potential to become the place to be for drinks, looking at how well the Orchard and RSL do. This land has a chance at building a rooftop drinking spot.	9/27/2017 11:19 AM
19	Plenty of shade areas. Trees, undercover seating	9/27/2017 11:14 AM
20	Permanent and casual parking (off street)	9/27/2017 11:10 AM
21	Modernisation of the club is very overdue and I feel sure members will support the development.	9/27/2017 11:04 AM
22	To have a decent children area with suitable facilities for the kids to enjoy	9/27/2017 10:57 AM
23	Still keeping the 'diggers' who fought for our country in mind and evident that its a legion club.	9/27/2017 10:53 AM
24	A family friendly club	9/27/2017 10:45 AM
25	That members will have more say on club matters etc	9/27/2017 10:40 AM
26	Someone to arrange at home people for special gathering for interesting items.	9/27/2017 10:37 AM
27	High ceilings, lots of outdoor areas, must have areas for kids.	9/27/2017 10:17 AM
28	Hopefully the building will not be over multistories. We do not need many more high rise developments.	9/27/2017 10:08 AM
29	I think Hazeley Ave residents will object winter shading and southern low green will be shadowed by central column in Winter.	9/27/2017 10:05 AM

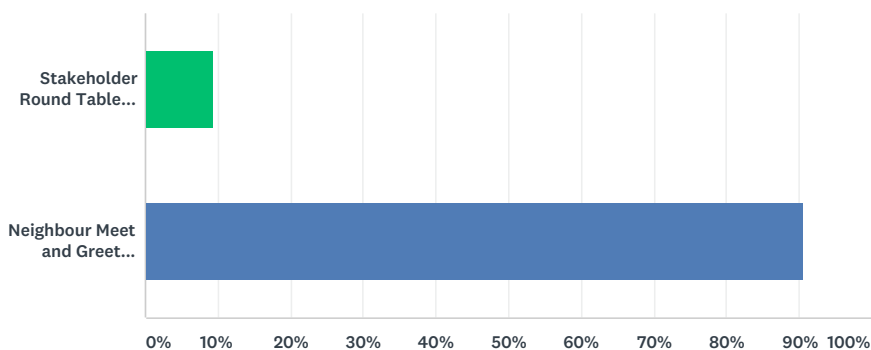
Heart Of Willoughby Club Member Survey

30	Lots of light with floor to ceiling windows to make the place feel like its outside even though its inside.	9/26/2017 4:50 PM
31	Particularly interested in seniors living. Greater use of club by younger people.	9/26/2017 3:38 PM

Heart of Willoughby Development Vision and Design Principles Community and Stakeholder Survey

Q1 Which consultation event are you attending?

Answered: 32 Skipped: 0



ANSWER CHOICES	RESPONSES	
Stakeholder Round Table Breakfast	9.38%	3
Neighbour Meet and Greet Briefing	90.63%	29
TOTAL		32

Heart of Willoughby Development Vision and Design Principles Community and Stakeholder Survey

Q2 If you are attending the Neighbour Meet and Greet please identify which Street you live in?

