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# Consultation Report

**JULY 2019**

## **The Heart of Willoughby Seniors Housing and Club Redevelopment Development Application**

Prepared by  
**Urban Concepts**

For  
**Hyecorp Property Group and Club Willoughby**

For Submission to  
**Willoughby City Council**

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# 1. INTRODUCTION

This Report has been prepared by Urban Concepts on behalf of the Hyecorp Property Group (hereafter referred to as Hyecorp) and the Willoughby Legions Ex-Services Club Limited (hereafter referred to as Club Willoughby) and forms part of the Development Application being advanced for the Heart of Willoughby project at 26 Crabbes Avenue and 251-255 Penshurst Street, Willoughby.

Hyecorp has entered into a project delivery agreement with Club Willoughby to realise the redevelopment of the Club site. The Development Application seeks approval for an expanded Club facility, independent seniors living units, a residential aged care facility, a mixed use development incorporating ground floor neighbourhood shops and residential apartments above, a new memorial park and a north-south through site link in a purpose designed pedestrianised precinct above a 441 space basement car park to be accessed off Crabbes Avenue.

The report presents the findings that have arisen from the Community and Stakeholder Consultation Process that has been implemented by Urban Concepts between March and April 2019 to coincide with the formulation of the development application plans for the site. This consultation forms the second stage in the consultation process and follows on from the Pre-Consultation that was undertaken by Urban Concepts to coincide with the advancement of the Site Compatibility Certificate Application for the site in December 2017.

The report has been prepared for submission to Willoughby City Council and forms part of the Development Application documentation.

## 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 test community, stakeholder and Club member attitudes to the Development Application Plans, the design of the new Club, the independent seniors living, a residential aged care facility, the new memorial park, proposed through site pedestrian link and a mixed use development incorporating ground floor neighbourhood shops and residential apartments above.

**TABLE 1.1 THE MULTI DISCIPLINARY PROJECT TEAM**

DISCIPLINE	CONSULTANT
Development Management	Hyecorp
Architecture and Urban Design	Hyecorp and Dickson Rothschild
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
Club Architecture	Altis Architecture

## 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 Open Day PowerPoint Presentation
- Appendix D Neighbour Briefing and Stakeholder Round Table Breakfast Powerpoint Presentation
- Appendix E Club Member Event PowerPoint Presentation
- Appendix F Agenda and Site Walk Map
- Appendix F Record of Comments from Consultation Events
- Appendix G Surveys and Response Reports

## 1.3. Communication Objectives

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

- To help local residents and interest stakeholders conceptualise how the project will take shape on the site so they can provide meaningful feedback to the proponent prior to the lodgment of the development application plans.
- 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 reinforce to the local community that the project is a community focused development, and not a speculative residential apartment project. Recognising that the aim of the project is to provide for a mix of uses to reinforce the long standing role played by the site as a community precinct.
- The findings from the consultation will be used to refine the architectural and landscaping solution being advanced for the site prior to the lodgment of the Development Application with Willoughby Council.
- To continue the dialogue with Club members, local residents and integral stakeholders that was established in 2017 through 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 walks, computer generated images, visualisation videos, structured consultation sessions and community surveys.
- To encourage community involvement by ensuring communication initiatives are accessible and professionally run reflecting genuine concern for all participants.
- To report to 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. The development also incorporates the site at 251-255 Penshurst Street. This site is owned by Hyecorp and will be redeveloped as part of the Heart of Willoughby project for a mixed use development incorporating ground floor neighbourhood shops and residential apartments above.

FIGURE 1.1 - SITE LOCATION



Source: Compiled by Urban Concepts using Six Maps

### 1.4.2. The Project Description

In January 2018, Hyecorp and Club Willoughby lodged the Site Compatibility Certificate Application with the NSW DPE. In making this application the proponent asked the NSW DPE to consider enabling seniors housing (being a residential aged care facility with approximately 36-72 beds and approximately 99-125 independent living units) to be developed on the site. The application was accompanied by a Concept Master Plan. The Concept Master Plan is illustrated at Figure 1.2. On 30 August 2018, the DPE granted approval and a Site



Compatibility Certificate was issued for the site. The granting of the Certificate was a major milestone for the Heart of Willoughby Project and meant the project could proceed to detailed design. The Site Compatibility Certificate established the following development controls for the site:

- A maximum Floor Space Ratio over the entire site of 1.35:1.
- A transition in building height from 5 storeys at the centre graduating to 3 and 2 storeys at the north, east and southern boundaries.
- A 6 metre setback to the Crabbes Avenue frontage.

The Heart of Willoughby Project as detailed in the Development Application provides a new expanded Club facility across 3 levels at the Penshurst Street frontage, 110-110 seniors independent living units grouped in three buildings, a 40 to 50 bed residential aged care facility, a new memorial park, a mixed use development comprising 80 square metre ground floor neighbourhood shops with 24 residential apartments above and basement car parking for around 441 vehicles (we note the plans shown during the Stage 2 consultation process provided for 385 basement carparking spaces). The development has been designed as a fully pedestrianised community precinct and incorporates a through site link that will connect Legion Way to Crabbes Avenue. All vehicle access to the site will be via a single driveway off the Crabbes Avenue frontage.

Computer generated images of the proposal that were presented during the Stage 2 consultation process are presented at Figures 1.3 and 1.4 The site plan is presented at Figure 1.5. As a result of the consultation process there have been design amendments made to some of the elevations. The updated images are reproduced in Section 5 of the report.

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. The decision by the Club to retain ownership of their site reinforces the commitment they have to the local community.

Both the Club and Hyecorp have played a hands on role in the 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 commitment to achieving a responsive and responsible development concept for the site.

**FIGURE 1.2 CONCEPT MASTER PLAN THAT FORMED PART OF THE SITE COMPATIBILITY CERTIFICATE**



Source: Hyecorp 2017

**FIGURE 1.3 THE CRABBES AVENUE FRONTAGE DEVELOPMENT VISION SHOWN AT STAGE 2 CONSULTATION PROCESS**



Source: Hyecorp 2019

**FIGURE 1.4 THE PENSURST STREET FRONTAGE DEVELOPMENT VISION SHOWN AT STAGE 2 CONSULTATION PROCESS**



Source: Hyecorp 2019



FIGURE 1.5 SITE PLAN



Source: Hyecorp 2019

## 1.5. Consultation Overview

### 1.5.1. Key Messages Communicated about the Project

Based on our understanding of the project, Urban Concepts formulated a number of key messages that were communicated through the consultation process. These messages are reproduced below.

#### MESSAGE 1 PROJECT CONTEXT

Club Willoughby, like so many Registered RSL and Sporting Clubs around Australia, has to adapt to a financial environment that requires it to take a strategic approach to the management of its Crabbes Avenue landholdings. Over the passage of time, the Club has been unable to remain viable as a bowling club. While its alliance with the North Shore Bridge Club bolstered its membership base, the Club continues to struggle financially and has not been able to raise sufficient funds to address the underutilised and no longer fit for purpose status of its assets and landholdings. Accordingly, the Club Willoughby Board with the support of its members resolved to investigate the development potential of its site.

The Club Board did not want to relocate off the site and felt that the best outcome for both the Club and the local community would be to secure a development partner that could work with the Club to achieve a holistic vision for the site that incorporated a new club facility for its members. This was seen as preferable to selling the site to a third party interest for a speculative development. In this regard, the Club wanted to stay on the site, honour its heritage and continue its longstanding tradition of serving the Willoughby community like it has done since first opening its doors in 1969.

## **MESSAGE 2 INTRODUCING HYECORP PROPERTY GROUP - CLUB WILLOUGHBY'S DEVELOPMENT PARTNER TAKING THIS PROJECT FORWARD.**

The Club Willoughby Board realising they did not have the development expertise to undertake the redevelopment of their landholding on its own and has partnered with Hycorp Property Group to realise the new vision for their landholding.

Hycorp Property Group is a locally based and award winning residential development company with 20 years' experience in medium density residential apartment building. Hycorp is delighted to have been selected by Club Willoughby as their project delivery partner.

Hycorp Property Group together with Club Willoughby are the proponents taking the Heart of Willoughby forward.

## **MESSAGE 3 THE HEART OF WILLOUGHBY PROJECT IS A NEW COMMUNITY ORIENTATED LIFESTYLE PROJECT**

The Heart of Willoughby Project is a new community orientated precinct that is being designed on the Club Willoughby site. Designed to appeal to all age groups from the young through to the young at heart, the precinct will deliver a new contemporary family orientated club facility supported by a range of community amenities, seniors housing (both independent seniors living and residential aged care), a pedestrian through site link connecting Crabbes Avenue with Legion Way and a new memorial park.

While not part of the Club's landholdings, the Heart of Willoughby Project also incorporates the site at 251-255 Penshurst Street. This site is owned by Hycorp Property Group and will be redeveloped as part of the Heart of Willoughby Project into a mixed use development incorporating new neighbourhood shops at ground level and approximately 24 residential apartments above over three storeys.

Encapsulating the highest level of urban design, architecture and landscape, the Heart of Willoughby Project will deliver a pedestrianised precinct to enable future residents, visitors and club members to traverse the site at grade without having to negotiate stairs across different levels. Each building has been designed to maximise amenity for future residents whilst respecting the privacy, solar access and view lines of neighbours. The design respects and complements the green leafy character and conservation heritage of the local area whilst delivering a series of integrated buildings that are environmentally sustainable, functional and beautiful in appearance.

## **MESSAGE 4 WHAT WILL CLUB MEMBERS DO DURING THE REDEVELOPMENT OF THE SITE? WILL THE CLUB TEMPORARILY CLOSE?**

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 service for Club members.

There may be some disruption to the car parking arrangements during construction. To help manage the construction process we will provide our members with advance notice of construction activities and of any changes to parking arrangements.

## **MESSAGE 5 THE CONCEPT PLAN IS THE STARTING POINT FOR THE PROJECT**

The starting point for the Heart of Willoughby Project was the formulation of a Concept Plan to guide the development of the precinct. In 2017, we undertook pre-consultation with our neighbours and interested stakeholders to help inform the preparation of the Concept Plan. If you participated in the 2017 consultation events you may recall that the Concept Plan established where each component of the project would be located on the site, defined the building form by setting height and setback controls, identified through site pedestrian linkages, green open spaces and the traffic and parking arrangements for the site.

## MESSAGE 6 OUR COMMITMENT TO OUR NEIGHBOURS

In formulating the Concept Plan we examined overshadowing, privacy and visual amenity to ensure that the development of the site did not adversely impact the amenity of our neighbours.

In 2017, we made a number of commitments to our neighbours which we incorporated into the Concept Plan. These commitments were:

- We would limit the height of development on the site to a maximum of 5 storeys in the centre of the site
- We would maintain a two-to-three storey building height along the Crabbes Avenue, and two storeys to the eastern and southern boundaries where the site adjoins the Horsley Avenue Conservation Area.
- We would provide a deep soil 6 metre setback along the Crabbes Avenue frontage.
- We would provide a deep soil 6 metre setback along the eastern side boundary.
- We would provide a deep soil 8 metre setback along the southern rear boundary.
- We would treat the Crabbes Avenue frontage sympathetically recognising the low scale residential context of the street.

The detailed design plans we are currently working on and presenting to the community during this next phase of consultation reflects these commitments.

## MESSAGE 7 THE CONCEPT PLAN IS SUPPORTED BY DESIGN PRINCIPLES

When we undertook consultation in 2017, our neighbours told us that they wanted the redevelopment of the Club Willoughby site to be sympathetic with the low density residential character of North Willoughby.

We established a set of design principles to guide the detailed design of the Heart of Willoughby Project to ensure we achieved a development that was sympathetic with the local character.

These design principles are:

- The provision of:
  - A 6 metre landscaped setback to the Crabbes Avenue frontage;
  - A 6 metre landscaped setback to the eastern side boundary; and
  - An 8 metre landscaped setback to the rear southern boundary to address the lower residential character of the Horsley Avenue Conservation Area.
- The placement of taller buildings up to a maximum of 5 storeys in height in the centre of the site, to preserve the amenity of our neighbours.
- The dedication of a new memorial local park at the Crabbes Avenue frontage to promote public access to the Heart of Willoughby Precinct, a civic space for future memorial and Anzac events and a landscaping element to soften the built form of the development when viewed from Crabbes Avenue.
- Ensuring landscaping is integrated with the architectural response to deliver functional and aesthetically pleasing public and private open spaces and a green leafy character for the precinct.
- The achievement of a pedestrianised precinct through the location of all drop off, car parking and circulation driveways in a basement arrangement.
- Ensuring on site car parking is provided in accordance with Willoughby Council Controls in basement car parking levels that designate future residents, club member, visitor and staff their own readily identifiable and secure parking spaces.

- Minimising the proportion of the Crabbes Avenue frontage that is allocated to an access driveway by combining ingress and egress into a singular access driveway that will service the basement car parks, porte-cochere, loading docks and waste collection areas.
- Placing the new club facility and its main pedestrian entrance at the Penshurst Street frontage to minimise operational impacts on the Horsley Avenue conservation area.
- The incorporation of a new through site pedestrian walkway to be known as Civic Walk connecting the Club and the new memorial local park at the Crabbes Avenue frontage.
- Addressing the 4-5 metre crossfall and level change that exists from the Penshurst Street frontage to the eastern boundary so that pedestrians can move around the precinct at grade without having to negotiate stairs.

These principles supplement the State Government's design principles that apply to seniors housing and the development controls of Willoughby City Council.

**MESSAGE 8 THE STATUTORY PLANNING FRAMEWORK FOR THIS PROJECT IS 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 statutory planning framework for this project is 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. Registered Clubs are a permissible use with the consent of the Council under this zoning.

The 'Seniors Housing' component of the project is advanced under the Seniors Housing SEPP. The SEPP aims to ensure that 'Seniors Housing' is built to a consistent and appropriate industry standard. The SEPP enables 'Seniors Housing' to be considered in urban areas where the use may not have been previously permissible under an existing land use zone. In these situations, the Seniors Housing SEPP has an approval pathway that involves obtaining a Site Compatibility Certificate. This is the approval pathway being followed for the Heart of Willoughby Project.

As such, the approval pathway for the Heart of Willoughby Project involved the lodgement of a Site Compatibility Certificate (SCC) as required under the Seniors Housing SEPP with the NSW Department of Planning and Environment. Once the Department grants the SCC the project proceeds to the development application stage and detailed design can commence.

The development application is lodged with and assessed by Willoughby City Council and determined by the Joint Regional Planning Panel.

**MESSAGE 9 THE NSW GOVERNMENT HAS DETERMINED THE CLUB WILLOUGHBY SITE CAN SUPPORT THE TYPE AND SCALE OF DEVELOPMENT ENVISAGED BY THE CONCEPT PLAN**

In January 2018, Hyecorp Property Group and Club Willoughby lodged the Site Compatibility Certificate Application with the NSW Department of Planning and Environment. In lodging the SCC we asked the NSW DPE to consider enabling Seniors Housing (being a residential aged care facility with approximately 36 to 72 beds and approximately 99 to 125 independent living units) to be developed on the Club Willoughby landholding. The Concept Plan formed part of the SCC as it was important that we demonstrate to the Department our overall development vision for the Heart of Willoughby Precinct.

On the 30 August 2018, the NSW DPE granted the Site Compatibility Certificate (SCC) and in so doing determined that the Club's landholding is suitable for more intensive development in accordance with the Concept Plan, and that the use of 'Seniors Housing' on the Club site at the scale proposed was compatible with surrounding land uses.

The granting of the SCC was a major milestone for the Heart of Willoughby Project and meant that the project could proceed to detailed design.



**MESSAGE 10 THE SITE COMPATIBILITY CERTIFICATE (SCC) THAT WAS GRANTED BY THE DEPARTMENT OF PLANNING AND ENVIRONMENT ESTABLISHED A SERIES OF STATUTORY PLANNING CONTROLS FOR THE SITE. THESE CONTROLS SUPPLEMENT LOCAL AND STATE PLANNING CONTROLS AND IN THE EVENT OF AN INCONSISTENCY TAKE PRECEDENCE OVER ANY THE OTHER CONTROLS.**

The key development controls established for the site under the SCC are:

- A maximum floor space ratio over the entire site of 1.35:1
- A transition in building heights from 5 storeys at the centre graduating to 3 and 2 storeys at the north, east and southern boundaries.
- Setbacks to be consistent with the concept plan being:
  - 8 metres to the Horsley Avenue Conservation Area at the southern boundary; and
  - 6 metres at the eastern side boundary.

**MESSAGE 11 HAS WILLOUGHBY CITY COUNCIL BEEN CONSULTED DURING THE SITE COMPATIBILITY CERTIFICATE PROCESS?**

The NSW Department of Planning and Environment consulted with Willoughby City Council to ascertain its views about the Concept Plan and the intensity and scale of Seniors Housing being proposed on the site. Further, members of the Club Board and Hyecorp Property Group meet regularly with planning officers at the Council to obtain feedback about critical elements of the design. The involvement of the Council is crucial to delivering a project that is commensurate with best practice.

**MESSAGE 12 WOULD THE LOCAL COMMUNITY BE BETTER SERVED IF THE CLUB WILLOUGHBY SITE WAS RETAINED AS OPEN SPACE?**

Willoughby City Council acknowledges that there is a critical balance when providing open space and additional housing for a growing population in the Willoughby Local Government area. The Club, like the Council would ideally like to be able to set aside their 3000 square metre site for local recreational use but this is not a sustainable long term option.

The Council acknowledges, based on the concept plan and supporting documentation that if the long term open space function of the site cannot be sustained by the Club then the incorporation of Seniors Housing on the site is compatible with the surrounding land use context of the site. The Willoughby LGA has an ageing population and there is strong demand for seniors housing in the area.

In formulating the Concept Plan for the Heart of Willoughby Project, the Club, by dedicating the Memorial Park and through site link to the Council has set aside a part of the site in perpetuity for functional and publicly accessible local open space.

**MESSAGE 13 THE PROVISION OF SENIORS HOUSING WITHIN THE HEART OF WILLOUGHBY PRECINCT OFFERS OLDER RESIDENTS THE OPPORTUNITY TO STAY CONNECTED WITH THE BROADER COMMUNITY.**

In response to the growing demand for seniors housing, Hyecorp Property Group 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.

Subject to final design, the Seniors Housing component of the project will deliver between 100-110 independent living units and a residential aged care facility of between 40 to 50 beds in a purpose designed precinct allowing future residents the opportunity for casual interaction with the broader community.

The independent living units will provide a mix of 1, 2 and 3 bedroom apartments and will be designed as both terrace style accommodation and apartments. Contemporary in design, the apartments will have luxurious

finishes and incorporate a range of amenities to support the wellbeing of residents. These will include a gymnasium, hydrotherapy pool, restaurant and elegant outdoor spaces for casual interaction.

The residential aged care facility will provide a mix of nursing home style accommodation, a dedicated area for residents living with the symptoms of dementia and an area set aside for short stay respite care.

**MESSAGE 14 RESIDENTIAL AGED CARE IS VERY SPECIALISED WHO WILL OPERATE THE AGED CARE FACILITY?**

Hycorp Property Group is currently in discussions with a number of potential service providers. In designing the facility, Hycorp is working with architects who have a specialist understanding of aged care to ensure the appropriate design of the facility.

**MESSAGE 15 THE HEART OF WILLOUGHBY PROJECT HAS BEEN PLANNED SO THAT ALL VEHICULAR CIRCULATION AND CAR PARKING HAPPENS BELOW GROUND IN THE BASEMENT LEVELS.**

Vehicular access to the Heart of Willoughby precinct will be through a single driveway off Crabbes Avenue. The driveway will provide access to the lower ground level loading docks and waste collection as well as the car parking spaces.

On site car parking will be provided in accordance with the Willoughby City Council Controls with roughly 380 – 400 carparking spots allocated to club members, residents and visitors.

**MESSAGE 16 THE NEW CLUB WILLOUGHBY WILL BE FAMILY ORIENTED. IT WILL HAVE A RANGE OF RECREATIONAL OFFERINGS TO CATER FOR ALL AGE GROUPS.**

Club Willoughby has engaged Altis Architecture to design the new club facility. Altis working with the Club Board to ensure the new club accommodates all of the amenities that are important to our members. From our member surveys we understand our members want our new club to be family friendly and include amenities that are suitable for children. Our new club will incorporate child friendly alfresco dining areas, cafes and restaurants.

**MESSAGE 17 REALISTICALLY WHEN COULD THE COMMUNITY EXPECT CONSTRUCTION TO COMMENCE ON THE SITE.**

We would estimate that the Development Application would take approx. 9-12months, followed by a period of pre-sales and financing. As such the project is likely to start late 2020.

**MESSAGE 18 COMMUNITY CONSULTATION IS VITAL TO THE SUCCESS OF THIS PROJECT. BOTH CLUB WILLOUGHBY AND HYECORP PROPERTY GROUP WANT TO CREATE A PROJECT THAT IS GENUINELY LOVED AND APPLAUDED BY THE LOCAL COMMUNITY.**

Community consultation is an integral part of our design process. We have incorporated the community's comments from our 2017 consultation into the concept plan and from this consultation process we are keen to understand your views about our preliminary designs. We want this project to become the focus of community life and to be acknowledged by all as the 'Heart of Willoughby'. If this is to occur it is imperative that we share with local residents, club members and interested stakeholders our design thinking and that we remain flexible in our approach so that we can incorporate your feedback into our final design solution.

The plans we are presenting to you today are well advanced but they are not set in stone. As you can appreciate this is a complex project to design and there is still much work to be done before we can stamp our plans as Final.

## 1.5.2. Overview of Stage 2 Communication Initiatives

A summary of the consultation communication initiatives that have been completed for this project 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 of this report.

**TABLE 1.2 - SUMMARY OF CONSULTATION COMMUNICATION INITIATIVES AND PARTICIPATION**

COMMUNICATION INITIATIVE	DATE UNDERTAKEN	LEVEL OF PARTICIPATION
<b>Information Lines</b>		
Email managed by Hyecorp contact@heartofwilloughby.com.au	Commenced in March 2017.	125 emails were received through the contact form on the Heart of Willoughby website.  3 emails were received directly to the Hyecorp email address.
Website visitation managed by Hyecorp https://www.heartofwilloughby.com.au/	Commenced in March 2017.	3,346 total visitors since going live in March 2017. 2,865 unique visits since going live in March 2017. 9,533 page views since going live in March 2017.
Project Number which is the Hyecorp Reception Number (02) 9967 9910	Commenced in February 2017.	Approximately 5-10 phone calls regarding expressions of interest by suppliers to tender for the project since 2017.  Approximately 60 phone calls in March 2019. The majority of phone calls were RSVP's to consultation events.
<b>Media Coverage</b>		
<b>Information Initiatives</b>		
Stakeholders Invitations	20 invitations were sent via email.	20 invitations were issued to organisations and individuals on the Stakeholder Database at Appendix A.
Immediate Neighbour Newsletter	21st March 2019, 100 neighbours were door knocked and provided with a copy of the resident newsletter.	100 letters distributed to the adjoining neighbours of the site including businesses and households.
Club Member Letter	Club Willoughby issued invitation to members via email.  The Bridge Club Manager sent an email to all bridge club members.	1,500 letters distributed to all Club members.
Open Day Newsletter	21st March 2019, 392 invitations were issued to residents within a 200m radius around the site.  Refer Resident Notification Plan at Figure 2.2.	300 invitations were letter dropped and 92 invitations were sent via email to people who had inquired about the Heart of Willoughby on the website.

COMMUNICATION INITIATIVE	DATE UNDERTAKEN	LEVEL OF PARTICIPATION
<b>Consultation Events</b>		
Consultation Open Day Session 1	Saturday 30th March 2019 10am-12pm at Club Willoughby	20 attendees
Consultation Open Day Session 2	Saturday 30th March 2019 12:30pm-2:30pm at Club Willoughby	13 attendees
Consultation Open Day Session 3	Saturday 30th March 2019 3pm-5pm at Club Willoughby	10 attendees
Neighbour Briefing Session	Monday 1st April 2019 6:30pm-8:30pm at Club Willoughby	40 attendees
Stakeholder Round Table Breakfast	Tuesday 2nd April 2019 7:30am-9am at Club Willoughby	7 attendees
Club Member Briefing Session	Tuesday 2nd April 2019 6pm-8pm at Club Willoughby	27 attendees
Stakeholder and Neighbour Survey	Completed during the events between 30th March 2019 and 2nd April 2019	54 surveys completed

Source: Compiled by Urban Concepts 2019



## 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
- Special Interest Groups
- Local Area Community Services
- Willoughby City Council (both Council Officers and Elected Representatives)
- State and Federal Elected Representatives
- State Government Agencies
- 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

##### ADJOINING LANDOWNERS

The residents living in the streets that immediately bound the site (Penshurst Street, Crabbes Avenue, Horsley Avenue, Legion Way, High Street and Summerville Crescent) were a significant target audience of the consultation process reflecting their importance as the immediate neighbours of the site. The consultation process built on the open and fluent dialogue that had been established during the Stage 1 Consultation in 2017.

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 AREA**



Source: Hyecorp 2019

### **BROADER RESIDENTIAL COMMUNITY**

Figure 2.2 details the broader residential notification area that was consulted during this process. This area was determined in conjunction with Willoughby City Council and was based on the development application notification area for the project.



FIGURE 2.2 RESIDENT NOTIFICATION PLAN



Source: Hyecorp 2019

### 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. The Club has occupied its Crabbie Avenue site for the last 48 years. The Heart of Willoughby project is being advanced with the full support of the Club Executive and members. At the time of writing the Club membership includes:

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

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.*

### **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

The Club is used by a number of community groups further reinforcing its importance to the local community.

### **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. The Chatswood Chamber of Commerce was the primary target audience for this project.

## **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.

All 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.

The Willoughby City Council Progress Associations that were the primary focus of this consultation process included.

- The Federation of Willoughby Progress Associations; and
- The Willoughby South Progress Association.

### **2.2.5. Local Area Community Services**

The following community services are located within the resident catchment area and were included in the consultation process.

- Armenian Cultural Centre; and
- St Thomas School.

### **2.2.6. 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.

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 Lerna (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

### **2.2.7.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

#### **Federal**

- The Hon Trent Zimmerman, Member for North Sydney

### **2.2.8.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
- NSW Office of Liquor, Gaming and Racing
- NSW Department of Planning and Environment

### **2.2.9. Hyecorp Project Team**

A specialist multidisciplinary team providing expertise in all aspects of site investigations and analysis and urban planning have been engaged to provide the professional advise necessary for the formulation of the development application documentation. The individual team members are detailed in Table 1.1 of this report.

**TABLE 2.1 TARGET AUDIENCE COMMUNICATION LINES**

TARGET AUDIENCE	DEGREE OF INTEREST	DEGREE OF INFLUENCE	METHOD OF ONGOING COMMUNICATION	PROJECT TEAM MANAGEMENT RESPONSIBILITY
Adjoining land owners and broader residential community	High	High	<ul style="list-style-type: none"> <li>• Direct liaison as required.</li> <li>• Letter to Adjoining Residents with Meet and Greet door knock</li> <li>• Newsletters</li> <li>• Project website</li> <li>• Community Consultation events</li> </ul>	<ul style="list-style-type: none"> <li>• Hyecorp</li> <li>• Club Willoughby Executive</li> <li>• Urban Concepts</li> <li>• Specialist consultants as required</li> </ul>
Club Willoughby <ul style="list-style-type: none"> <li>• Executive</li> <li>• Members</li> <li>• Community Groups</li> </ul>	High	High	<ul style="list-style-type: none"> <li>• Club Member Briefings</li> <li>• Club Newsletter and Website</li> <li>• Project website</li> <li>• Community Consultation events</li> </ul>	<ul style="list-style-type: none"> <li>• Hyecorp</li> <li>• Club Willoughby Executive</li> <li>• Urban Concepts</li> <li>• Specialist consultants as required</li> </ul>
Local Business Community <ul style="list-style-type: none"> <li>• Chatswood Chamber of Commerce</li> </ul>	Moderate	Moderate	<ul style="list-style-type: none"> <li>• Newsletters</li> <li>• Stakeholder Round Table</li> <li>• Project website</li> <li>• Community Consultation events</li> </ul>	<ul style="list-style-type: none"> <li>• Hyecorp</li> <li>• Club Willoughby Executive</li> <li>• Urban Concepts</li> <li>• Specialist consultants as required</li> </ul>
Resident Organisations. Willoughby City Council Progress Associations	High	High	<ul style="list-style-type: none"> <li>• Direct liaison as required</li> <li>• Newsletters</li> <li>• Stakeholder Round Table</li> <li>• Project website</li> <li>• Community Consultation events</li> </ul>	<ul style="list-style-type: none"> <li>• Hyecorp</li> <li>• Club Willoughby Executive</li> <li>• Urban Concepts</li> <li>• Specialist consultants as required</li> </ul>

TARGET AUDIENCE	DEGREE OF INTEREST	DEGREE OF INFLUENCE	METHOD OF ONGOING COMMUNICATION	PROJECT TEAM MANAGEMENT RESPONSIBILITY
Local Area Community Services <ul style="list-style-type: none"> <li>St Thomas School</li> <li>Armenian Cultural Centre</li> </ul>	Moderate	Low	<ul style="list-style-type: none"> <li>Direct liaison as required</li> <li>Newsletters</li> <li>Stakeholder Round Table</li> <li>Project website</li> <li>Community Consultation events</li> <li>Stakeholder Briefing Papers</li> </ul>	<ul style="list-style-type: none"> <li>Hyecorp</li> <li>Club Willoughby Executive</li> <li>Urban Concepts</li> <li>Specialist consultants as required</li> </ul>
State Government Agencies <ul style="list-style-type: none"> <li>Department of Planning and Environment</li> <li>NSW Liquor, Gaming and Racing.</li> </ul>	High if concurrence is required	High if concurrence is required	<ul style="list-style-type: none"> <li>Direct liaison as required</li> <li>Newsletters</li> <li>Stakeholder Round Table</li> <li>Project website</li> </ul>	<ul style="list-style-type: none"> <li>Hyecorp</li> <li>Urban Concepts</li> <li>Specialist consultants as required</li> </ul>
State and Federal Elected Representatives <ul style="list-style-type: none"> <li>State Member for Willoughby and Premier: The Hon Gladys Berejiklian MP</li> <li>Federal Member for North Sydney: The Hon Trent Zimmerman MP</li> </ul>	High	High	<ul style="list-style-type: none"> <li>Direct liaison as required</li> <li>Newsletters</li> <li>Stakeholder Round Table</li> <li>Project website</li> </ul>	<ul style="list-style-type: none"> <li>Hyecorp</li> <li>Urban Concepts</li> </ul>
Willoughby City Council <ul style="list-style-type: none"> <li>Council Officers and Elected Representatives</li> </ul>	High	High	<ul style="list-style-type: none"> <li>Direct liaison as required</li> <li>Newsletters</li> <li>Stakeholder Round Table</li> <li>Project website</li> <li>Community Consultation events</li> <li>Regular Briefings to be minuted and reported</li> </ul>	<ul style="list-style-type: none"> <li>Hyecorp</li> <li>Urban Concepts</li> <li>Specialist consultants</li> </ul>

Source: Compiled by Urban Concepts



## 3. THE COMMUNICATION METHODOLOGY AND OUTCOMES

The communication methodology that was implemented during the Stage 2 Consultation process involved:

- Updating the community information lines that were established during the Stage 1 consultation process.
- The staging of consultation events to explain to participants the status of the Compatibility Certificate Application and to help them conceptualise the architectural and landscaping plans being advanced in the development application.
- Undertaking a community survey to understand stakeholder and community feedback to the architectural solution.

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

### 3.1. Information Lines

#### 3.1.1. Phone Number and Project Email

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

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

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

#### 3.1.2. Project Website

The website has been the primary line of communication for this project and went live to the public in March 2017 to coincide with the launch of the Stage 1 consultation process. The website underwent a major update to coincide with the 2nd stage of the consultation process. The website address is [www.heartofwilloughby.com.au](http://www.heartofwilloughby.com.au).

The website is managed by Hyecorp and has attracted 3,346 visitations between March 2017 and April 2019.

#### 3.1.3. Newsletters

During the course of the Stage 2 consultation process four 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 neighbour newsletter incorporating an invitation to a neighbour briefing.
- An open day newsletter to residents within a 200m radius around the site incorporating an invitation to the open day consultation.

The newsletters are reproduced in Appendix B.

### 3.1.4. 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
<b>Information Lines</b>		
Email contact@heartofwilloughby.com.au	125 emails were received through the contact form on the Heart of Willoughby website. 3 emails were received directly to the Hycorp email address.	The emails have included RSVP's to consultation events, requests for information regarding the Bridge Club and dance groups, and requests for information regarding the DA process.
Website Visitation http://heartofwilloughby.com.au	3,346 total visitors since March 2017. 2,865 unique visits since going live in March 2017. 9,533 page views since going live in March 2017.	Visitors to the website between March 2017 and April 2019.
Phone Number Hycorp reception number (02) 9967 9910	Approximately 5-10 phone calls expressing interest in the seniors living component of the project. In this regard enquiries related to the purchase of the seniors living units. Approximately 60 phone calls were received in March 2019.	The majority of phone calls were RSVP's to consultation events.  Expressions of interest.
<b>Information Initiatives</b>		
Stakeholders invitation/newsletter	20 invitations were issued to organisations and individuals detailed in the database at Appendix A. These were the organisations that expressed interest in being kept informed about the project during Stage 1.	The Stakeholder invitation invited attendance to the Stakeholder Round Table Breakfast.  Refer Appendix B.
Immediate Neighbour newsletter	100 adjoining neighbours of the site including businesses and households were door knocked and provided with a copy of the resident newsletter.	The newsletter outlined information about the project and invited participation to the Neighbour Briefing.  Refer Appendix B.
Open Day newsletter	392 invitations were issued to residents within a 200m radius around the site. 300 invitations were letter dropped and 92 invitations were sent via email.	The newsletter outlined information about the project and invited participation to an Open Day.  Refer Appendix B.
Club Member newsletter	1,500 newsletters were distributed to current Club Willoughby members via email.	The newsletter outlined information about the project and invited participation to the Club Member Briefing.  Refer Appendix B.

COMMUNICATION LINE	NUMBER	TOPIC
<b>Consultation Events</b>		
Neighbour Meet and Greet	100 properties visited	Hyecorp visited each of the neighbouring properties to ensure each resident was aware of the consultation and encourage participation in the briefing session.
Consultation Open Day Session 1 Saturday 30th March 2019 10am-12pm at Club Willoughby	20 attendees	Facilitated understanding of the architectural solution through a Site Walk with the use of computer generated images, a virtual video fly through of the development and a PowerPoint presentation (which is detailed in Appendix D) to address specific areas of interest.
Consultation Open Day Session 2 Saturday 30th March 2019 12:30pm-2:30pm at Club Willoughby	13 attendees	Facilitated understanding of the architectural solution through a Site Walk with the use of computer generated images, a virtual video fly through of the development and a PowerPoint presentation (which is detailed in Appendix D) to address specific areas of interest.
Consultation Open Day Session 3 Saturday 30th March 2019 3pm-5pm at Club Willoughby	10 attendees	Facilitated understanding of the architectural solution through a Site Walk with the use of computer generated images, a virtual video fly through of the development and a PowerPoint presentation (which is detailed in Appendix D) to address specific areas of interest.
Neighbour Briefing Session Monday 1st April 2019 6:30pm-8:30pm at Club Willoughby	40 attendees	Facilitated understanding of the architectural solution through a Site Walk with the use of computer generated images, a virtual video fly through of the development and a PowerPoint presentation (which is detailed in Appendix D) to address specific areas of interest.
Stakeholder Round Table Breakfast Tuesday 2nd April 2019 7:30am-9:30am at Club Willoughby	7 attendees	Facilitated understanding of the architectural solution through a Site Walk with the use of computer generated images, a virtual video fly through of the development and a PowerPoint presentation (which is detailed in Appendix D) to address specific areas of interest.

COMMUNICATION LINE	NUMBER	TOPIC
Club Member Briefing Session Tuesday 2nd April 2019 6pm-8pm at Club Willoughby	27 attendees	Facilitated understanding of the architectural solution through a Site Walk with the use of computer generated images, a virtual video fly through of the development and a PowerPoint presentation (which is detailed in Appendix D) to address specific areas of interest.
Community Survey Completed during the events between the 30th March 2019 and 2nd April 2019	54 surveys completed at the consultation events	The survey instrument included a series of open and closed ended questions to gain an insight into the level of support for the architectural plans and potential areas of concerns.