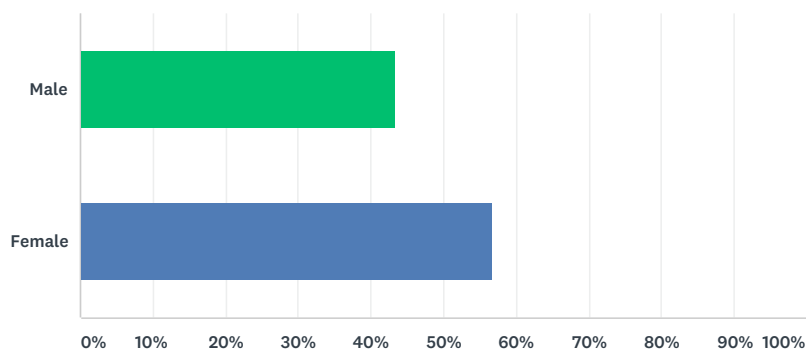
Answered: 17 Skipped: 15

#	RESPONSES	DATE
1	Crabbes Ave Crabbes Ave	10/19/2017 10:59 AM
2	Crabbes Ave Crabbes Ave	10/19/2017 10:58 AM
3	Crabbes Ave Crabbes Ave	10/19/2017 10:55 AM
4	Summerville & Horsley Horsley Ave	10/19/2017 10:47 AM
5	Penshurst Street Penshurst St	10/19/2017 10:43 AM
6	Penshurst Street Penshurst St	10/19/2017 10:41 AM
7	Crabbes Ave Crabbes Ave	10/19/2017 10:34 AM
8	Crabbes Ave Crabbes Ave	10/19/2017 10:33 AM
9	Summerville & Horsley Horsley Ave	10/19/2017 10:30 AM
10	Summerville & Horsley Summerville Crescent	10/19/2017 10:00 AM
11	Summerville & Horsley Own property on Summerville adjoining site	10/19/2017 9:55 AM
12	Summerville & Horsley Own property on Summerville	10/19/2017 9:51 AM
13	Crabbes Ave Crabbes Ave	10/19/2017 9:47 AM
14	Penshurst Street Penshurst St	10/19/2017 9:33 AM
15	Penshurst Street Penshurst St	10/19/2017 9:30 AM
16	Penshurst Street Penshurst St	10/19/2017 9:28 AM
17	Penshurst Street Penshurst St	10/19/2017 9:15 AM

Heart of Willoughby Development Vision and Design Principles Community and Stakeholder Survey

Q3 Are you?

Answered: 30 Skipped: 2

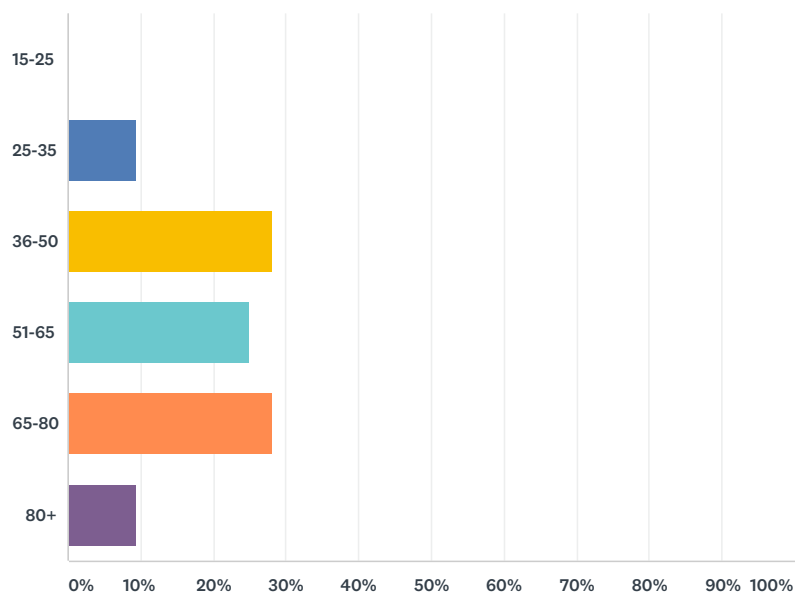


ANSWER CHOICES	RESPONSES	
Male	43.33%	13
Female	56.67%	17
TOTAL		30

Heart of Willoughby Development Vision and Design Principles Community and Stakeholder Survey

Q4 What is your age?

Answered: 32 Skipped: 0

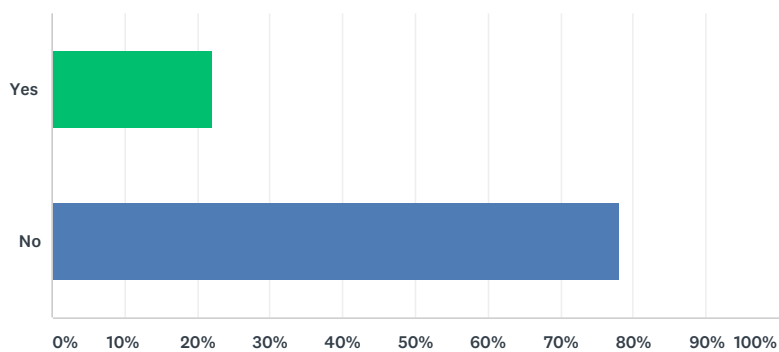


ANSWER CHOICES	RESPONSES	
15-25	0.00%	0
25-35	9.38%	3
36-50	28.13%	9
51-65	25.00%	8
65-80	28.13%	9
80+	9.38%	3
TOTAL		32

Heart of Willoughby Development Vision and Design Principles Community and Stakeholder Survey

Q5 Are you a member of Club Willoughby?

Answered: 32 Skipped: 0

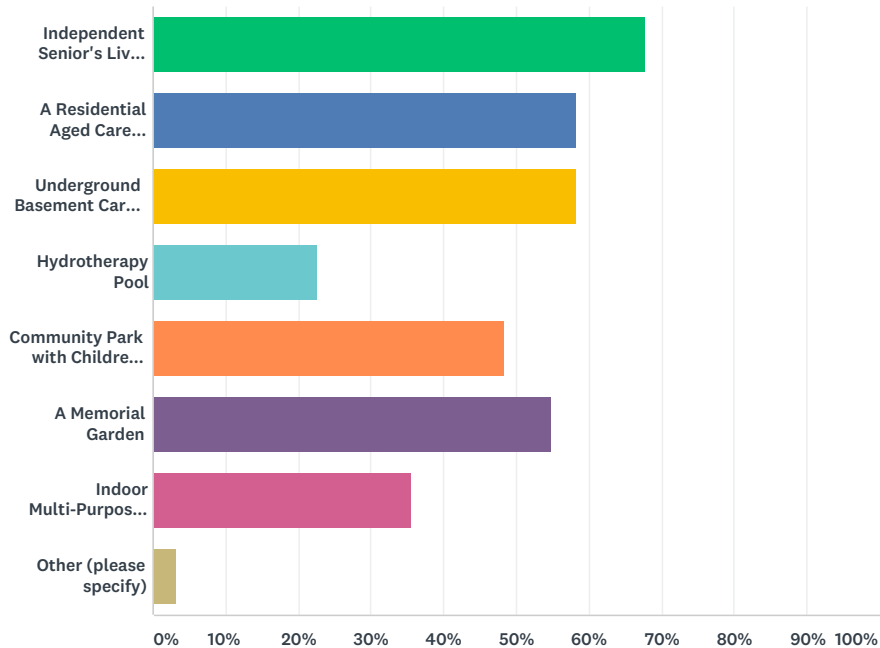


ANSWER CHOICES	RESPONSES	
Yes	21.88%	7
No	78.13%	25
TOTAL		32

Heart of Willoughby Development Vision and Design Principles Community and Stakeholder Survey

Q6 The range of new uses that are being considered for the site in addition to the new Club building are listed below. Please tick the top three uses that you would support being developed on the site?