Source: Compiled by Urban Concepts 2019

## 3.2. Community Consultation Events

The purpose of the community consultation events was to:

- Update residents and interested stakeholders about the status of the Site Compatibility Certificate Application.
- Assist local residents and interested stakeholders to conceptualise the architectural solution being advanced for the precinct and specifically the new Club and the associated seniors housing;
- Explain the statutory planning framework that underpins the project;
- Continue the positive dialogue between Hyecorp, Club Willoughby and the local community that had been established during Stage 1.

Five consultation events were held:

- Saturday Open Day comprising of three site walks and briefing sessions.
- An Immediate Neighbour Briefing Session
- A Stakeholder Round Table Breakfast
- A Club Member Briefing Session
- Community Survey

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

### 3.2.1. Saturday Open Day Consultation

The Open Day Weekend Consultation was held on Saturday 30th March 2019 between 10am and 5pm. During the day three two hour sessions were held at 10am-12pm, 12:30pm-2:30pm and 3pm-5pm. A total of 43 participants attended the day across all events. The event was held at Club Willoughby.

Each session was structured in three parts. Part 1 comprised a 20 minute PowerPoint presentation and video fly through. This presentation is detailed in Appendix C. Part 2 comprised a 1 hour guided Site Walk where Hyecorp and their architects explained 'on the ground' the architectural plans being advanced for the site. The walk

comprised of 9 stops. At each stop computer generated architectural images were used to assist participants to understand the anticipated building form. The site walk map is reproduced in Appendix E. Part 3 comprised a PowerPoint presentation on technical issues not raised on the walk and a 30 minute facilitated question and answer session (Q and A Session). The Record of Comments arising from the Q and A Session are detailed in Appendix F. During Part 3 participants were asked to complete a survey questionnaire about the project. The survey responses are explained in Section 4. Photographs from the Open Day are presented in Figures 3.1-3.3. 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. Each of the sessions were videoed to provide a visual record of the events. Photographs from the Open Day are presented at Figures 3.1 to 3.3.

The following team members assisted with the Open Day presentations and Site Walk:

Stephen Abolakian - Hyecorp

Nigel Dickson - Dickson Rothschild

Tim Rogers - Colston Budd Rogers & Kafes Pty Ltd

Matt Vertzonis - Club Willoughby

Belinda Barnett – Urban Concepts (Facilitator)

A summary of the issues and ideas put forward during the Open Day is presented in Section 4 of the report.

**FIGURE 3.1 OPEN DAY CONSULTATION - POWERPOINT PRESENTATION**



Source: Hyecorp 2019



FIGURE 3.2 OPEN DAY CONSULTATION - SITE WALK



Source: Hyecorp 2019

FIGURE 3.3 OPEN DAY CONSULTATION - SITE WALK



Source: Hyecorp 2019

### 3.2.2. Neighbour Briefing Session

The Neighbour Briefing was held from 6:30pm to 8:30pm on Monday 1st April 2019. Photographs from the event are presented at Figures 3.4-3.5. The event was held at Club Willoughby. While 100 invitations were issued, 40 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 same presentation was also used at the Stakeholder Round Table Breakfast). The presentation was followed by a facilitated 60 minute question and answer session. At the completion of the event, 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

Nigel Dickson - Dickson Rothschild

Tim Rogers - Colston Budd Rogers & Kafes Pty Ltd

Matt Vertzonis - 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 F. 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.

At the completion of the event, residents were given the opportunity to register to have a privacy and outlook inspection undertaken of their property by the project architect Dickson Rothschild. We advise that 8 residents registered their interest. The results arising from these investigations are presented in Section 4.

**FIGURE 3.4 NEIGHBOUR BRIEFING**



Source: Urban Concepts 2019



**FIGURE 3.5 NEIGHBOUR BRIEFING**



*Source: Urban Concepts 2019*

### **3.2.3. Stakeholder Round Table Breakfast**

The Stakeholder Briefing was held from 7:30am-9am on Tuesday 2nd April 2019. The event was held at Club Willoughby. While 20 invitations were issued, 7 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 same presentation was also used at the Neighbour Briefing). The presentation was followed by a facilitated 30 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. A photograph from the event is presented in Figure 3.6.

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

Stephen Abolakian - Hyecorp

Nigel Dickson - Dickson Rothschild

Matt Vertzonis - 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 F. 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 3.6 STAKEHOLDER ROUND TABLE BREAKFAST**



*Source: Urban Concepts 2019*

### **3.2.4.Club Member Briefing Session**

The Club Member Briefing was held from 6pm to 8pm on Tuesday 2nd April 2019. The event was held at Club Willoughby. While 1,500 invitations were issued, 27 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 presentation was followed by a facilitated 60 minute question and answer session.

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

Stephen Abolakian - Hyecorp

Nigel Dickson - Dickson Rothschild

Tim Rogers - Colston Budd Rogers & Kafes Pty Ltd

Matt Vertzonis - Club Willoughby

Rolfe Latimer - Altis Architecture

Con Dedes - Dedes Group

Belinda Barnett – Urban Concepts (Facilitator)

Photographs from the event are presented at Figures 3.7-3.8. 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 F. 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 3.7 CLUB MEMBER BRIEFING**



Source: Urban Concepts 2019

**FIGURE 3.8 CLUB MEMBER BRIEFING**



Source: Urban Concepts 2019



### 3.2.5. Community Survey

A Community Survey was used at the consultation events to capture feedback from event participants on the proposed redevelopment. The survey findings are discussed in Section 4 of this report.

The survey questionnaire was distributed at the completion of the Stakeholder Round Table Breakfast, the Neighbour Briefing and the Open Day Consultation Sessions. It was a self administered questionnaire which was structured around 10 questions, of which were 6 profile questions, 3 close ended questions and 2 open ended questions enabling participants to provide comments about the project. A total of 54 participants completed the questionnaire. A copy of the questionnaire and a report on the survey responses is detailed in Appendix G. A summary 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 consultation events, the community survey and the individual neighbour site meetings that have been conducted during this phase of the consultation 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 F and G of this report.

### 4.2. Consultation Findings

A summary of the key findings arising from the Stakeholder Round Table Breakfast, Neighbour Briefing, Open Day Consultation Sessions follows. 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
- Architectural Style of Street Frontages
- Scale, Building Form and Setbacks
- Landscaping Treatments
- Design and function of Memorial Park
- War Memorial
- Public Transport
- Car Parking and Access
- Traffic Generation and Movement
- The New Club Facility
- Operational Considerations
- Stormwater Management and Sustainability
- Construction Management
- Financial Model
- Development Process and Timeframe
- Mixed Use Development

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

#### 4.2.1. Seniors Housing and Residential Aged Care

##### PARTICIPANT COMMENTS

Participants wanted to understand how many independent living units would be located on the site and how they were dispersed across the site in the three individual buildings. Participants wanted to know how many

apartments would be in the tallest building on the site being the 5 storey building proposed for the centre of the site.

Participants wanted to understand whether the senior's independent living units would be strata subdivided. Participants wanted to understand the apartment mix in terms of bedroom size.

Participants were interested in knowing whether Hycorp would operate the residential aged care facility and the seniors living units and if they had any experience in this area.

Participants wanted to understand what type of amenities would be provided for the senior's living units.

## APPLICANT RESPONSE

The applicant advised that there will be between 100-110 independent seniors living apartments on the site. The five storey building that will be located in the centre of the site will contain approximately 54 apartments. Final apartment numbers will depend on the mix of one, two and three bedroom apartments offered. The residential aged care facility will be a 40-50 bed facility.

Hycorp indicated that they are new to the retirement living sector and that the Heart of Willoughby Project will be the first seniors living project that they will have built and managed. They are currently establishing a new division of their business to cater for this sector. While it is their intention to manage the seniors living component of the project they will partner with an aged care operator to run the residential aged care facility.

The seniors living apartments will not be strata title they will be sold on a loan/license arrangement under the Retirement Villages Act.

In terms of amenities, the senior's living units will have a pool and a gymnasium. Being located within the Heart of Willoughby Precinct, residents of the seniors living units will enjoy access to cafés and restaurants located both in the new Club facility and in the neighbourhood shops under the mixed use development. There will be a variety of open spaces being the memorial park as well as private communal open spaces within the development itself. At the time of writing the design of these open spaces is currently being finalised.

## 4.2.2. Architectural Style of Street Frontages

### PARTICIPANT COMMENTS

Participants expressed the view that the architectural character of the development at the Crabbes Avenue frontage should complement the Federation character of the residential dwellings. Participants did not feel the proposed design of the Crabbes Avenue frontage complemented the heritage character of the precinct. This was expressed through comments such as:

*'Where is the federation style inspiration. This whole development will change the look of Crabbes Avenue forever. We want to see this in keeping with the style. There is no respect for the Federation Architecture in terms of shape and colour.'*

At the Penshurst Street frontage participants wanted assurances that the street trees adjacent to the Penshurst Street bus stop would be retained. They also wanted to have awning included at the Penshurst Street frontage to provide weather protection for the bus stop.

### APPLICANT RESPONSE

Hycorp has reviewed the architectural design treatment at the Crabbes Avenue frontage with their urban designer, Dickson Rothschild. The design treatment of the elevation has been made more sympathetic with the federation character of the streetscape. This has been achieved by a change to the materials palette to incorporate brick face work, timber architectural detailing of balcony balustrades and changes to the window fenestrations and upper level roof line. The revised design is illustrated at Figures 5.1 and 5.2.

There is no intent or requirements to remove the street trees at the Penshurst Street frontage and Hyecorp will work with an arborist to ensure the trees are protected during construction.

In terms of the incorporation of an awning along the Penshurst Street frontage, Hyecorp will enter into discussions with Willoughby Council to ascertain whether it would like an awning at this frontage. Hyecorp advises that the addition of an awning would require the support of the Council.

#### **4.2.3. Scale, Building Form and Setbacks**

##### **PARTICIPANT COMMENTS**

Participants wanted to understand the setback distances from the eastern, northern and southern boundaries and how the setback areas would be landscaped. Adjoining neighbours along the southern and eastern boundary wanted to understand how the levels would be dealt with given that the bowling club site is higher than the adjoining properties. To this end, neighbours wanted to understand whether the two storey building height would be from natural ground level or consistent with their own ground level. Adjoining neighbours felt that an 8 metre setback should have been provided along the eastern boundary notwithstanding that the Concept Plan provided for a 6 metre setback.

With respect to building heights, it was explained that all new development would be two storeys along the southern and eastern boundaries and that it would step up to three storeys at the internal elevation. Participants wanted to understand where the three storey height would commence and whether overlooking into neighbours back gardens would occur from the 3rd floor level. There were some neighbours who asked why a 5 storey building had been included given that there are no 5 storey buildings on Penshurst Street.

Along the southern boundary, neighbours wanted to understand whether the aged care facility would have balconies along its southern elevation.

Participants sought assurances that, Hyecorp and Club Willoughby would not look to increase the height and density of development beyond that already established under the Site Compatibility Certificate. In this regard the residents did not want a similar experience to what had occurred on the Channel Nine site.

One participant expressed the view that they felt the video made the project look 'enormous' and wanted to know whether it was large development.

Participants wanted to understand whether the development would overshadow neighbouring properties.

Participants wanted clarification about whether the two storey component of the development along the eastern elevation was two levels of apartments or a two storey townhouse.

Representatives from the Armenian Cultural Centre wanted to understand the architectural resolution of the mixed use development along the shared boundary and specifically wanted to know whether there would be windows looking into the Club premises.

##### **APPLICANT RESPONSE**

The plans presented by Hyecorp at the consultation conformed with the development standards that had been set for the site in the Site Compatibility Certificate with regard to floor space ratio, height and setback distances. Hyecorp and Club Willoughby confirmed that there is no intention to seek any variation to the height and floor space ratio standards and Hyecorp has advised that this is consistent with the development application plans that are being lodged.

Hyecorp is currently meeting with the individual adjoining property owners along the southern and eastern boundaries to better understand the ground level height variances and is working with their urban designer, Dickson Rothschild, to ensure there is no direct overlooking or loss of privacy to these residences. Opportunities to mitigate potential impacts through additional landscaping, privacy screens and fencing treatments are being explored as well as changes to the building elevations to refine window placement and heights. The outcomes of the meetings with the adjoining property owners is detailed in Table 4.5.

The landscape plans indicate that there will be deep soil landscaping zones along each of the southern and eastern boundaries. Landscaping of these zones will include mature tree species to provide a visual buffer. It was confirmed that there is no communal open space planned within the southern and eastern setback areas.

Along the eastern boundary the seniors living building will be two storeys and has been designed with a ground floor and first floor apartment. (This building is denoted as Building B on the Development Application Plans). The ground floor apartment will access the ground level open space and it has been included in the development calculations as private open space. The first floor apartments will have a balcony at this elevation but balconies will not protrude into the 6 metre setback zone as they been designed behind the setback area.

The residential aged care facility that runs parallel to the southern boundary is setback 8 metres from the boundary. The facility does not have any balconies or terraces designed along the southern elevation.

A detailed overshadowing and solar analysis forms part of the development application documentation. Based on this analysis Hyecorp can confirm that between the hours of 9am-3pm at the winter solstice there is no effect to adjoining properties. This analysis identifies that adjoining properties will retain their existing level of solar access. From the outset of the design process the retention of solar access to adjoining properties has been a guiding design principle.

In respect to participants comments concerning the inclusion of a 5 storey building, it was indicated that the original concept plan that was presented at the 2017 consultation incorporated a 5 storey building at the centre of the site. The requirement for a 5 storey building comes from the decision to keep development to two storeys along the southern and eastern boundaries and enables the dwelling yield to be met with minimum built form impact on neighbouring properties.

The Concept Master Plan has guided the architectural solution and provides for a stepped built form where development heights retain a 2 storey domestic 'dwelling house' scale at the southern, eastern and northern edges, complements the 4 storey height of apartment development at the Penshurst Street frontage (western boundary) and then step to the maximum 5 storey height in the centre of the site.

With respect to the interface between the Armenian Cultural Centre and the mixed use development it was explained that as the mixed use development will be built to the boundary it will present as a blank wall. No windows or balcony treatments are proposed at the interface as it is anticipated that given the zoning of the land the Armenian Cultural Centre would be developed for residential apartments at a future point in time.

#### **4.2.4. Landscaping Treatments**

##### **PARTICIPANT COMMENTS**

There was interest in understanding whether it would be possible for future residents to have a vegetable garden in the seniors living component of the project.

Participants wanted to understand whether the deep soil landscape zones along the side boundaries would be planted with trees and if so whether mature tree species would be used. Participants commented that all of the computer generated images showed mature tree and shrub species and they sought clarification about whether mature tree species would be planted.

Participants wanted to know whether there would be a roof top garden on top of the five storey seniors living unit building (Building C) at the centre of the site. There was concern that this would result in waterproofing issues for apartments underneath.

Neighbours were interested in understanding whether there were any communal open space areas planned for the eastern and southern setbacks.

##### **APPLICANT RESPONSE**

Hyecorp agreed that the incorporation of vegetable gardens within the communal open space areas would be a valuable asset for the health and well-being of future residents. With regard to the use of mature species in



the landscaping, it was indicated that mature species will be used where it will be important to provide visual screening and privacy along boundary treatments. Given the extensive landscaping across the site it will not be possible to use mature species at all times but they will certainly be incorporated to provide maximum visual interest and privacy.

Hyecorp confirmed that there are no communal open space areas proposed along the southern and eastern boundaries.

With regard to the incorporation of a roof garden on the centrally located 5 storey building, Hyecorp indicated that advances in waterproof membranes had significantly improved and that they hold no waterproofing concerns with the inclusion of a rooftop garden. Hyecorp indicated they had recently incorporated a rooftop pool in one of their projects without any waterproof issues arising.

#### **4.2.5. Design and function of Memorial Park**

##### **PARTICIPANT COMMENTS**

Participants wanted to know the size of the new memorial garden on the site. Participants wanted to understand whether the park was being designed as an active or passive open space and wanted to know whether the landscaping would include trees.

Members of the Willoughby Legion Sub Branch were interested in the actual design of the new memorial garden that would be located in the memorial park given it is to become the ceremonial space for memorial services such as ANZAC Day.

Participants wanted to understand how big the new memorial Park would be and whether it would be an equivalent size to a bowling green.

##### **APPLICANT RESPONSE**

In terms of the size of the park, it will measure 68 metres in length and 40 metres in width, which equates to a site area of 2770 square metres. The design of the park is illustrated at Figure 5.3.

#### **4.2.6. War Memorial**

##### **PARTICIPANT COMMENTS**

Participants wanted to understand whether the war memorial would be relocated into the new park. There was also concern about the future of the existing roses in the memorial gardens and whether these could also be relocated into the new park.

##### **APPLICANT RESPONSE**

Club Willoughby agrees that it is important for the existing sandstone memorial and the memorial garden roses to be incorporated into the new memorial design. At the time of writing, the memorial design has not been finalised.

#### **4.2.7. Public Transport**

##### **PARTICIPANT COMMENTS**

Participants wanted reassurances that the existing bus stop at the Penshurst Street frontage would be retained. Some participants expressed the view that it would be good for the new Club frontage to have an awning so that commuters have weather protection.

## APPLICANT RESPONSE

Hyecorp indicated that the redevelopment of the Club site would not necessitate any changes being made to the Penshurst Street bus stop. It would be retained in its current location. In terms of the incorporation of an awning along the Penshurst Street frontage, Hyecorp will enter into discussions with Willoughby Council to ascertain whether it would like an awning at this frontage. Hyecorp advises that the addition of an awning must be supported by the Council.

### 4.2.8. Car Parking and Access

#### PARTICIPANT COMMENTS

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 seniors independent living units, the residential aged care facility and the mixed use development. There was also interest in understanding whether each land use would have its own visitor parking allocation and whether access to the visitor car parking would be security controlled by way of an access card and boom gate. Specifically participants wanted to know how many visitor car parking spaces there would be across all of the landuse categories.

Participants sought clarification about the basement car park arrangement and how vehicles would access each allocated parking area. Would there be separate driveway spurs providing access to the residential car parking and the Club parking area.

With the design of the basement car park and the single access driveway participants wanted to understand:

- What the height restriction would be and whether garbage and service vehicles would be able to access the basement and loading deck safely.
- The layout of the car park.
- Whether it would be possible to incorporate more light shafts into the design.
- How many levels it would be.
- Whether there was potential for rainwater to enter through the porte-cochere.
- Whether all the car parking would be secured.
- Would there be an emergency vehicle parking bay allocated.

Participants wanted assurances that the north south through site link connecting Crabbes Avenue to Legion Way would only be for pedestrians and would not be a vehicular through site link. With the incorporation of a through site link, participants sought clarification about how the shared use of Legion Way would be managed given that it provides vehicular access to many garages.

Club members wanted to understand how many of the proposed 385 spaces would be allocated to the Club and whether the Club parking allocation would be equivalent to the 160 spaces currently provided. Participants wanted to understand whether every seniors living apartment and the mixed use development would also have its own designated car parking space.

There were participants that wanted to know whether it would be possible to provide more parking than was required under Council controls and whether an extra level of parking could be provided in the basement. (It was explained that any extra parking area provided in excess of the Council's controls would be classified as Gross Floor Area which would impact the floor space ration calculations. Participants wanted to understand whether the Willoughby Council Development Control Plan established a maximum number of parking spaces for a club use.

Some participants were concerned that the Council would introduce metered parking in Crabbes Avenue as a result of the new the park. Neighbours were also concerned that there was not enough car parking being

provided on the site and that spill over car parking would impact Crabbes Avenue. Many of the Crabbes Avenue properties only have a single car space and are reliant on street parking for their second vehicle. It is critical to neighbours that sufficient on site car parking is provided. Neighbours concerns were expressed through comments such as:

*'So my issue is that with over 110 apartments, even if you have 1 space for each apartments, the numbers do not add up. You have 160 space at the moment. With all of your extra facilities, 385 spaces is not enough and Crabbes Avenue is going to turn into metered parking, there is just no other way. Residents will not be able to park their second car.'*

Participants wanted to understand whether there will be a drop off zone at the Penshurst Street frontage and what restrictions would apply. Some participants questioned why there could not be a service driveway off Penshurst Street and asked if the Roads and Maritime Services had changed its policy given that there are so many existing driveways accessing onto Penshurst Street.

## APPLICANT RESPONSE

We note that the plans shown at the Stage 2 consultation provided for 385 basement carparking spaces. At the consultation Hycorp undertook to revisit the carpark design to ascertain if they could accommodate additional spaces. As a result the final development application now provide for a 441 space basement carpark.

The current design provides the basement car parking across two and half levels. Each land use allocation (i.e. the Club, residential aged care facility, seniors living units and mixed use development with neighbourhood shops) has its own designated and secure car parking area within the basement. Visitor car parking would be assigned to each designated land use. It was indicated that at certain times or for certain Club events it may be possible for Club members to access the visitor car parking associated with the seniors living and residential aged care land uses. It was confirmed that the new Club will not have fewer car parking spaces than the existing Club. In this regard there are 160 at grade spaces currently available to Club members.

A Traffic and Parking Assessment has been prepared for the development by Colston, Budd, Rogers and Kafes and forms part of the development application documentation. The Assessment concludes that the car parking allocation accords with the relevant provisions of Willoughby Council and the Seniors Housing SEPP and is sufficient to cater for the intended development. Hycorp and Club Willoughby will not be relying on street car parking to cater for the development. In response to residents concerns that Willoughby Council will introduce metered car parking in Crabbes Avenue to cater for the new park, it was indicated that the park is a passive local park. It will not incorporate a playground. When it is used for memorial events, the Club car park would be available. Outside of these times, it is intended to be used by local residents living in adjacent apartments or who would walk to the neighbourhood shops or via the new north-south through site through site pedestrian link.

It was confirmed that there will be a single access driveway off Crabbes Avenue to service the porte-cochere, the basement car park and the loading dock. In this regard the height of the driveway entry clearance will be 4.5 metres which is sufficient to accommodate service and waste collection vehicles. It was explained that all vehicular access to the development site must be provided off Crabbes Avenue as Penshurst Street is a Classified Road that falls under the care and control of the NSW Roads and Maritime Services (RMS). Under the provisions of the State Environmental Planning Policy Infrastructure 2007 it is not possible to provide vehicular access to an RMS controlled road where there is an alternate secondary road that could provide access. This is the situation with the Club Site.

With respect to the introduction of a drop off zone at the Penshurst Street frontage it was indicated that representations are being made to the RMS to ascertain whether such an arrangement would be acceptable.

The north-south through site link that connect Crabbes Avenue to Legion's Way will be a pedestrian only link. The link has been incorporated at the request of Willoughby Council. The detailed design at the Legions Way entry will be developed in conjunction with Council given the need to preserve the existing vehicular access to the private garages that have their access off Legions Way.

## 4.2.9. Traffic Generation and movements

### PARTICIPANT COMMENTS

Participants wanted to know whether there would be any changes to the local road network as a result of the development. Participants wanted to know whether it would now be possible to make a right hand turn onto Penshurst Street from Crabbes Avenue.

Neighbours in Crabbes Avenue were concerned that the traffic generation from the car park would be so great that they would not be able to safely enter or exist their driveway. They felt that it may be necessary to construct a barrier down the centre of the road to stop right turn movements out of the Club driveway.

### APPLICANT RESPONSE

In their submission to the NSW Department of Planning and Environment for the Site Compatibility Certificate Willoughby Council indicated that no changes would be required to the local road network to accommodate the Heart of Willoughby development. There is no proposal to change the 'no right hand turn' control at the Crabbes Avenue-Penshurst Street intersection.

Traffic modeling for the development indicates that there will be only a very small increase in traffic on Crabbes Avenue. It was explained that the traffic generation rates that are applied by the NSW RMS for residential aged care and seniors living are very low. The modeling does not indicate that residents in Crabbes Avenue will experience delays resulting from the Heart of Willoughby development.

## 4.2.10. The New Club Facility

### PARTICIPANT COMMENTS

Participants wanted to understand whether the new club facility would be the same size or larger in terms of floor space when compared with the existing facility.

In respect to the design of a new Club participants wanted to understand whether there would be a dance floor in the new Club of equivalent size and standard to the existing dance floor in the Club. It was indicated that the Club currently hosts a number of events that require a dance floor and it is one of the last remaining venues in Sydney to have a 'proper' dance floor.

Participants sought clarification that the main pedestrian entry of the Club would be off Penshurst Street.

There was interest in understanding how many levels the Club would be and what uses would be located on each level. Members wanted to understand whether there be an area designated to the Bridge Club. Bridge Club members expressed concern that the two lifts shown on the plans may not be large enough to cater for bridge club days given that hundreds of people need to be moved in relatively short period of time.

Bridge Club members clarified that their ongoing occupation of the new Club would require them to enter into a new commercial license arrangement. If agreement could not be reached on the commercial negotiation they would be required to find an alternate location. Bridge Club members wanted to know if the Club was in discussion with other community groups who may want to run their organisations from the new Club.

Participants were interested in the design of the new alfresco dining area, whether it would provide an outdoor dining experience and how the space related to the memorial park. There was much support by all participants for alfresco dining opportunities given the lack of these amenities in the local area.

A participant expressed the view that the architecture of the Club did not look 'ground breaking' and there was interest in understanding the design process that had been gone through and whether other Clubs had been examined during the design process.

There were members who wanted to know whether an alternate layout had been examined whereby the dining and bar areas had been located on the top floor level (denoted as level 2 on the plans) so that they could

enjoy district views. There was support for activating the use of the Club by providing access to district views.

## APPLICANT RESPONSE

It was explained that the new Club facility would be larger than the existing Club. In this regard the floor area would be expanded by 1500 square metres. While the overall Club facility would be larger, the function level designed at level 3 is of equivalent size to the main function room of the existing Club. It was further explained that there would be a dance floor within the function level however at the time of writing, the dance floor had not been designed as development application plans did not have to go into that level of detail and this would occur at the fit out stage once development consent had been obtained.

It was confirmed that the main pedestrian entry to the Club would be off Penshurst Street. Members arriving by car would access at the lower ground level porte-cochere.

It was indicated that the ongoing arrangement between the Bridge Club and Club Willoughby (on completion of the new Club) would be subject to a new lease arrangement. Club Willoughby are hopeful that both parties can continue under a new arrangement. As the execution of the lease between the two entities is an administrative matter it does not need to be finalised for the purpose of the development application.

The architectural plans locate the Clubs main dining area at ground level opening onto the new through site link and memorial park. The dining area has been designed as an alfresco space that will deliver a family friendly dining experience. It will include a children's play area. The play area will not be located in the park but within the new Club premises. The dining area will have a good micro climate given its north easterly orientation with winter solar access for maximum enjoyment.

The decision to locate the dining and bar areas of the Club at ground level respects the contextual relationship of the Club within a residential precinct. While locating these amenities at the higher levels would afford the opportunity for district views it would not be possible to deliver alfresco dining experiences given the acoustic and privacy implications for neighbours. Accordingly, the most sensitive design solution was to locate the enclosed function space on level 3 and the dining and bar areas at ground level. The juxtaposition between the ground level alfresco space and the new neighbourhood shops will create a vibrant public domain whilst providing casual surveillance to the civic walk, park and the seniors living development.

### 4.2.11. Operational Considerations

Concern was expressed over the potential for the new Club to generate noise, and participants wanted to understand how noise would be managed to ensure there was no adverse impact on future residents on the site and neighbouring properties.

Participants wanted to understand whether the windows of both the Club and the seniors living apartments would be double glazed.

Participants wanted to know whether the Club patrons would be subject to a curfew.

Participants wanted to understand the waste management collection and whether the storage of waste in the basement would create an odor problem. With all of the waste and the associated servicing occurring in a basement will there be mechanical ventilation to the basement area.

Neighbours were concerned that trucks would be servicing the loading dock in the early hours of the morning and very late at night causing crashing and banging noise. Neighbours do not want trucks including garbage trucks coming down Crabbes Avenue late at night or early in the morning.

Neighbours wanted to understand how security would be managed across the site including the park. Neighbours were concerned that there would be loitering in the park causing noise and disruption late at night and that this may result in local crime.



## APPLICANT RESPONSE

Hyecorp and Club Willoughby has prepared a Plan of Management for the new Club. The Plan incorporates recommendations from the acoustic assessment report, the crime safety report and determines requirements for double glazing, security CCTV cameras, curfew hours and the like. It forms part of the development application documentation.

Waste collection will be undertaken by a private waste contractor. Waste will be stored in the basement in an enclosed waste facility. The basement levels of the development will be mechanically ventilated to ensure there is no odor within the car parking areas and porte-cochere.

A Waste Management Plan forms part of the development application documentation and addresses how household, medical and commercial waste will be disposed of. This includes the hours of waste collection. At the time of writing the waste management plan was still being finalised. As waste is to be collected by a private contractor, the Club and Hyecorp will ensure that collection does not occur either late at night or early morning. Hours will be set having regard to the amenity of future residents of the development as well as neighbours.

### 4.2.12. Stormwater Management and Sustainability

Participants wanted to understand how the development would manage stormwater and runoff across the site. There was concern expressed that the Willoughby area experiences a high rainfall and in the vicinity of the Club the land is flood prone.

Participants were interested in understanding whether the new development would be environmentally friendly in its design. In this regard there was interest in knowing whether solar panels and rainwater tanks would be incorporated into the new design.

## APPLICANT RESPONSE

A Stormwater Management Plan has been prepared for this project and forms part of the development application documentation. During the one-on-one meetings with neighbours Hyecorp discussed the need to replace and relocate the stormwater pipes and indicated that there will be further discussions with adjoining property owners prior to commencement of excavation. Hyecorp advises that the final design plans incorporate environmental sustainable design principles. The development is BASIX compliant through the incorporation of a central rainwater storage facility, energy efficient LED lighting, energy efficient appliances, naturally ventilated apartments, motion sensor and timed lighting in common areas and a range of other features that are referenced in the BASIX development application documentation.

### 4.2.13. Construction Management

In respect to the construction of the new Club, there was interest in knowing if the new Club would be constructed before the existing Club was demolished. Some participants asked whether the seniors living apartments would be built concurrently with the new Club.

Participants wanted to understand whether there is asbestos in the existing buildings and what the process would be for its removal.

Participants wanted to understand whether the project would be constructed in stages.

Participants wanted to understand the construction traffic management plan and whether there would be large trucks standing and queuing in Crabbes Avenue or if they would use Penshurst Street.

## APPLICANT RESPONSE

Hyecorp has advised that pending the approval of the development application they will review the construction strategy. At this time they will also prepare and issue to Willoughby Council a Construction Traffic

Management Plan which will detail requirements for a works zone at the Crabbes Avenue Frontage should it be required. With regard to concerns relating to asbestos, as per Willoughby Council requirements, during the demotion phase a qualified hygienist will ensure that asbestos is adequately removed from the site.

Hyecorp will also establish a Community Consultative Committee to address and manage local issues during the construction process. The committee will include representatives of Crabbes Avenue, Horsley Avenue, Summerville Crescent and Penshurst Street.

#### **4.2.14. Financial Model**

There were participants who were interested in understanding the financial model being applied to the development and the role being played by Hyecorp. Participants sought an explanation about what form of property title would apply to the seniors living apartments and the residential aged care facility if the Club was retaining ownership of the site.

#### **APPLICANT RESPONSE**

Hyecorp has advised that Club Willoughby will retain ownership over the entirety of the Club's landholding. Hyecorp will build the new Club facility and take out a ninety nine year lease over the balance of the landholding. Pending the granting of development consent, the titling structure will be resolved and this may involve the creation of Stratum and/or Strata.

#### **4.2.15. Development Process and Timeframe**

Participants wanted to understand the approval process and whether a single development application will be progressed for the entire project. There was interest in understanding how long it would take to secure development consent from Willoughby Council.

Neighbours wanted to understand whether any changes would be made to the plans to reflect the comments made during the stage 2 consultation sessions. Participants also wanted to understand whether there would be another consultation session to present the final revised plan.

Participants sought clarification that Hyecorp would not be increasing the height or density of the development above that shown on the plans at the consultation events.

Participants wanted to understand when construction would start on site and how long it would take to complete the project. Participants wanted to understand whether the development would be completed in its entirety by 2024.

Participants wanted to know when they would be able to register their interest in the seniors living units.

#### **APPLICANT RESPONSE**

Development consent for the Heart of Willoughby project will be sought under a single development application. Given the complexity of the project, it is difficult to speculate about the timeframe for the development application approval process. Based on Hyecorp's development experience, a 10-12 month timeframe is anticipated.

Hyecorp and Club Willoughby confirm that they will not be looking to advance plans that exceed the development standards set down in the Site Compatibility Certificate. There is no intention to increase the height and floor space ratio controls that apply to the site. The plans presented to the community at the recent consultation comply with those control's.

Community Consultation has been an integral part of the Heart of Willoughby project and both Hyecorp and the Club are taking on board the comments that have been received through the Stage 2 events and rationalising the development application plans in line with the comments that have been received.

It is not proposed at this stage to hold another comprehensive consultation event prior to the lodgment of the development application, however, Hyecorp and Club Willoughby will provide adjoining neighbours the opportunity to view the final plans prior to the lodgment.

The consultation events highlighted the considerable interest in the seniors living component of the project with many local residents wanting to register interest to purchase a seniors living unit. Hyecorp is taking registrations of interest in the project notwithstanding that the project is still to secure development consent. Details about how to register interest are provided on the Heart of Willoughby website.

#### **4.2.16. Mixed Use Development**

Participants wanted to understand whether residents of the mixed use development would be able to use the amenities in the seniors housing development. They also wanted to know whether there would be a convenience store located in the ground floor neighbourhood shops.

Participants sought confirmation that the 385 parking spaces included the parking for the mixed use development apartments.

#### **APPLICANT RESPONSE**

Hyecorp indicated that residents in the mixed use development would not be able to use the amenities in the seniors living development.

It was indicated that in respect to prospective tenants of the neighbourhood shops it is highly likely that a convenience store would locate in the development. It was indicated that this would be an ideal use for one of the shops. Hyecorp also hoped that cafés and restaurants located in the development to supplement the Club's alfresco dining areas adjacent to the new park. These uses will front onto the civic walk.

Hyecorp confirmed that there would be parking designated in the basement for the mixed use development.

### **4.3. Community Survey Findings**

The survey instrument was a self-administered questionnaire that was completed by participants at the end of the consultation events. Participation in the survey was optional. The same survey instrument was used across all events. Of the 117 participants who took part in the consultation events, 54 or 46% participated in the survey.

The survey instrument was comprised of five profiling questions and 5 project related questions. The majority of questions were closed end. The survey instrument took approximately 10-minutes to complete. A summary of the profiling questions is given in Table 4.1. From our review of the profiling questions we understand that:

- The majority of participants (85%) resided in Willoughby reflecting the resident notification catchment for the project.
- The majority of participants (73.5%) were aged 51 years and over.
- 42% of participants also had taken part in the 2017 pre-consultation process indicating they live in close proximity to the site.

**TABLE 4.1 - COMMUNITY AND STAKEHOLDERS PROFILE RESULTS**

<b>Consultation event participants attended:</b>  27.78% Consultation Open Day Session 1: 10am-12pm 25.93% Consultation Open Day Session 2: 12:30pm-2:30pm 18.52% Consultation Open Day Session 3: 3pm-5pm 35.19% Neighbour Briefing Session 5.56% Stakeholder Round Table Breakfast
<b>If the participant attended the 2017 Community Consultation events held for the project:</b>  42.31% Yes 57.69% No
<b>If the participant lives in the suburb of Willoughby:</b>  85.42% Yes 14.58% No
<b>Club Willoughby member:</b>  60.38% Yes 39.62% No
<b>Gender:</b>  47.92% Male 52.08% Female
<b>Age:</b>  0% 18-25 years, 9.43% 25-35 years, 16.98% 36-50 years, 30.19% 51-65 years, 37.74% 66-80 years, 5.66% 81+ years

Source: Compiled by Urban Concepts 2019

A summary of the responses that were given for the project related questions follows below.

#### 4.3.1. Survey Responses

**Question 6 - Based on the design plans that have been presented to you at the consultation event please indicate how much you agree or disagree with the following statements.**

Question 6 was a close ended question which asked respondents to indicate how much they agree or disagree with a range of statements. Table 4.2 presents the full range of responses recorded against this question.