Answered: 31 Skipped: 1



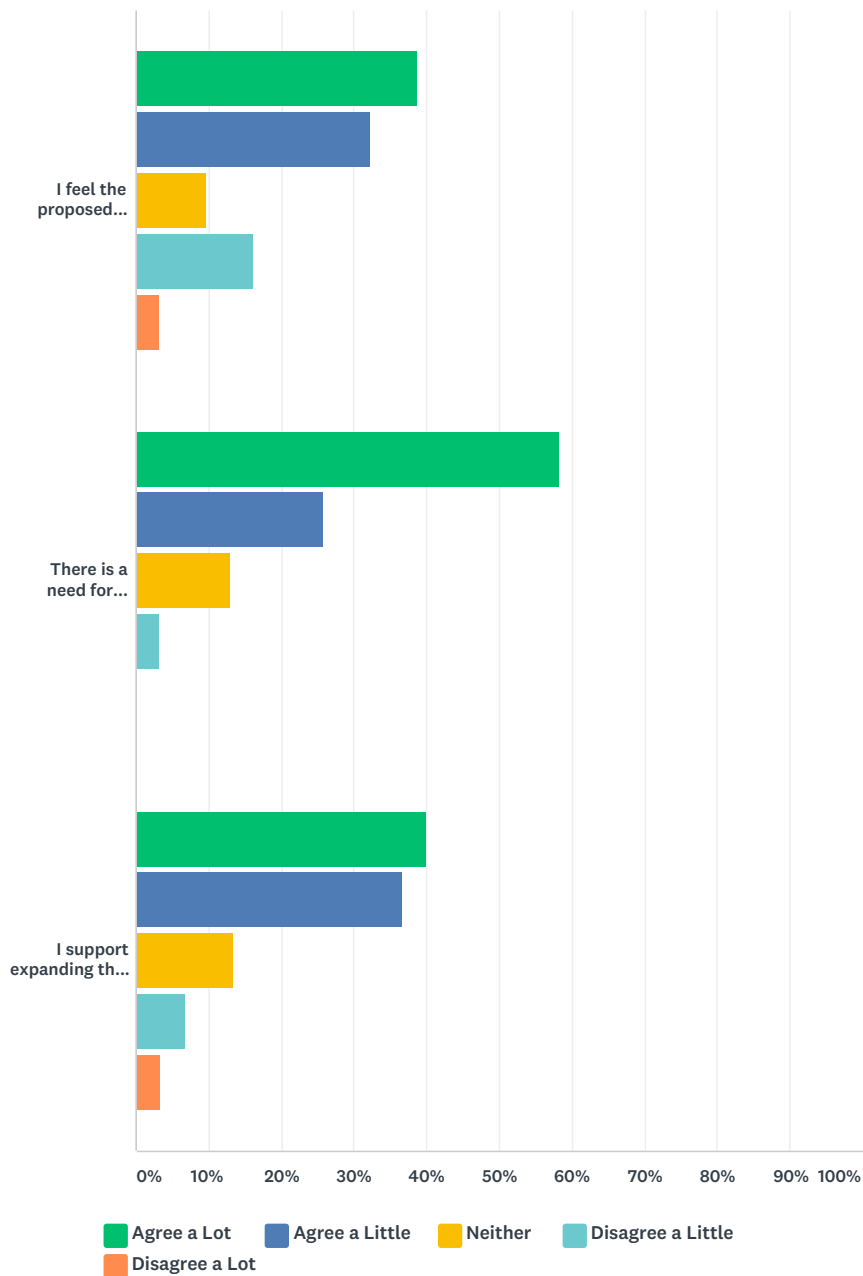
ANSWER CHOICES		RESPONSES	
Independent Senior's Living Units		67.74%	21
A Residential Aged Care Facility		58.06%	18
Underground Basement Car Parking		58.06%	18
Hydrotherapy Pool		22.58%	7
Community Park with Children's Play Equipment		48.39%	15
A Memorial Garden		54.84%	17
Indoor Multi-Purpose Sporting Facility		35.48%	11
Other (please specify)		3.23%	1
Total Respondents: 31			

#	OTHER (PLEASE SPECIFY)	DATE
1	Womens shelter	10/19/2017 11:10 AM

Heart of Willoughby Development Vision and Design Principles Community and Stakeholder Survey

Q7 When you think about the Heart of Willoughby Development Vision please indicate how much you agree or disagree with the following statements.

Answered: 32 Skipped: 0



	AGREE A LOT	AGREE A LITTLE	NEITHER	DISAGREE A LITTLE	DISAGREE A LOT	TOTAL
I feel the proposed development will make a positive contribution to the area.	38.71% 12	32.26% 10	9.68% 3	16.13% 5	3.23% 1	31