**TABLE 4.2 - QUESTION 6 RESULTS**

STATEMENT	AGREE A LOT	AGREE A LITTLE	NEITHER	DISAGREE A LITTLE	DISAGREE A LOT
The design plans will result in a development that will make a positive contribution to the Willoughby Local Area.	60.38%	22.64%	5.66%	5.66%	5.66%

STATEMENT	AGREE A LOT	AGREE A LITTLE	NEITHER	DISAGREE A LITTLE	DISAGREE A LOT
I support the redevelopment of the Club Willoughby site based on the design plans that have been presented today.	64.15%	15.09%	3.77%	11.32%	5.66%
Developing seniors housing on the Club Willoughby site will be beneficial to the area.	67.92%	13.21%	11.32%	3.77%	3.77%
I do not support the redevelopment of the Club Willoughby site based on the design plans that have been presented today.	16.00%	10.00%	8.00%	8.00%	58.00%

Source: Compiled by Urban Concepts 2019

The results from Question 6, indicate that the majority of respondents support the project:

- (60.32%) believe the design plans will result in a development that will make a positive contribution to the Willoughby Local Area,
- 67.92% think that developing seniors housing on the Club Willoughby site will be beneficial to the area, and
- 64.15% support the redevelopment of Club Willoughby to a large extent based on the design plans that have been presented at the event.

The final statement to Question 6 which asked respondents whether they agree or disagree with the statement 'I do not support the redevelopment of the club Willoughby site based on the design plans presented today' indicates further support for the redevelopment of the site with 66% disagreeing with the statement.

**Question 7 - The range of land uses that are included in the Heart of Willoughby Project are listed below. Do you consider that any of these uses are NOT suitable for development on the Clubs landholdings? Please only tick the land uses that you do not support.**

Question 7 was a close ended question which asked respondents to indicate which key design considerations they did not support. Table 4.3 presents the full range of responses recorded against this question.

**TABLE 4.3 - QUESTION 7 RESULTS**

DESIGN CONSIDERATION	RESULT
A new expanded and family friendly club facility.	4/12
A new memorial park at the Crabbes Avenue frontage.	2/12
A through site pedestrian link.	6/12
Independent seniors living units.	4/12
A residential aged care facility.	4/12
Off street car parking for approximately near 385 cars across two basement levels.	9/12

Source: Compiled by Urban Concepts 2019

As detailed in the response table only 12 of the 54 survey participants responded to this question indicating that the majority of respondents (42 or 78 %) supported all of the design considerations identified.



**Question 8 - When you consider the design plans presented today can you identify from the list below any aspects of the development that concern you?**

Question 8 was a close ended question which asked respondents to identify those aspects of the development proposal of most concern. Table 4.4 presents the full range of responses recorded against this question.

**TABLE 4.4 - QUESTION 8 RESULTS**

LAND USE	NO CONCERN	MINOR CONCERN	MAJOR CONCERN
Providing a through site pedestrian link	81.63%	10.20%	8.16%
The operation of the Club facility	72.92%	12.50%	14.58%
Providing a new local park in Crabbes Avenue	79.59%	14.29%	6.12%
Relocating the war memorial and hosting future ANZAC and memorial events in the new local park	81.63%	2.04%	16.33%
<u>Providing basement car parking for approximately near 385 vehicles</u>	<u>66.00%</u>	<u>14.00%</u>	<u>20.00%</u>
Having all vehicular access from a single driveway off Crabbes Avenue	72.55%	7.84%	19.61%
<u>The development generating additional traffic and the impact this will have on local streets</u>	<u>31.37%</u>	<u>43.14%</u>	<u>25.49%</u>
Developing 100 seniors living apartments on the site	79.59%	10.20%	10.20%
Developing a 40 bed residential aged care facility on the site	82.98%	8.51%	8.51%
<u>My property being overshadowed by the new development</u>	<u>66.67%</u>	<u>11.90%</u>	<u>21.43%</u>
<u>My property being overlooked by the new development</u>	<u>56.82%</u>	<u>13.64%</u>	<u>29.55%</u>
How the development will look in the Crabbes Avenue streetscape	64.00%	18.00%	18.00%
Losing the existing bowling greens from the club site	71.43%	16.33%	12.24%

Source: Compiled by Urban Concepts 2019

It is evident from this table that the majority of respondents did not have any serious concerns with the development. When aspects of the development were identified as a major concern, the most frequently identified aspects of concern related to:

- Overshadowing of a neighbour's property;
- Overlooking and loss of visual privacy of a neighbour's property;
- Potential for more traffic on the local road network; and
- Insufficient amount of onsite car parking being provided.

These responses were consistent with the comments raised during the consultation events by residents who live adjacent to the site.

As detailed in Section 4.4, the proponent is currently undertaking site visits with neighbouring residents to better understand the interface between the site and their properties. This will assist Hyecorp to address visual privacy, overlooking and solar access concerns through landscaping and architectural solutions.

With respect to comments relating to the provision of onsite car parking and the impact the development will have on the local street network, the proponents traffic consultants Colston, Budd, Rogers and Kafes has confirmed that the onsite car parking provision complies with the relevant statutory and policy controls. While

the development is compliant, the proponent is willing to provide further on site car parking if this is supported by Willoughby Council.

With respect to traffic generation concerns Colston, Budd, Rogers and Kafes has advised the development will have a low traffic generation given the land use mix of the site and the high proportion of seniors living and residential aged care to be provided.

**Question 9 - Any other concern not listed:**

Question 9 was an open ended question which asked respondents to identify concerns about the project that were not listed in Question 8. We have grouped the responses into common areas of concerns

**Residential amenity concerns:**

- *Limiting current views from 260 Penshurst Street.*
- *Club facility overlooking on neighbouring building.*
- *Overshadowing on residential properties.*
- *Ground level reduction not enough on Summerville Crescent boundary.*
- *The design plans do not blend in with the federation style neighbourhood.*

**Club related matters**

- *If the Bridge Club facility will be included in the new Club.*

**Operational concerns:**

- *Noise from operation of the Club facility.*
- *Noise from traffic generation.*
- *What would happen in a major emergency.*
- *Whether the development will use environmentally friendly measures.*

**Traffic, Parking and Access Concerns:**

- *Additional foot traffic on Crabbes Avenue.*
- *Traffic congestion.*
- *Not enough car parking spaces for the facilities.*
- *Whether street parking on Crabbes Avenue will remain un-metred and un-timed.*
- *Pedestrian safety.*
- *Concerned about the security of the through site pedestrian link.*

**Landscaping, and the new memorial park:**

- *Want to ensure trees are kept.*
- *War memorial is not attached to a significant extent in the building/form.*
- *Keep the existing memorial sandstone and roses.*

**Construction and Project Delivery Timeframe:**

- *Construction phase - noise and dust.*

- *Timeline of the project.*

**Socioeconomic concerns:**

- *Scale of benefit for the younger generation.*
- *Children use the current bowling greens.*

**Question 10 - Finally please record any additional comments in relation to the Design Plans for the Heart of Willoughby Project that you would like to share with us today.**

Question 10 was an open ended question and asked respondents to identify any additional comments in relation to the Design Plans for the Heart of Willoughby Project.

Additional comments expressed in Question 10 confirmed there is strong support for the Design Plans for the Heart of Willoughby Project by respondents. Where additional comments were made identifying concern the matters raised related to:

- *Traffic generation*
- *Overlooking concerns.*
- *The failure of the design plans to reflect the federation style of the neighbourhood.*

## 4.4. Neighbour Site Visits

During the neighbour briefing, participants were given the opportunity to register their interest in having the project architects visit their property to discuss their concerns. A total of 7 residents in Crabbes Avenue, Horsley Avenue and Summerville Crescent, and the Armenian Cultural Centre registered for a site visit. Table 4.5 details the findings arising from these visits and the actions that have been taken to address the concerns. The neighbour site visit properties are shown in Figure 4.1.

**FIGURE 4.1 NEIGHBOUR SITE VISIT PROPERTIES**



Source: Compiled by Urban Concepts using Nearmaps 2019

## KEY

NUMBER	ADDRESS
1	6 Summerville Crescent
2	2 Summerville Crescent
3	4 Summerville Crescent
4	31 Crabbes Avenue
5	19 Crabbes Avenue
6	13 Horsley Avenue
7	25 Crabbes Avenue
8	Armenian Cultural Centre



TABLE 4.5 NEIGHBOUR SITE VISITS

PLAN REFERENCE	ADDRESS OF PROPERTY	DATE VISITED	CONCERNS IDENTIFIED BY PROPERTY OWNER	ACTIONS ARISING FROM VISIT TO ADDRESS CONCERNS
1	6 Summerville Crescent	27 June 2019 4:30pm	<p>1. Building levels for the development along the boundary.</p> <p>2. Privacy and amenity.</p> <p>3. Excavation.</p> <p>4. Development to boundary.</p>	<p>1. Survey shown with proposed building RLs, owner is happy with the outcome and the levels, and stated it was better than what was expected.</p> <p>2. Owner is happy with the addition of privacy screens and is happy that western sun may be filtered out.</p> <p>3. Owner is happy that the basement excavation line had been setback 6 metres under the building footprint to enable the deep soil landscaping.</p> <p>4. Owner is happy that private courtyards were located at the boundary and appreciated that the deep soil zone will be able to grow tall trees.</p> <p>Owner's son followed up with an email:</p> <p><i>"Xerxes, Nigel,</i></p> <p><i>Good to talk to you both yesterday. You adequately explained the bulk and height of the development adjacent, and I think dad and I now have a clearly understanding of what's being proposed.</i></p> <p><i>Just a minor question, how many private courtyards will share a common boundary with dad. I'm assuming probably 2 or 3."</i></p>

PLAN REFERENCE	ADDRESS OF PROPERTY	DATE VISITED	CONCERNS IDENTIFIED BY PROPERTY OWNER	ACTIONS ARISING FROM VISIT TO ADDRESS CONCERNS
2	2 Summerville Crescent	2 July 2019 3pm	<ul style="list-style-type: none"> <li>1. Fencing location.</li> <li>2. Landscape protection.</li> <li>3. Stormwater pipe running on the boundary (what happens to it).</li> <li>4. Boundary identification.</li> <li>5. Privacy screening.</li> </ul>	<ul style="list-style-type: none"> <li>1. Fencing will be provided to a height of 1.8 metres high on the boundary. Hyecorp will consult with neighbour during the construction process.</li> <li>2. Hyecorp will follow tree protection measures identified in the Arborists Report. As detailed at point 1 above, Hyecorp will liaise during construction regarding the boundary fencing and dealing with excavation of the bowling greens on the boundary.</li> <li>3. The pipe was identified as the stormwater pipe for the Club. This will be upgraded or relocated as part of the engineering submission to Council. The outcome will be discussed with the owner prior to the carrying out of any works.</li> <li>4. Privacy screens will be provided for any balcony facing, additionally screen planting will be provide to obscure any sight lines.</li> </ul>
3	4 Summerville Crescent	2 July 2019 4pm	<ul style="list-style-type: none"> <li>1. Privacy/overlooking.</li> <li>2. Separation distances - concern about 6m setback – the owner believes that she was told a different separation distance to the 6m provided under the Site Compatibility Certificate (8m).</li> <li>3. Façade design.</li> <li>4. Concern about 3 storeys to the rear of the building (hidden in the roof form).</li> </ul>	<ul style="list-style-type: none"> <li>1. Privacy screens will be provided.</li> <li>2. Separation distances are unchanged from the original Concept Master Plan, and the Concept Master Plan that was subsequently lodged with NSW DoP after the initial Community Consultation in 2017. Hyecorp is uncertain where this mis-information was provided, as all information that has been issued by Hyecorp and submitted to the Consent Authority has been publicly disclosed through the various consultation processes. A copy of the approved Concept Master Plan is reproduced at Figure 1.2.</li> </ul>

PLAN REFERENCE	ADDRESS OF PROPERTY	DATE VISITED	CONCERNS IDENTIFIED BY PROPERTY OWNER	ACTIONS ARISING FROM VISIT TO ADDRESS CONCERNS
				<p>3. Façade design is a subjective concern, Hyecorp has worked with Dickson Rothschild to refine the elevation to achieve a greater contextual fit with the Horsley Avenue Heritage Conservation Area.</p> <p>4. The 3rd storey is hidden in the roof detail and does not face out to the eastern boundary, the apartments located in the roof face internally back into the development and are not directed at the southern neighbours. The height of the building is in line with what was approved in the Site Compatibility Certificate.</p>
4	31 Crabbes Avenue	3 July 2019 3:45pm	<p>1. Driveway location is vastly improved, owner is happy with the removal of the internal street contemplated in the Concept Master Plan.</p> <p>2. Assessment of the stormwater pipes within the site – although not relevant to the owner as a neighbour.</p>	<p>1. As per the DA drawings, Hyecorp has removed internal street and pushed traffic and acoustic into the basement of the development.</p> <p>2. Stormwater pipe on the boundary of Summerville Crescent will be reviewed and addressed as part of the engineering considerations in the Development Application.</p> <p>3. Overall the owner mentioned they were happy with the design changes made from the Master Plan.</p>
5	19 Crabbes Avenue	3 July 2019 4:30pm	<p>1. Wanted to understand the fencing treatment at the Crabbes Avenue frontage of the development.</p> <p>2. Privacy concern about 5<sup>th</sup> storey element overlooking into her backyard.</p>	<p>1. Fencing will be sandstone with a palisade treatment. Courtyards will face Crabbes Avenue with a planting buffer in front to be consistent with the front garden character of the Crabbes Avenue streetscape.</p> <p>2. Hyecorp conducted a site walk of the neighbour's backyard to show that perceived privacy issues will be unlikely from the top storey apartments facing Crabbes Avenue.</p>

PLAN REFERENCE	ADDRESS OF PROPERTY	DATE VISITED	CONCERNS IDENTIFIED BY PROPERTY OWNER	ACTIONS ARISING FROM VISIT TO ADDRESS CONCERNS
				There is over a 30 metre separation. The building has been stepped back with the 5 <sup>th</sup> storey taking up a small proportion of the overall footprint.
6	31 Horsley Avenue	9 July 2019 2:30pm	<ol style="list-style-type: none"> <li>1. Location of screening despite no apartments directly facing into her property.</li> <li>2. Boundary planting.</li> <li>3. Construction noise.</li> <li>4. Stormwater pipe relocation/adjustment.</li> </ol>	<ol style="list-style-type: none"> <li>1. Hyecorp has placed a privacy screening treatment on the south eastern corner apartment to address this neighbours concern.</li> <li>2. There is significant planting on the boundary in the deep soil zone. The owner has 8 metres of separation to the west, stepping back to 6 metres within 2 metres of owner's northern boundary. Due to owner's unique location, it would be unlikely for this property to be affected by any overlooking issues and there will be a significant amount of planting on the boundary to further screen this property.</li> </ol>
7	25 Crabbes Avenue	9 July 2019 3pm	<ol style="list-style-type: none"> <li>1. Initially thought that the Crabbes Avenue building was 2-3 storeys, owner was not pleased about 5 storey presentation on Crabbes Avenue.</li> <li>2. Street parking for those catching public transport.</li> <li>3. Provision of adequate number of car spaces within the development.</li> <li>4. Light glare from cars exiting the site.</li> </ol>	<ol style="list-style-type: none"> <li>1. Hyecorp re-iterated the Concept Master Plan (refer Figure 1.2) that was shown to the community during Stage 1 consultation and which indicated 3-5 storeys at Crabbes Avenue. Additionally, the final Master Plan now has a small portion on the north eastern corner which has been reduced to 2 storeys to transition to the scale of the adjoining neighbour.</li> <li>2. Proposed method to deal with overflow parking may be a consideration by Council's traffic committee who may propose parking restrictions, however that will not form part of the Development Application.</li> <li>3. Due to overwhelming commentary at the Community Consultation</li> </ol>

PLAN REFERENCE	ADDRESS OF PROPERTY	DATE VISITED	CONCERNS IDENTIFIED BY PROPERTY OWNER	ACTIONS ARISING FROM VISIT TO ADDRESS CONCERNS
				<p>event in March, Hyecorp has provided additional underground parking within the development to accommodate any overflow parking. The total number of carparking spaces now provided in the basement is 441 spaces.</p> <p>4. Hyecorp has discussed potential options to address any light glare from cars leaving the site in the evening, this may include upgraded blinds, window treatments or additional landscaping to this owner's property.</p>
8	Armenian Cultural Centre	30 July 2019 4pm	<p>1. Isolation of the property</p> <p>2. Traffic management</p> <p>3. Boundary privacy</p>	<p>1. Armenian Club representatives understand that there is a lengthy history of negotiation between Hyecorp and the Armenian Cultural Centre. There is no more that Club Willoughby or Hyecorp can do in relation to the past negotiations to acquire the site. Representatives of the Armenian Club commended the design as a good development of the site, otherwise the parcel would be a 'wasted piece of land'.</p> <p>2. It was identified that all traffic flows will be undertaken under the site, there will no longer be a driveway on the boundary of the Armenian Cultural centre – this was welcomed.</p> <p>3. The Armenian Club will review the submitted plans and work out conceptually what could be placed on the Armenian Club site in the future if they ever wanted to re-develop the site..</p>

Source: Compiled by Hyecorp in conjunction with Dickson Rothschild 2019



## 5. CONCLUSION

The consultation process has been undertaken voluntarily by Hyecorp and Club Willoughby as they are committed to delivering a project that is genuinely loved and applauded by the local community. The focus of the consultation process has been to:

- Assist local residents, Club Willoughby members and interested stakeholders to conceptualise the development application plans for the Heart of Willoughby Project so they could provide meaningful comment to the Hyecorp design team prior to the finalisation of the architectural plans and the lodgement of the development application.
- Demonstrate to local residents and interested stakeholders how the design plans have respected the commitments made by Hyecorp and Club Willoughby during the 2017 consultation events that coincided with the formulation of the Concept Master Plan for the project.
- Meet with neighbouring property owners to work through any potential concerns while the project is at the design stage to resolve any issues to the greatest extent possible.
- Ensure Club members had the opportunity to comment on the architectural plans for the new Club to ensure they address their expectations.
- Test community and Club member attitudes to the proposed through site pedestrian link connecting Crabbes Avenue to Legions Way, the new local park and the relocation of the war memorial to the new park.
- Progress the positive dialogue that had been established during the stage 1 consultation with all integral target audiences.

Section 3 of this report documents the Stage 2 information lines and the consultation initiatives that have been held between March and April 2019. These have included:

- The updating of the project website which originally went live in March 2017. Between March 2017 and March 2019 the website has had a total of 3346 visitations.
- The distribution of 300 resident newsletters to residents living in a 200 metre radius of the site.
- The distribution of 1500 letters to Club Willoughby members.
- Stakeholder invitations were sent to 20 organisations and individuals with an interest in the project.
- A Consultation Open Day was hosted at the Club on Saturday 30th March 20 and consisted of three two hour sessions. Each session included a guided site walk, a project briefing and question and answer session.
- A Neighbour Briefing was held on Monday 1st April between 6-8pm
- A stakeholder Round Table Breakfast was held on Tuesday 2nd April between 7.30-9am
- A Club Member Briefing was held on Tuesday 2nd April between 6-8pm
- A total of 54 stakeholder and neighbour surveys were completed during the
- Meeting with 7 neighbouring property owners to address concerns raised during the Neighbour Briefing on the 1st April 2019.

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

- There is strong community and stakeholder support for the holistic Heart of Willoughby development vision with participants agreeing that the Club's facilities were tired and in need of upgrading and that the new Heart of Willoughby development will make a positive contribution the local area. Further, participants shared the view that the redeveloped Club facility should become a more family orientated facility.
- There is strong support for incorporating the land use of independent senior's living and residential aged care on the site as part of the redevelopment proposal.
- The inclusion of the shop top housing development at the Penshurst Street frontage was supported with participants welcoming the opportunity for a convenience shop and cafes and restaurant to be incorporated into the Heart of Willoughby Precinct.
- There was support for the new driveway access arrangement comprising of a single driveway off Crabbes Avenue to the basement carpark, loading dock and service area. There was agreement that this was a preferred design solution to having an above ground internal road system with two separate driveway entrances accessing onto Crabbes Avenue as formerly indicated on the Concept Master Plan. For residents of Crabbes Avenue living opposite the driveway there was concern that they may experience light glare from cars exiting the car park at night. Hyecorp is currently liaising with these owners to mitigate this concern.
- As with most development projects parking was a key concern with many participants expressing the view they would like more car parking to be provided within the development as they did not feel the 385 spaces currently provided was sufficient. Residents were concerned that overflow parking may spill onto Crabbes Avenue and they feared the Council may introduce time restricted parking into the street. Crabbes Avenue residents indicated that many of the homes in their Street only had onsite car parking for a single vehicle and that they relied on street parking. In response to resident concerns, Hyecorp has revisited the final basement car parking layout and provided an additional 56 car parking spaces to bring the total number of on-site car parking spaces in the basement to 441 spaces.
- With regard to traffic generation, participants wanted to understand whether there would be any changes to the local road network arising from the development. Hyecorp indicated that traffic modelling by both their consultant and Council's traffic engineers indicated that there would only be a small increase in traffic on Crabbes Avenue and that no changes to the local network or local traffic management measures would be required.
- Participants living in Crabbes Avenue wanted to see a redesign of the Crabbes Avenue building elevation for the senior's living units to make it more sympathetic with the heritage context of the Crabbes Avenue streetscape and the adjacent Horsley Avenue Heritage Conservation Area. Hyecorp and their urban designers, Dickson Rothschild have taken this commentary on board and have redesigned the Crabbes Avenue and Penshurst Street elevations. The revised elevations are detailed at Figures 5.1 to 5.4.
- For property owners that directly adjoin the eastern and southern boundaries of the Club Willoughby site their main concerns relate to building height, the potential loss of privacy and stormwater management. Hyecorp and their urban designers, Dickson Rothschild met with individual property owners to talk in greater detail about these concerns. The results of these meeting are summarised in Table 4.5. Hyecorp indicated that the building heights and setbacks are consistent with those on the Concept Master Plan that was presented to local residents during the stage 1 consultation in 2017 and which was approved by the NSW Government as part of the Site Compatibility Certificate (refer Figure 1.2).
- Hyecorp has undertaken to ensure all new boundary fences at the eastern and southern boundaries are 1.8 metres in height and they will incorporate privacy screens to both the fences and the balconies of the new apartments to screen and filter sightlines into neighbouring properties. Landscaping will be provided along both boundaries and the basement car park is setback 6-8 metres to provide for deep soil landscaping at these boundaries. Hyecorp will ensure all existing trees along the side boundaries that are earmarked for retention will be protected in accordance with the recommendations of their arborist during construction.

- With regard to stormwater management, it was indicated that existing stormwater pipes will need replacement and that these works will be undertaken by Hyecorp as part of the development in accordance with the engineering requirements of Willoughby Council. It is noted that a Stormwater Management Plan forms part of the development application documentation.
- At the time of the consultation, the final design of the new local park had not been finalised nor had the detail for the new war memorial. Participants, particularly Club members were keen to see these plans. In respect to the war memorial, Club members wanted to ensure that the roses in the existing memorial gardens and the sandstone memorial were incorporated into the new park design. Hyecorp and Club Willoughby have given assurances that this will occur and they too are keen to work with Club members to finalise the design of the new memorial. The landscape plan that details the design of the new park is reproduce at Figure 5.3. The detail for the war memorial is subject to detailed design.
- Adjacent residents who participated in the consultation understandably raised matters pertaining to the operation of the Club. These were associated with noise generation, the hours of operation of the Club, how the Club would be secured out of hours, garbage collection and service delivery. Hyecorp and Club Willoughby explained that they would be preparing a Plan of Management to address these matters. The Plan of Management forms part of the development application documentation. The types of measures that they are considering to mitigate these impacts include:
  - Requirements for the double glazing of windows to the function floors of the new club facility and a design that does not have any external terrace areas above ground floor.
  - The use of security CCTV cameras.
  - Curfewed hours of operation for the Club.
  - Storage of all waste in a ventilated and secured area in the basement car park.
  - All delivery vehicles to load and unload in the basement loading dock.
  - No late night or early morning deliveries by private contractor including the waste contractor.
- Residents were interested in understanding how Hyecorp would manage the construction process and supported their proposal to establish a Community Consultative Committee to address local issues during the construction.

Local residents appreciated the effort that had been taken by Hyecorp and Club Willoughby to explain the project in its entirety prior to the lodgement of the development application. Both Hyecorp and Club Willoughby assured all participants that consultation would be ongoing throughout the construction process pending the approval of the development application.

Yours faithfully,



Belinda Barnett  
Director, Urban Concepts



**FIGURE 5.1 REVISED DESIGN OF CRABBES AVENUE NORTH EAST FRONTAGE**



*Source: Hyecorp 2019*

**FIGURE 5.2 REVISED DESIGN OF CRABBES AVENUE NORTH WEST FRONTAGE**



*Source: Hyecorp 2019*



**FIGURE 5.3 REVISED DESIGN OF MEMORIAL PARK AND CIVIC WALK**



Source: Hyecorp 2019

**FIGURE 5.4 REVISED DESIGN OF PENSURST STREET FRONTAGE**



Source: Hyecorp 2019



# APPENDICES

# Appendix A

## Stakeholder Database

prepared by Hyecorp

## 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 Willoughby in conjunction with Hyecorp Property Group will be holding a series of Community Consultations for the Heart of Willoughby Project as we are currently preparing to lodge the development application for the project and will love to hear your input.

### Community Open Day Saturday 30th of March

This event is open to all neighbours, members and stakeholders located at Club Willoughby – 26 Crabbes Avenue Willoughby  
There will be 3 walking tour sessions (10am, 12:30pm & 3:00pm) so please let us know via email which session you will be attending

Registrations are essential - Please register at [www.heartofwilloughby.com.au](http://www.heartofwilloughby.com.au)

### Immediate Neighbours Briefing Monday 1st April 2019

By Invitation Only - Registrations are essential

### Stakeholders Briefing Tuesday 2nd April 2019

By Invitation Only - Registrations are essential

### Club Members Briefing Tuesday 2nd April 2019

Club Members Only - Registrations are essential

For any queries on the above events please email  
[contact@heartofwilloughby.com.au](mailto:contact@heartofwilloughby.com.au)  
or call us on 9967 9910.





heart of willoughby  
INFO EVENING INVITATION



Dear Club Member,

**JOIN US ON TUESDAY 2ND OF APRIL FOR AN INFORMATION EVENING REGARDING THE PROGRESS OF THE HEART OF WILLOUGHBY PROJECT AND YOUR NEW CLUB**

**TIME: 6:00pm - 7:00pm**

Club Willoughby and the Hyecorp Property Group are pleased to advise local residents and interested stakeholders that we have commenced the preparation of our design plans for the Heart of Willoughby Project at 26 Crabbes Avenue, North Willoughby. Our development vision for the Club Willoughby site is to realise a new lifestyle project that can become the focus of community life. Catering for people of all ages the Heart of Willoughby Project combines a new contemporary and family orientated club facility, senior's housing, community amenities, a new War Memorial civic space and local park.

On Tuesday 2 April 2019 we will host an information evening where we will share our design plans for the New Club Willoughby. We understand that new development can be a very sensitive issue and we are striving to ensure that the Heart of Willoughby Project is applauded and loved by locals and visitors alike.

By attending the Club Members Information Session you will have the opportunity to:

- Ask questions about the design.
- Provide your feedback on the design by participating in our community survey

This letter includes information about the current status of the project, the key milestones we have reached and details about the evening.

### the heart of willoughby concept plan

In 2017, we undertook pre-consultation with our neighbours and interested stakeholders to help inform the preparation of a Concept Plan that would guide the redevelopment of the Club Willoughby site. If you participated in our 2017 events you may recall that the Concept Plan established building envelopes, setbacks and the land use rationale for the Heart of Willoughby Project. The Concept Plan is illustrated at Figure 1.

Accompanying the Concept Plan was a set of Design Principles. These Principles are:

- The provision of 6-8 metre landscaped setbacks to Crabbes Avenue and the eastern and southern boundaries of the site to address the lower scale residential character of the Horsley Avenue Conservation Area.
- The placement of 2 storey building forms on the boundary transitioning to five storeys in height in the centre of the site, mitigating potential visual and amenity impacts on surrounding residential properties.
- The provision of a new local park and War Memorial civic space at the Crabbes Avenue frontage of the Club site.
- The provision of internal green landscaped spaces and rooftop gardens to maintain the leafy residential character of the locality.
- The location of the vehicular access driveway off Crabbes Avenue with all car parking provided underground in a basement arrangement.
- The provision of the new club facility at the Penshurst Street frontage.
- The addition of a through site pedestrian and cycle link connecting Legions Way to the proposed local park at the Crabbes Avenue frontage.
- The retention of existing trees on the site wherever possible and subject to further study.



### the heart of willoughby project reaches a major milestone as detailed design commences

In January 2018, we submitted the Concept Plan together with the Design Principles to the NSW Department of Planning and Environment (NSW DPE) as part of a Site Compatibility Certificate (SCC) Application. In lodging the SCC we asked the NSW DPE to consider enabling the land use of seniors housing (both independent living units and residential aged care) to be developed on the Club Willoughby landholding. On the 30 August 2018, the NSW DPE granted a Site Compatibility Certificate (SCC) and in so doing determined that the Club's landholding is suitable for more intensive development in accordance with the Concept Plan, and that the use of 'seniors housing' on the Club site is compatible with surrounding land uses. The granting of the SCC was a major milestone for the Heart of Willoughby Project and enabled us to progress to detailed design.

join us at the club willoughby site for our neighbours information evening

**SAVE THIS DATE - MONDAY 2ND OF APRIL 2019**

### important event information

1. If you would like to attend the information evening we ask that you register your attendance for the information session.
2. Details about how to register are set out below.
3. All participants will be required to 'sign in' prior to their information session.

### to register

- Phone the Hyecorp Information Line on 02 9967 9910
- Email the Heart of Willoughby Project at [contact@heartofwilloughby.com.au](mailto:contact@heartofwilloughby.com.au)
- Visit the Heart of Willoughby website at [www.heartofwilloughby.com.au](http://www.heartofwilloughby.com.au)

We look forward to welcoming you to our Heart of Willoughby Information Session and to hearing your views about our design plans.

Yours faithfully,

Jack Seatter  
Club Willoughby President

Stephen Abolakian  
Managing Director, Hyecorp

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.



Club Willoughby in conjunction with Hyecorp Property Group will be holding a series of Community Consultations for the Heart of Willoughby Project as we are currently preparing to lodge the development application for the project and will love to hear your input.

### Community Open Day Saturday 30th of March

This event is open to all neighbours, members and stakeholders located at Club Willoughby – 26 Crabbes Avenue Willoughby  
There will be 3 walking tour sessions (10am, 12:30pm & 3:00pm) so please let us know via email which session you will be attending

Registrations are essential - Please register at [www.heartofwilloughby.com.au](http://www.heartofwilloughby.com.au)

### Immediate Neighbours Briefing Monday 1st April 2019

By Invitation Only - Registrations are essential

### Stakeholders Briefing Tuesday 2nd April 2019

By Invitation Only - Registrations are essential

### Club Members Briefing Tuesday 2nd April 2019

Club Members Only - Registrations are essential

For any queries on the above events please email  
[contact@heartofwilloughby.com.au](mailto:contact@heartofwilloughby.com.au)  
or call us on 9967 9910.



heart of willoughby  
INFO EVENING INVITATION



Dear Neighbour,

**JOIN US ON MONDAY 1ST OF APRIL AT FOR AN INFORMATION EVENING REGARDING THE PROGRESS OF THE HEART OF WILLOUGHBY PROJECT**

**TIME: 6:30pm - 7:30pm**

Club Willoughby and the Hyecorp Property Group are pleased to advise local residents and interested stakeholders that we have commenced the preparation of our design plans for the Heart of Willoughby Project at 26 Crabbes Avenue, North Willoughby. Our development vision for the Club Willoughby site is to realise a new lifestyle project that can become the focus of community life. Catering for people of all ages the Heart of Willoughby Project combines a new contemporary and family orientated club facility, senior's housing, community amenities, a new War Memorial civic space and local park.

On Monday 1st of April we will host an information evening where we will share our design plans for the Heart of Willoughby Project. We understand that new development can be a very sensitive issue and we are striving to ensure that the Heart of Willoughby Project is applauded and loved by locals and visitors alike.

By attending the Neighbours Information Session you will have the opportunity to:

- Ask questions about the design.
- Provide your feedback on the design by participating in our community survey

This letter includes information about the current status of the project, the key milestones we have reached and details about the evening.

### the heart of willoughby concept plan

In 2017, we undertook pre-consultation with our neighbours and interested stakeholders to help inform the preparation of a Concept Plan that would guide the redevelopment of the Club Willoughby site. If you participated in our 2017 events you may recall that the Concept Plan established building envelopes, setbacks and the land use rationale for the Heart of Willoughby Project. The Concept Plan is illustrated at Figure 1.

Accompanying the Concept Plan was a set of Design Principles. These Principles are:

- The provision of 6-8 metre landscaped setbacks to Crabbes Avenue and the eastern and southern boundaries of the site to address the lower scale residential character of the Horsley Avenue Conservation Area.
- The placement of 2 storey building forms on the boundary transitioning to five storeys in height in the centre of the site, mitigating potential visual and amenity impacts on surrounding residential properties.
- The provision of a new local park and War Memorial civic space at the Crabbes Avenue frontage of the Club site.
- The provision of internal green landscaped spaces and rooftop gardens to maintain the leafy residential character of the locality.
- The location of the vehicular access driveway off Crabbes Avenue with all car parking provided underground in a basement arrangement.
- The provision of the new club facility at the Penshurst Street frontage.
- The addition of a through site pedestrian and cycle link connecting Legions Way to the proposed local park at the Crabbes Avenue frontage.
- The retention of existing trees on the site wherever possible and subject to further study.



### the heart of willoughby project reaches a major milestone as detailed design commences

In January 2018, we submitted the Concept Plan together with the Design Principles to the NSW Department of Planning and Environment (NSW DPE) as part of a Site Compatibility Certificate (SCC) Application. In lodging the SCC we asked the NSW DPE to consider enabling the land use of seniors housing (both independent living units and residential aged care) to be developed on the Club Willoughby landholding. On the 30 August 2018, the NSW DPE granted a Site Compatibility Certificate (SCC) and in so doing determined that the Club's landholding is suitable for more intensive development in accordance with the Concept Plan, and that the use of 'seniors housing' on the Club site is compatible with surrounding land uses. The granting of the SCC was a major milestone for the Heart of Willoughby Project and enabled us to progress to detailed design.

join us at the club willoughby site for our neighbours information evening

**SAVE THIS DATE - MONDAY 1ST OF APRIL 2019**

### important event information

1. If you would like to attend the information evening we ask that you register your attendance for the information session.
2. Details about how to register are set out below.
3. All participants will be required to 'sign in' prior to their information session.

### to register

- Phone the Hyecorp Information Line on 02 9967 9910
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We look forward to welcoming you to our Heart of Willoughby Information Session and to hearing your views about our design plans.

Yours faithfully,

Jack Seatter  
Club Willoughby President

Stephen Abolakian  
Managing Director, Hyecorp

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 OPEN DAY INVITATION



Dear Neighbour,

**JOIN US ON SATURDAY 30th OF MARCH 2019 AT OUR CONSULTATION OPEN DAY AS WE SHARE OUR DESIGN PLANS FOR THE HEART OF WILLOUGHBY PROJECT**

Club Willoughby and the Hyecorp Property Group are pleased to advise local residents and interested stakeholders that we have commenced the preparation of our design plans for the Heart of Willoughby Project at 26 Crabbes Avenue, North Willoughby. Our development vision for the Club Willoughby site is to realise a new lifestyle project that can become the focus of community life. Catering for people of all ages the Heart of Willoughby Project combines a new contemporary and family orientated club facility, senior's housing, community amenities, a new War Memorial civic space and local park.

On Saturday 30th of March we will host a Consultation Open Day where we will share our design plans for the Heart of Willoughby Project with the local community. We understand that new development can be a very sensitive issue and we are striving to ensure that the Heart of Willoughby Project is applauded and loved by locals and visitors alike.