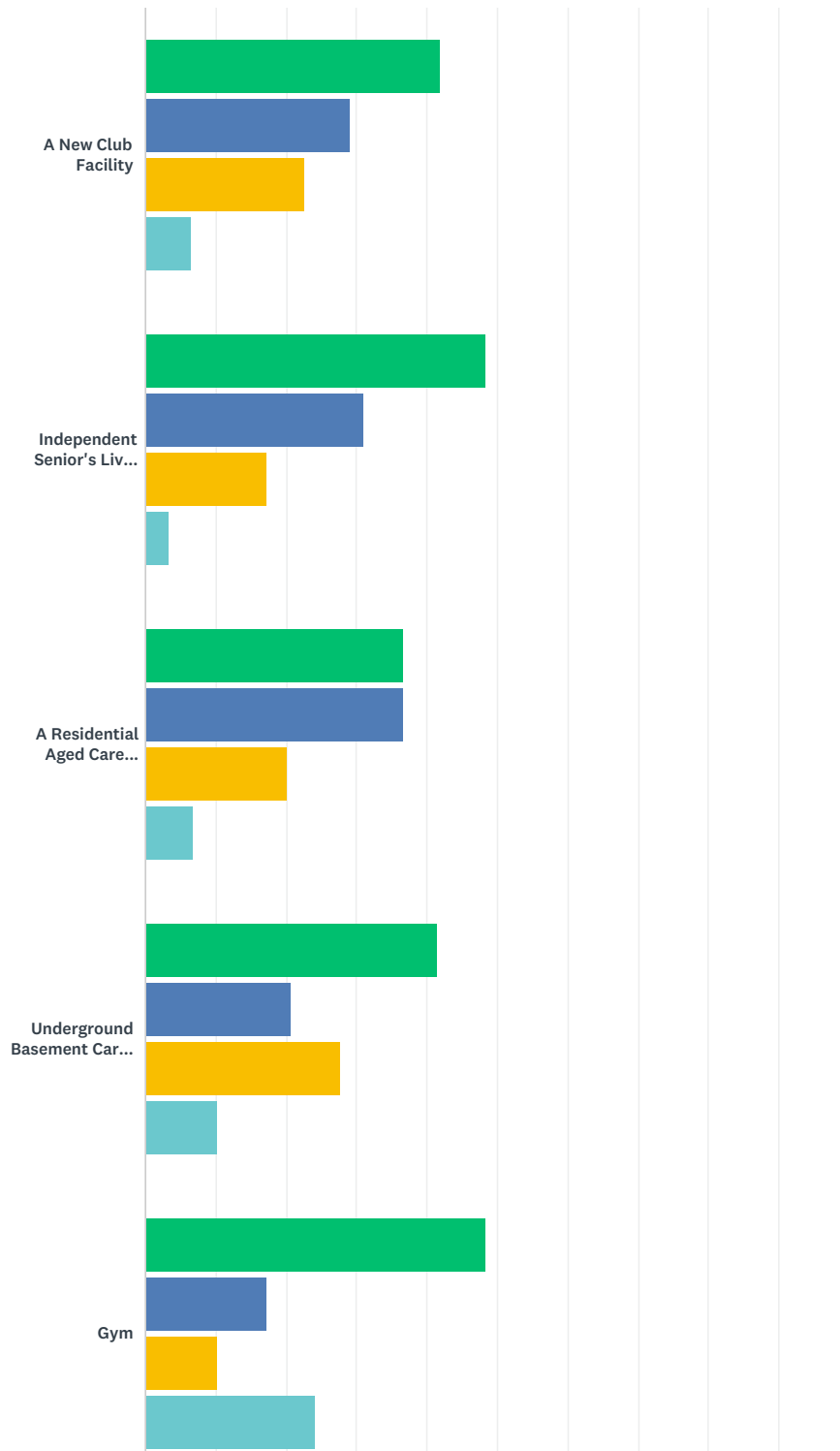
Heart of Willoughby Development Vision and Design Principles Community and Stakeholder Survey

There is a need for seniors housing and further aged care in our local area.	58.06% 18	25.81% 8	12.90% 4	3.23% 1	0.00% 0	31
I support expanding the range of land uses on the Club Willoughby site to include seniors housing and residential aged care.	40.00% 12	36.67% 11	13.33% 4	6.67% 2	3.33% 1	30

Heart of Willoughby Development Vision and Design Principles Community and Stakeholder Survey