By attending the Open Day you will have the opportunity to:

- Participate in a site walk with members of our design team. At the walks we will use computer generated images to illustrate how the development will appear 'on the ground'. We will identify where each component of the project will be located and we will explain to you, building heights, setback distances, landscaping treatments, pedestrian and vehicular access and how the buildings will look.
- Ask questions about the design.
- Provide your feedback on the design by participating in our community survey

This letter includes information about the current status of the project, the key milestones we have reached and details about how you can participate in the Open Day.

### the heart of willoughby concept plan

In 2017, we undertook pre-consultation with our neighbours and interested stakeholders to help inform the preparation of a Concept Plan that would guide the redevelopment of the Club Willoughby site. If you participated in our 2017 events you may recall that the Concept Plan established building envelopes, setbacks and the land use rationale for the Heart of Willoughby Project. The Concept Plan is illustrated at Figure 1.

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### join us at the club willoughby site for our consultation open day **SAVE THIS DATE - SATURDAY 30 MARCH 2019**

We have spent the last six months designing our Heart of Willoughby Project. On Saturday 30th March we invite you to join us on site as we share with you our design thinking and plans. During the Consultation Open Day we will host three information sessions at 10am, 12.30pm and 3.00pm providing you with a range of times to participate. Each information session will be two hours in duration and will involve:

:

- A site walk where we will use computer generated images to explain to you 'on the ground' our design plans;
- A panel discussion with our specialist project team where you will be able to have your questions answered about the project;
- A community survey so you can provide to the Club and Hyecorp your feedback about the design plans.

At the end of each session we invite you to join us for a barbeque.



## important event information

1. If you would like to attend the Open Day we ask that you register your attendance for the information session time of your choice. Details about how to register are set out below.
2. All participants will be required to 'sign in' prior to their information session. Accordingly, we ask that you arrive 15 minutes prior to commencement of your nominated session.
3. In the event of rain, the Open Day will still proceed but we will replace the site walk with an indoor design presentation.
4. All pedestrian access to the Club Willoughby site on the Open Day will be from Crabbes Avenue.
5. Enclosed footwear will be required for the site walk.

## to register for the open day

We ask that you register to attend the Open Day and the information session time of your choice.

The Information Session Times are:

- Session 1 10am - 12pm
- Session 2 12.30pm - 2.30pm
- Session 3 3pm - 5pm

## to register

- Phone the Hyecorp Information Line on 02 9967 9910
- Email the Heart of Willoughby Project at [contact@heartofwilloughby.com.au](mailto:contact@heartofwilloughby.com.au)
- Visit the Heart of Willoughby website at [www.heartofwilloughby.com.au](http://www.heartofwilloughby.com.au)

We look forward to welcoming you to our Consultation Open Day and to hearing your views about our design plans.

Yours faithfully,

A handwritten signature in blue ink, appearing to read "J. Seatter".

Jack Seatter  
Club Willoughby President

A handwritten signature in blue ink, appearing to read "Stephen Abolakian".

Stephen Abolakian  
Managing Director, Hyecorp

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

## Open Day Powerpoint Presentation



## Heart of Willoughby Project Briefing



A new lifestyle project for the young and the young at heart

**Matt Vertzonis**

**Club Willoughby**

**Vice President**



Heart of Willoughby Project Briefing





## Belinda Barnett

Urban Concepts

Heart of Willoughby Community Consultation Facilitator



Heart of Willoughby Project Briefing



## Agenda

### Part 1

#### **Introduction**

- Belinda Barnett - Urban Concepts

#### **Project Overview and Flythrough Video Presentation**

- Stephen Abolakian – Hyecorp Property Group

### Part 2

#### **Site Walk – Your Walk Guides:**

- Belinda Barnett – Urban Concepts
- Nigel Dixon - Dickson Rothschild
- Karen Goedeke – Altis Architects
- Stephen Abolakian & Xerxes Karai – Hyecorp Property Group

*(If raining – PowerPoint Walk Presentation)*

### Part 3

#### **Facilitated Discussion and Community Survey**



Heart of Willoughby Project Briefing



## The Purpose of this Session

- To introduce Hyecorp and Club Willoughby.
- To explain the Vision that underpins the Heart of Willoughby Project.
- Recap the history of how we got here.
- To help you conceptualise the design plans so you know how the end development will look on the ground.
- To present the plans and computer generated images for future development
- To new your views about the proposed development.
- To build on the positive dialogue from our 2017 consultation.



Heart of Willoughby Project Briefing



## Our Consultation Approach

### Stage 1 Pre Consultation September 2017

- Purpose to inform the preparation of the Concept Plan
- Initiatives
- Communication Plan
- Project email/newsletters and website
- Consultation Events:
  - Adjoining Neighbour Meet & Greet Briefing
  - Stakeholder Round Table Breakfast
  - Club Member Briefing
- Community Survey
- Consultation Report –to NSW Department of Planning for Site Compatibility Certificate



Heart of Willoughby Project Briefing



## Our Consultation Approach

### Stage 2 Consultation April 2019

- Purpose to test community and stakeholder attitudes to the Design Plans
- Activities
- Project email/newsletters and website
- Consultation Events:
  - Resident Meet and Greet
  - Consultation Open Day and Site Walks – 3 sessions
  - Neighbour Briefing
  - Stakeholder Round Table Breakfast
  - Club Member Briefing
- Community Survey
- Consultation Report – forms part of the Development Application



Heart of Willoughby Project Briefing



### Our 2017 Stage 1 Consultation – What You Told Us

- Architecture to complement federation character and low scale residential
- 2 storey building height at Crabbes Avenue, eastern and southern boundaries
- Landscaped setbacks important- privacy/green leafy character
- No building to be taller than 5 storeys and highest building to be in the centre of the site
- Building heights to be measured from natural ground level
- Wanted to know numbers - how many seniors living units & how many beds in the RACF
- New local park and war memorial to be accessible and not hidden away
- The new club to be family oriented and child friendly, include a broad range of amenities and indoor/outdoor dining experiences
- No reduction in car parking - separated club member and resident parking
- How much traffic will be generated
- Concern about potential noise from air-conditioning plant, waste collection and service vehicles
- What would happen with underground services- stormwater, power, sewer and groundwater
- Construction - how would noise, dust and waste be managed- how long will construction take-is there asbestos?



Heart of Willoughby Project Briefing



## Guidelines

- Remember to switch off mobile phones.
- The session will be 2 hours in duration.
- The site walk will take 1 hour.
- We will take up to 3 questions on each stop of the walk. Remaining questions to be answered at Q&A.
- Vests are to be worn by all participants on the walk.
- 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 we will prepare a record of the comments that we will issue to all participants.
- We will only record your names when we are authorised to do so.
- This is not a political meeting. This is a voluntary consultation process and event. No resolutions about the project will be passed.



Heart of Willoughby Project Briefing



## Part I

### Overview



Heart of Willoughby Project Briefing



## Stephen Abolakian

Hyecorp Property Group  
Club's Development Partner



Heart of Willoughby Project Briefing



### Who is Hyecorp

- Mid sized family owned business
- Multi award winning local developer
- Specialises in medium and high rise residential apartments
- We have been operating for over 25 years
- 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
- 2017 grand opening of Sienna Willoughby by Premier Gladys Berejiklian Premier of NSW



heart  
of willoughby

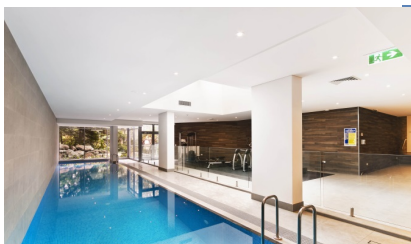
Heart of Willoughby Project Briefing

HYECORP  
PROPERTY GROUP

W Club  
Willoughby

## 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



heart  
of willoughby

Heart of Willoughby Project Briefing

HYECORP  
PROPERTY GROUP

W Club  
Willoughby

## 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



## Planning Context – Zone

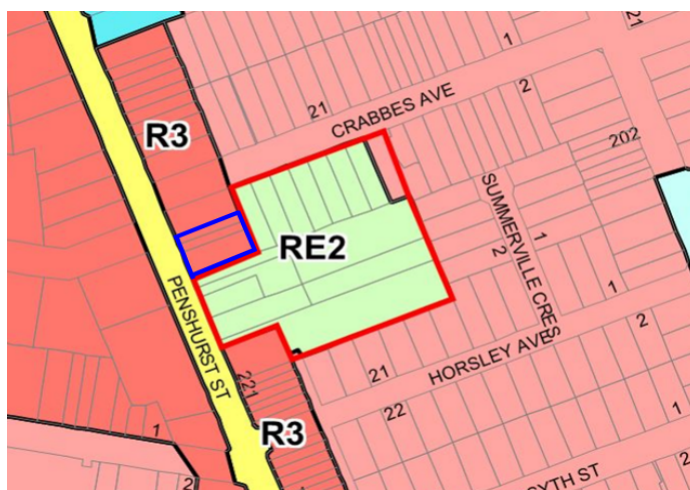


**Willoughby  
 Local Environmental  
 Plan 2012**

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



Heart of Willoughby Project Briefing

## Planning Context – Height of Building

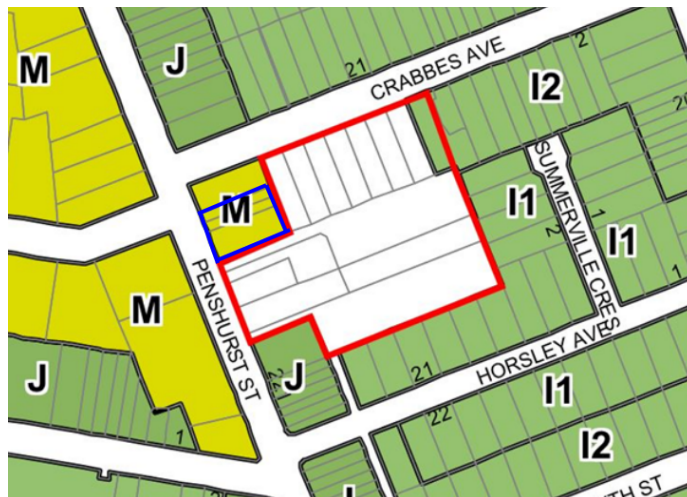


### Willoughby Local Environmental Plan 2012

Height of Buildings Map -  
Sheet HOB\_004

#### Maximum Building Height (m)

A	3.5	S2	24.5
G	7	T1	25
I1	8	T2	26
I2	8.5	T3	27
J	9	U	34
L	11	V1	36
M	12	V2	38.5
N1	13.5	W	40
N2	14	AA1	60
O1	15	AB1	80
O2	15.5	AB2	90
P	18	Area 1	Refer Cl 4.3A
Q	20	Area 2	Refer Cl 4.3A
R	21	Area 3	Refer Cl 4.3A
S1	24		



Heart of Willoughby Project Briefing

## Planning Context – Floor Space Ratio



### Willoughby Local Environmental Plan 2012

Floor Space Ratio Map - Sheet FSR\_004

#### Maximum Floor Space Ratio (n:1)

A	0.25	Y	4.5
B	0.4	Z1	5
C	0.45	Z2	5.5
D	0.5	AA	6
F	0.6	AB	7
G	0.65	AC	8
H	0.7		
L	0.9		
N	1		
O	1.1		
Q	1.3		
R	1.4		
S1	1.5		
S2	1.7		
T1	2		
T2	2.2		
U1	2.5		
U2	2.6		
U3	2.7		
V1	3		
V2	3.3		



Heart of Willoughby Project Briefing



## What is a Site Compatibility Certificate

- Allows Clubs to seek permission to develop their land for Seniors Housing and Aged Care purposes – 99 to 125 Independent Living Units & 36 to 72 bed Residential Aged Care Facility
- 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
- Established statutory controls for the site:
  - FSR → 1.35:1 over entire site
  - Maximum building height → 5 storeys in the centre; Graduating to 3 and 2 storeys at the northern, eastern and southern boundaries
  - Setbacks → 6 to 8 metres off the northern, eastern and southern boundaries



Heart of Willoughby Project Briefing



## Letter from the NSW Department of Planning



IRF18/1621

Mr Xerxes Karai  
Operations Manager  
Hyecorp Property Group  
PO Box 779  
ARTARMON NSW 1570

Dear Mr Karai

**Determination of application for a site compatibility certificate for 26 Crabbes Avenue, North Willoughby – State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004**

I refer to your application of 31 January 2018 for a site compatibility certificate under clause 25(1) of State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004 (Seniors Housing SEPP) in relation to 26 Crabbes Avenue, North Willoughby.

I, the Executive Director, Regions, as delegate of the Secretary, have determined the application under clause 25(4)(a) of the Seniors Housing SEPP by issuing a site compatibility certificate subject to satisfaction of certain requirements specified in the certificate (clause 25(7)). I have enclosed the site compatibility certificate.

In issuing this certificate, I have determined that the site is suitable for more intensive development and that use of the site for seniors housing is compatible with the surrounding environment and land uses.

I note that the final layout, building construction and on-site facilities in the proposed seniors housing development will be subject to the resolution of issues relating to building height, bulk and scale, traffic, parking provisions, vehicular access, accessibility of service vehicles, flora and drainage. The certificate has been conditioned to confirm that these matters will need to be addressed at any future development application stage.

If you have any questions in relation to this matter, please contact Ms Yolande Miller of the Department of Planning and Environment's Sydney Region East team on 9274 6500.

Yours sincerely

 30 August 2018  
Stephen Murray  
Executive Director, Regions  
Planning Services

Encl: Site compatibility certificate



Heart of Willoughby Project Briefing



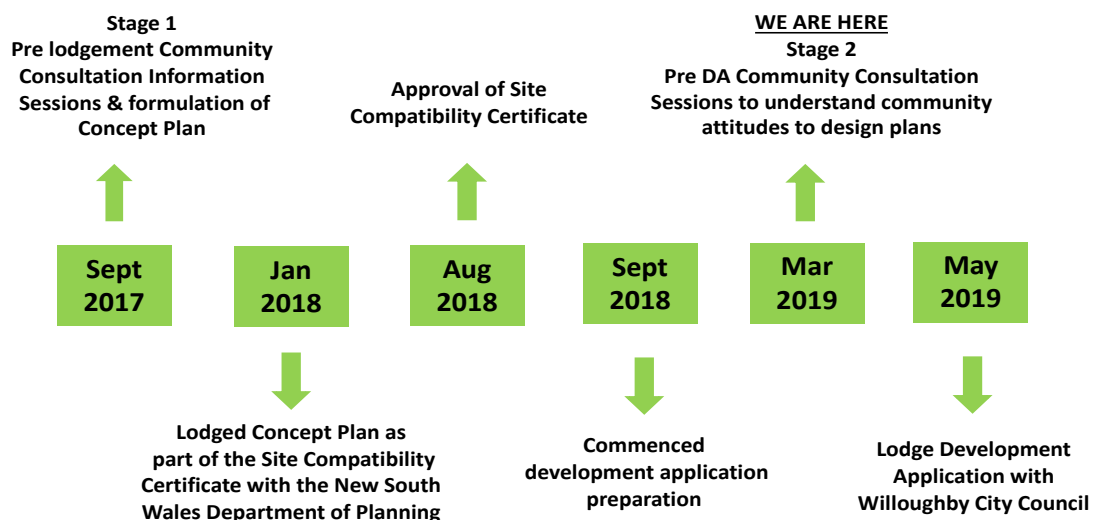
## Concept master plan



heart of willoughby

Heart of Willoughby Project Briefing

## Project Timeline



heart of willoughby

Heart of Willoughby Project Briefing

HYECORP  
PROPERTY GROUP

W Club  
willoughby



## The Project Team

### PROPONENT

- Hyecorp Property Group
- Club Willoughby

### URBAN DESIGN

- Dickson Rothschild

### AGED CARE ARCHITECTS

- Morrison Design Partnership
- Architects

### URBAN PLANNING

- City Plan Strategy and Development

### TRAFFIC MANAGEMENT

- Colston Budd Hunt & Kafes

### CLUB ARCHITECTS

- Altis Architecture

### CONSULTATION

- Urban Concepts

### LANDSCAPE ARCHITECTS

Ross Shepherd Site Image



Heart of Willoughby Project Briefing



## FLYTHROUGH VIDEO



Heart of Willoughby Project Briefing



## Part 2

### Site Walk

Please ensure you have your high vis vest on!



Heart of Willoughby Project Briefing



## Traffic Impact

### Estimates of future traffic generation based on Roads and Maritime Services (RMS) Guidelines:

#### *Seniors Housing:*

- *0.2 trips per independent living units*
- *0.1 trip per RACF beds*

#### *Club:*

- *5 to 20 vehicles per hour (two way) in the weekday morning, midday and afternoon peak periods*

**Based on the above rates the whole development will generate an additional 35-50 vehicle trips per hour (two way).**

**When assigned to the road network, this would result in increases of:**

- 20-30 vehicles per hour on Crabbes Avenue; and
- 10 to 20 vehicles per hour on Penshurst Street and High Street.

**Preliminary design provides for 385 car parking spaces across 2 basements levels.**

**All traffic access via a single driveway off Crabbes Avenue.**



Heart of Willoughby Project Briefing



## Willoughby City Council Has Advised:

- All vehicular access should be via Crabbes Avenue.
- Current left in left out traffic arrangements at the Crabbes Avenue/Penshurst Street intersection should be retained.
- All servicing must occur on site and not from Penshurst Street or Crabbes Avenue.
- Forecast traffic generation is low and can be accommodated into the operation of the local road network and the intersection of Penshurst Street and Crabbes Avenue.



Heart of Willoughby Project Briefing



## Operational Issues

- Club will retain current hours of operation.
- All deliveries and servicing to the Club and RACF will occur on site using the loading docks in the basement.
- Waste collection for the whole development will be undertaken by a contractor from the basement i.e. no row of bins to be placed along Crabbes Street frontage.
- All air conditioning plant will be located in the basement.
- Sewer, stormwater and power services will be augmented in accordance with utility authority and council requirements. This is managed by Council through conditions placed on the development consent.