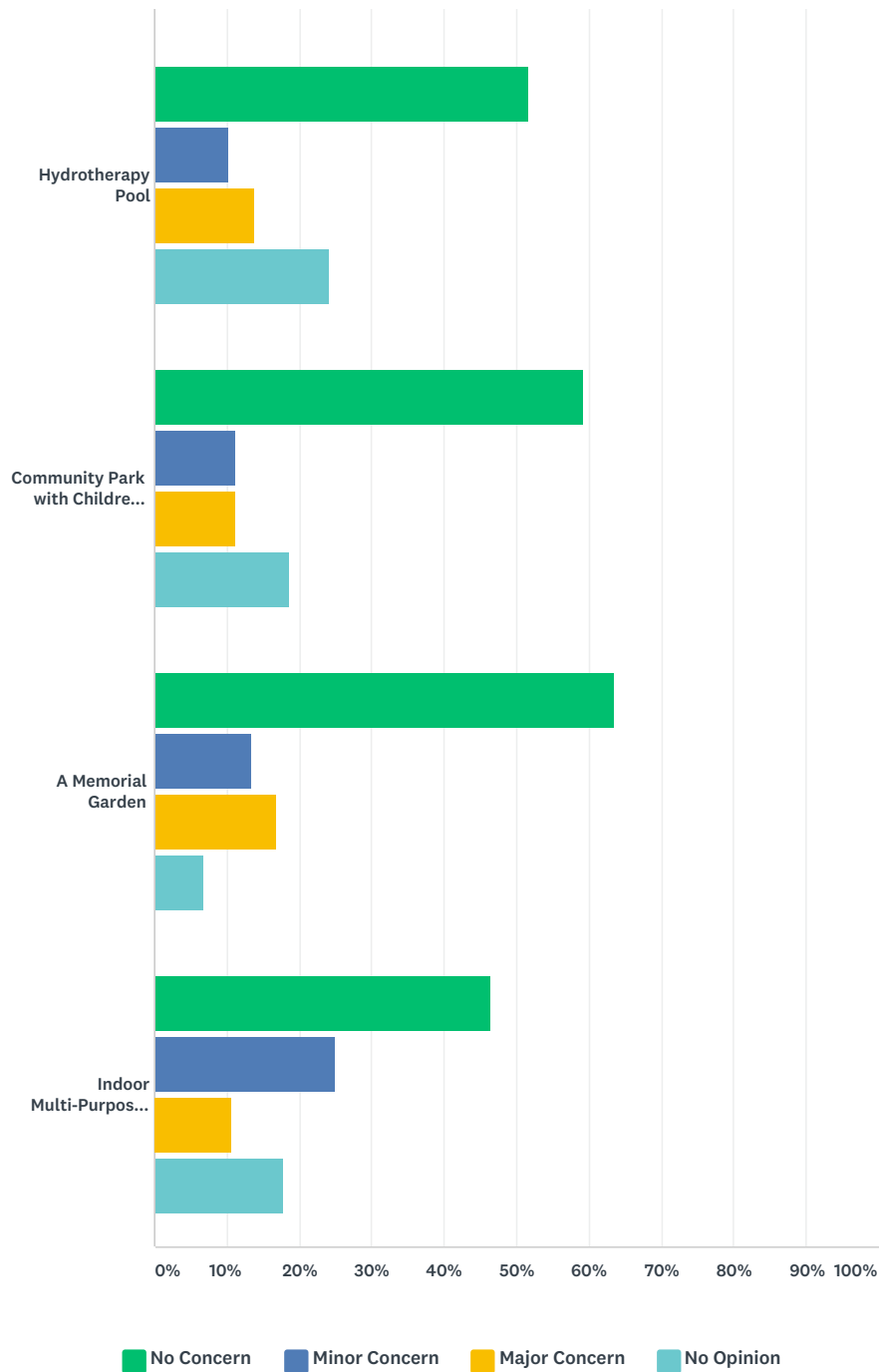
Q8 Please indicate which, if any, of the proposed land uses concern you. Is that a major or a minor concern?

Answered: 31 Skipped: 1



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	NO CONCERN	MINOR CONCERN	MAJOR CONCERN	NO OPINION	TOTAL
A New Club Facility	41.94% 13	29.03% 9	22.58% 7	6.45% 2	31
Independent Senior's Living Units	48.28% 14	31.03% 9	17.24% 5	3.45% 1	29
A Residential Aged Care Facility	36.67% 11	36.67% 11	20.00% 6	6.67% 2	30

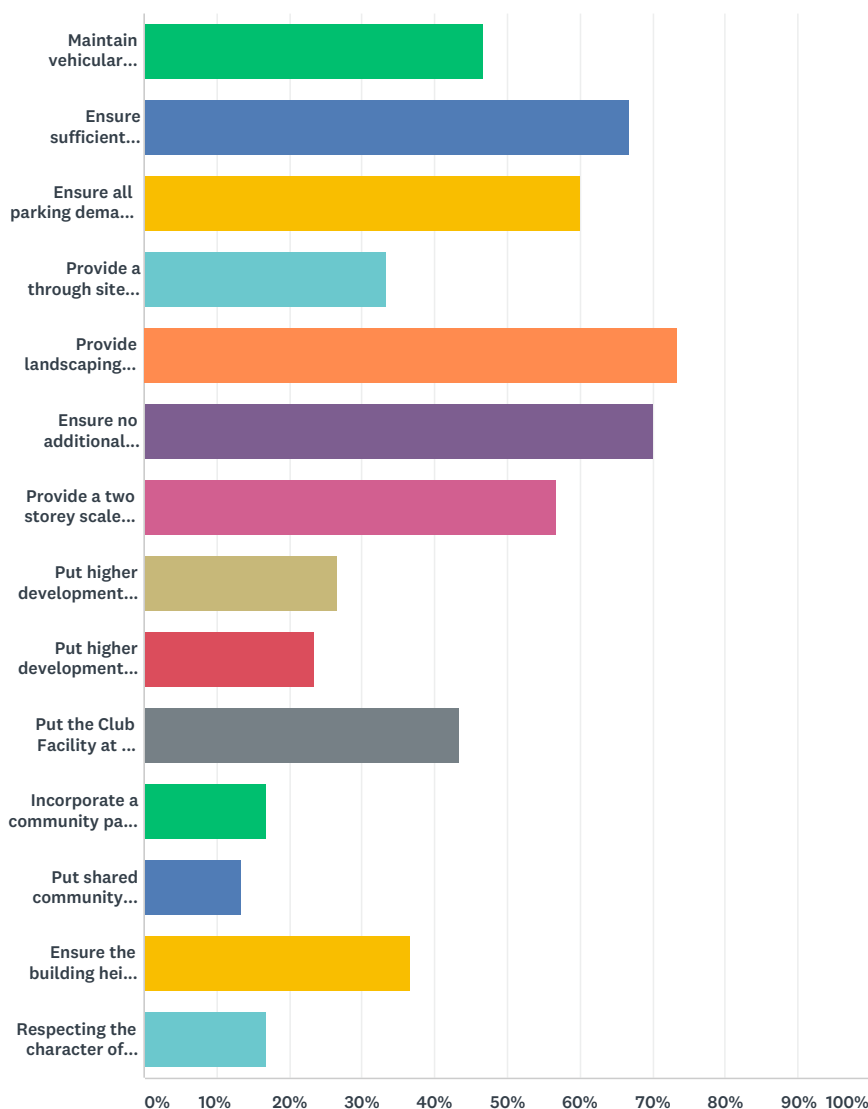
Heart of Willoughby Development Vision and Design Principles Community and Stakeholder Survey

Underground Basement Car Parking	41.38% 12	20.69% 6	27.59% 8	10.34% 3	29
Gym	48.28% 14	17.24% 5	10.34% 3	24.14% 7	29
Hydrotherapy Pool	51.72% 15	10.34% 3	13.79% 4	24.14% 7	29
Community Park with Children's Play Equipment	59.26% 16	11.11% 3	11.11% 3	18.52% 5	27
A Memorial Garden	63.33% 19	13.33% 4	16.67% 5	6.67% 2	30
Indoor Multi-Purpose Sporting Facility	46.43% 13	25.00% 7	10.71% 3	17.86% 5	28

Heart of Willoughby Development Vision and Design Principles Community and Stakeholder Survey

Q9 We are developing a master plan for the Club Willoughby site. What are the key design considerations we should address? Please select the top 5 considerations that are most important to you.

Answered: 30 Skipped: 2



ANSWER CHOICES	RESPONSES	
Maintain vehicular access to the site off Crabbes Avenue.	46.67%	14
Ensure sufficient onsite car parking for club members, visitors and future residents is provided in a basement car park.	66.67%	20
Ensure all parking demand is provided for on the site.	60.00%	18
Provide a through site pedestrian connection between Penshurst Street and Crabbes Avenue.	33.33%	10
Provide landscaping incorporating significant trees around the perimeter.	73.33%	22

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Ensure no additional overshadowing occurs to neighbouring houses from the development.	70.00%	21
Provide a two storey scale of development where the site adjoins neighbouring properties.	56.67%	17
Put higher development forms up to 5 storeys in the middle of the site.	26.67%	8
Put higher development forms up to 5 storeys at the Penshurst Street frontage of the site.	23.33%	7
Put the Club Facility at the Penshurst Street frontage of the site.	43.33%	13
Incorporate a community park at the Crabbes Avenue frontage of the site.	16.67%	5
Put shared community facilities (such as the gym, hydrotherapy pool) at basement level.	13.33%	4
Ensure the building height does not exceed 5 storey on the site.	36.67%	11
Respecting the character of the Horsley Street Heritage Conservation Area.	16.67%	5
Total Respondents: 30		

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Q10 Please identify any other design considerations that you believe it is important for us to consider for the Heart of Willoughby Project.

Answered: 19 Skipped: 13

#	RESPONSES	DATE
1	Community meeting rooms	10/19/2017 11:10 AM
2	It would be ideal if the community park included open grass space.	10/19/2017 11:08 AM
3	Incorporate a refuge facility for victims of domestic violence - short term.	10/19/2017 11:07 AM
4	Traffic flow and parking	10/19/2017 11:05 AM
5	It will bring too many cars to Crabbes Ave	10/19/2017 11:03 AM
6	Improved public transport (more buses) due to increase in number of people. Speed breaks in Crabbes Ave to discourage high speed driving. Remove large trees which pose risk along back and replace with hedges.	10/19/2017 11:02 AM
7	Height of properties or to Crabbes	10/19/2017 10:58 AM
8	Buildings to be of high quality in their finishes	10/19/2017 10:55 AM
9	Shadows in afternoon, bus passengers in the peak hours	10/19/2017 10:47 AM
10	For perimeter, request really high and metre trees especially around Horsley and Summerville Crescent. Boundary request to be greater than 8 metres.	10/19/2017 10:37 AM
11	Better usage of land for community. More enticing environment. Vibrant cafes.	10/19/2017 10:30 AM
12	Summerville Crescent is also conservation zone, the development must respond to this fact	10/19/2017 10:23 AM
13	Adequate parking - parking in Willoughby already is an issue with on street parking. A great bus service means that people drive to Willoughby and take the red bus to the city.	10/19/2017 10:02 AM
14	Summerville Crescent and Horsely are conservation and within conservation are only one story buildings. I don't agree that buildings backing to the backyard should be more than single story.	10/19/2017 9:57 AM
15	Will the 2 storey units be townhouses? Will there be lift access for each unit block?	10/19/2017 9:55 AM
16	Very important that any buildings minimise their impact on surrounding dwellings.	10/19/2017 9:51 AM
17	Limit the amount of club foot traffic through Legion Way	10/19/2017 9:26 AM
18	The development without the corner (The Armenian Cultural Centre) looks odd. Further consideration is required to combine both clubs.	10/19/2017 9:23 AM
19	More facilities available to the general public such as restaurants and cafes	10/19/2017 9:15 AM

Heart of Willoughby Development Vision and Design Principles Community and Stakeholder Survey

Q11 Finally please record any additional comments in relation to the Heart of Willoughby Project that you would like to share with us today.

Answered: 9 Skipped: 23

#	RESPONSES	DATE
1	Looks like a great project	10/19/2017 11:07 AM
2	Too busy - traffic influences. Too high - doesn't account for the single storey houses. Shadow onto Horsley Street. Less privacy. Good aged care facility.	10/19/2017 10:47 AM
3	Thank you all for the thoughtful inclusion of neighbours at this stage of proceedings.	10/19/2017 10:41 AM
4	See above	10/19/2017 10:37 AM
5	Keep everyone posted and in the loop	10/19/2017 10:23 AM
6	Ensure sufficient setbacks for residents of Summerville and Horsley with landscape buffers	10/19/2017 9:55 AM
7	Please keep us informed at all stages of the project	10/19/2017 9:51 AM
8	Living on Crabbes Ave, I'm concerned about traffic and parking. During the week the street is full of parked cars by commuters catching the M40 bus to the city.	10/19/2017 9:47 AM
9	We're supportive of this project and look forward to seeing the area develop into a modern, urban and multi-use area	10/19/2017 9:15 AM