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## Part 3

### Facilitated Discussion and Community Survey



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Heart of Willoughby Project Briefing  
Community and Stakeholder Survey



A new lifestyle project for the young and the young at heart

## Community and Stakeholder Survey

### Questions 1-6

- Background Questions



## Community and Stakeholder Survey

**Question 7.** Based on the design plans that have been presented to you at the consultation event please indicate how much you agree or disagree with the following statements:

	AGREE A LOT	AGREE A LITTLE	NEITHER	DISAGREE A LITTLE	DISAGREE A LOT
The design plans will result in a development that will make a positive contribution to the Willoughby Local Area.					
I support the redevelopment of the Club Willoughby site based on the design plans that have been presented today.					
Developing seniors housing on the Club Willoughby site will be beneficial for the area.					
I do not support the redevelopment of the Club Willoughby Site based on the design plans that have been presented today.					





## Community and Stakeholder Survey

**Question 8.** The range of land uses that are included in the Heart of Willoughby Project are listed below. Do you consider that any of these uses are NOT suitable for development on the Clubs landholdings?

**PLEASE ONLY TICK THE LAND USES THAT YOU DO NOT SUPPORT.**

- ☐ A new expanded and family friendly club facility
- ☐ A new memorial park at the Crabbes Avenue frontage
- ☐ A through site pedestrian link
- ☐ Independent seniors living units
- ☐ A residential aged care facility
- ☐ Off street car parking for approximately near 385 cars across two basement levels



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## Community and Stakeholder Survey

**Question 9.** When you consider the design plans presented today can you identify from the list below any aspects of the development that concern you? If your concern is not listed please explain your concern in the space provided below.

I AM CONCERNED ABOUT...	NO CONCERN	MINOR CONCERN	MAJOR CONCERN	IN A FEW WORDS PLEASE EXPLAIN YOUR CONCERN
Providing a through site pedestrian link				
The operation of the Club facility				
Providing a new local park in Crabbes Avenue				
Relocating the war memorial and hosting future Anzac and memorial events in the new local park				
Providing basement car parking for approximately near 385 vehicles				
Having all vehicular access from a single driveway off Crabbes Avenue				
The development generating additional traffic and the impact this will have on local streets				
Developing 100 seniors living apartments on the site				
Developing a 40 bed residential aged area facility on the site				
My property being overshadowed by the new development				
My property being overlooked by the new development				
How the development will look in the Crabbes Avenue streetscape				
Losing the existing bowling greens from the club site				



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## Community and Stakeholder Survey

**Question 10.** Finally, please record any additional comments in relation to the Design Plans for the Heart of Willoughby Project that you would like to share with us today.



## Community and Stakeholder Survey

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



# Appendix D

## Neighbour Briefing and Stakeholder Round Table Breakfast PowerPoint Presentation



## Heart of Willoughby Project Briefing



A new lifestyle project for the young and the young at heart

**Matt Vertzonis**  
**Club Willoughby**  
**Vice President**



Heart of Willoughby Project Briefing



## Belinda Barnett

Urban Concepts

Heart of Willoughby Community Consultation Facilitator



Heart of Willoughby Project Briefing



## Agenda

### Part 1

#### **Welcome**

Matt Vertzonis - Club Willoughby

#### **Introduction**

- Belinda Barnett - Urban Concepts

#### **Project Presentation**

- Stephen Abolakian – Hyecorp Property Group

### Part 2

#### **Facilitated Discussion and Community Survey**



Heart of Willoughby Project Briefing





## The Purpose of this Session

- To introduce Hyecorp and Club Willoughby.
- To explain the Vision that underpins the Heart of Willoughby Project.
- Recap the history of how we got here.
- To help you conceptualise the design plans so you know how the end development will look on the ground.
- To present the plans and computer generated images for future development
- To hear your views about the proposed development.
- To build on the positive dialogue from our 2017 consultation.



Heart of Willoughby Project Briefing



## Our Consultation Approach

### Stage 1 Pre Consultation September 2017

- Purpose to inform the preparation of the Concept Plan
- Initiatives
- Communication Plan
- Project email/newsletters and website
- Consultation Events:
  - Adjoining Neighbour Meet & Greet Briefing
  - Stakeholder Round Table Breakfast
  - Club Member Briefing
- Community Survey
- Consultation Report –to NSW Department of Planning for Site Compatibility Certificate



Heart of Willoughby Project Briefing



## Our Consultation Approach

### Stage 2 Consultation April 2019

- Purpose to test community and stakeholder attitudes to the Design Plans
- Activities
- Project email/newsletters and website
- Consultation Events:
  - Resident Meet and Greet
  - Consultation Open Day and Site Walks – 3 sessions
  - Neighbour Briefing
  - Stakeholder Round Table Breakfast
  - Club Member Briefing
- Community Survey
- Consultation Report – forms part of the Development Application



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### Our 2017 Stage 1 Consultation – What You Told Us

- Architecture to complement federation character and low scale residential
- 2 storey building height at Crabbes Avenue, eastern and southern boundaries
- Landscaped setbacks important- privacy/green leafy character
- No building to be taller than 5 storeys and highest building to be in the centre of the site
- Building heights to be measured from natural ground level
- Wanted to know numbers - how many seniors living units & how many beds in the RACF
- New local park and war memorial to be accessible and not hidden away
- The new club to be family oriented and child friendly, include a broad range of amenities and indoor/outdoor dining experiences
- No reduction in car parking - separated club member and resident parking
- How much traffic will be generated
- Concern about potential noise from air-conditioning plant, waste collection and service vehicles
- What would happen with underground services- stormwater, power, sewer and groundwater
- Construction - how would noise, dust and waste be managed- how long will construction take-is there asbestos?



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## Guidelines

- Remember to switch off mobile phones.
- The session will be 1 hour in duration but we are happy to extend this if required for questions.
- Every idea is valid – respect the views of others even if you may not always agree.
- Please hold your questions until we get to Part 2.
- Questions unable to be answered will be taken on notice.
- Questions will be recorded by Urban Concepts and we will prepare a record of the comments that we will issue to all participants.
- We will only record your names when we are authorised to do so.
- This is not a political meeting. This is a voluntary consultation process and event. No resolutions about the project will be passed.



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## Part I

### Project Presentation



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## Stephen Abolakian

Hyecorp Property Group  
Club's Development Partner



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### Who is Hyecorp

- Mid sized family owned business
- Multi award winning local developer
- Specialises in medium and high rise residential apartments
- We have been operating for over 25 years
- Manage all stages of the process in house from concept to completion, including design, construction, sales and marketing



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## Our achievements

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



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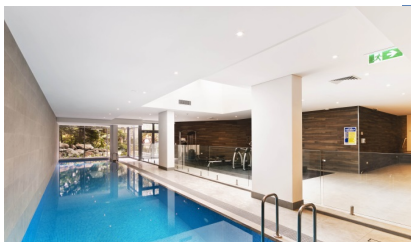
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## Our achievements

- 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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## 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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## Planning Context - Zone

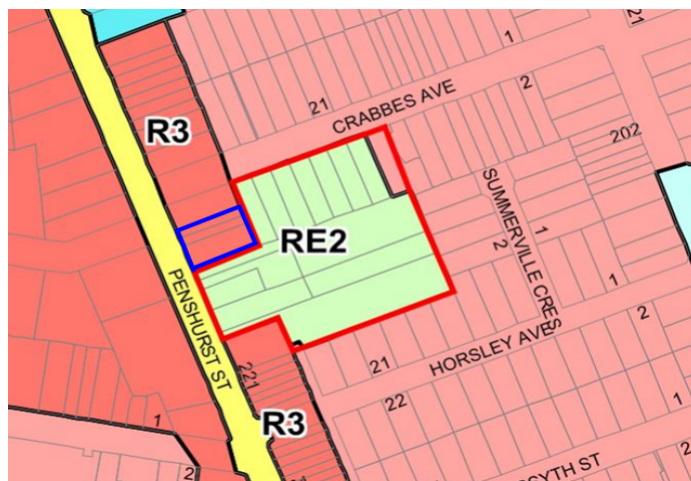


**Willoughby  
 Local Environmental  
 Plan 2012**

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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## Planning Context – Height of Building

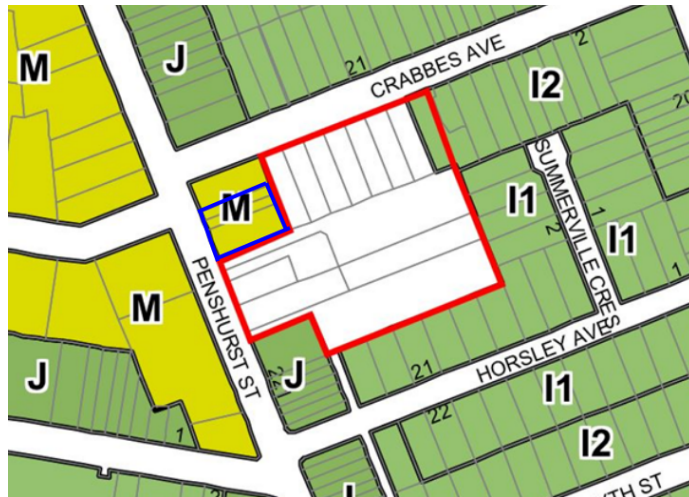


### Willoughby Local Environmental Plan 2012

Height of Buildings Map -  
Sheet HOB\_004

#### Maximum Building Height (m)

A	3.5	S2	24.5
G	7	T1	25
I1	8	T2	26
I2	8.5	T3	27
J	9	U	34
L	11	V1	36
M	12	V2	38.5
N1	13.5	W	40
N2	14	AA1	60
O1	15	AB1	80
O2	15.5	AB2	90
P	18	Area 1	Refer Cl 4.3A
Q	20	Area 2	Refer Cl 4.3A
R	21	Area 3	Refer Cl 4.3A
S1	24		



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## Planning Context – Floor Space Ratio



### Willoughby Local Environmental Plan 2012

Floor Space Ratio Map - Sheet FSR\_004

#### Maximum Floor Space Ratio (n:1)

A	0.25	Y	4.5
B	0.4	Z1	5
C	0.45	Z2	5.5
D	0.5	AA	6
F	0.6	AB	7
G	0.65	AC	8
H	0.7		
L	0.9		
N	1		
O	1.1		
Q	1.3		
R	1.4		
S1	1.5		
S2	1.7		
T1	2		
T2	2.2		
U1	2.5		
U2	2.6		
U3	2.7		
V1	3		
V2	3.3		



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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 – 99 to 125 Independent Living Units & 36 to 72 bed Residential Aged Care Facility
- 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
- Established statutory controls for the site:
  - FSR → 1.35:1 over entire site
  - Maximum building height → 5 storeys in the centre; Graduating to 3 and 2 storeys at the northern, eastern and southern boundaries
  - Setbacks → 6 to 8 metres off the northern, eastern and southern boundaries



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## Letter from the NSW Department of Planning



IRF18/1621

Mr Xerxes Karai  
Operations Manager  
Hyecorp Property Group  
PO Box 779  
ARTARMON NSW 1570

Dear Mr Karai

**Determination of application for a site compatibility certificate for 26 Crabbes Avenue, North Willoughby – State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004**

I refer to your application of 31 January 2018 for a site compatibility certificate under clause 25(1) of State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004 (Seniors Housing SEPP) in relation to 26 Crabbes Avenue, North Willoughby.

I, the Executive Director, Regions, as delegate of the Secretary, have determined the application under clause 25(4)(a) of the Seniors Housing SEPP by issuing a site compatibility certificate subject to satisfaction of certain requirements specified in the certificate (clause 25(7)). I have enclosed the site compatibility certificate.

In issuing this certificate, I have determined that the site is suitable for more intensive development and that use of the site for seniors housing is compatible with the surrounding environment and land uses.

I note that the final layout, building construction and on-site facilities in the proposed seniors housing development will be subject to the resolution of issues relating to building height, bulk and scale, traffic, parking provisions, vehicular access, accessibility of service vehicles, flora and drainage. The certificate has been conditioned to confirm that these matters will need to be addressed at any future development application stage.

If you have any questions in relation to this matter, please contact Ms Yolande Miller of the Department of Planning and Environment's Sydney Region East team on 9274 6500.

Yours sincerely

 30 August 2018  
Stephen Murray  
Executive Director, Regions  
Planning Services

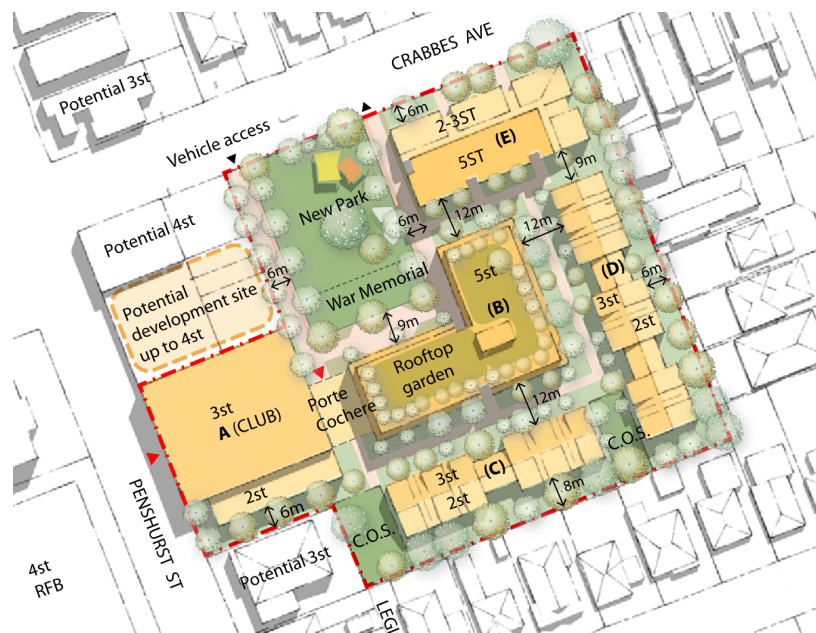
Enc: Site compatibility certificate



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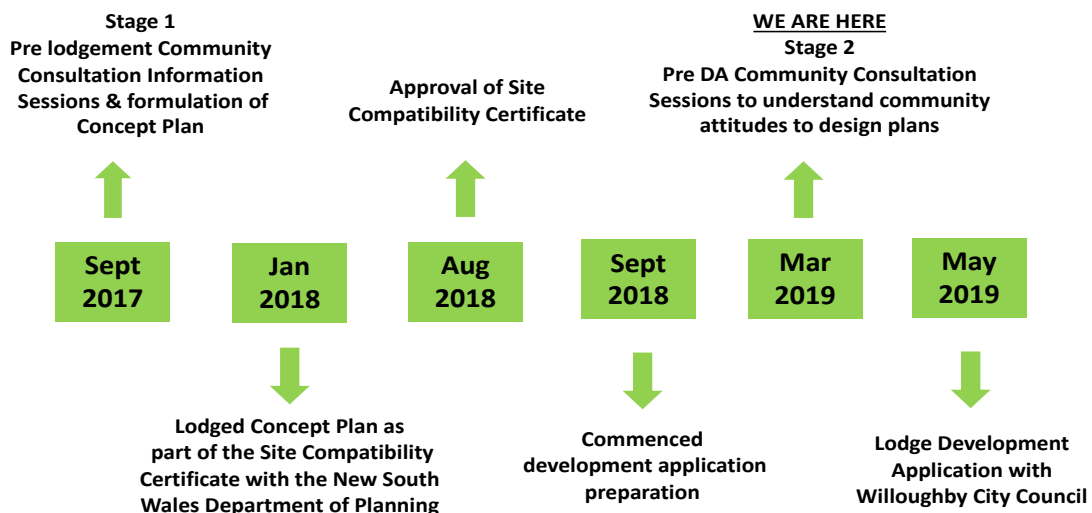
## Concept master plan



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## Project Timeline



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## The Project Team

### PROPONENT

- Hyecorp Property Group
- Club Willoughby

### URBAN DESIGN

- Dickson Rothschild

### AGED CARE ARCHITECTS

- Morrison Design Partnership
- Architects

### URBAN PLANNING

- City Plan Strategy and Development

### TRAFFIC MANAGEMENT

- Colston Budd Hunt & Kafes

### CLUB ARCHITECTS

- Altis Architecture

### CONSULTATION

- Urban Concepts

### LANDSCAPE ARCHITECTS

Ross Shepherd Site Image



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## Checkpoint A Entrance to Function Room Centre of future Civic Walk



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- The new Civic Walk
- Connection between Legion Way and Crabbes Avenue.
- Pedestrian only site link
- Semi private alfresco dining area
- Strong connection created between ILUs, RACF, Club and shops.
- Inviting space for all ages, family friendly
- Create activation along the fringe of the park

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## Checkpoint B Penshurst Street Memorial Gates Future Club Facade



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- The proposed club façade
- Entry to club via acoustic gardens on the boundary featuring glass walkways to contain sound
- Architectural treatment include large picture windows, natural stone and a green wall
- 3 storey building
  - Level 1 includes the Club and Dining areas
  - Level 2 includes ancillary club space include health and well being centre
  - Level 3 includes an event space for corporate and social events
- Acoustic gardens on the boundary including glass wakways to contain sound

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## Checkpoint C Penshurst Street Shops Future Shop top housing project



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- Will be developed as shop top housing as part of the Heart of Willoughby Project
- Ground floor shops, shops at both Penshurst Street frontage and on eastern elevation to the Park with residential above, creates activation to Penshurst Street

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## Checkpoint D Crabbes Avenue frontage Future Memorial Park

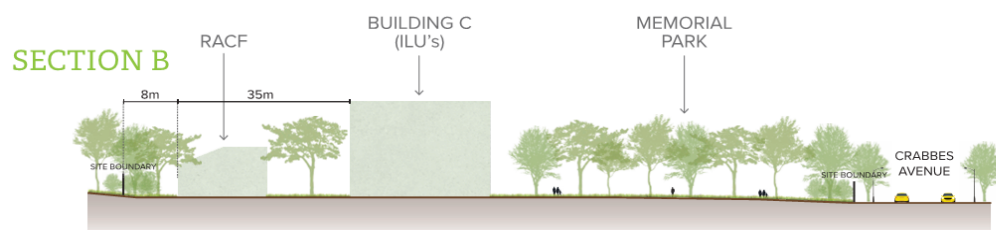


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- Memorial Park
- Passive park
- Incorporating a Garden of Remembrance similar to the area at Chatswood Station for ANZAC/Remembrance day
- Alfresco will be located on the fringe of the park to activate the area and reinforce family friendly environment
- Over 45m in Depth

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## Checkpoint E Crabbes Avenue frontage Future driveway



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- Intended to improve amenity, removing acoustic and pollution impacts as well as improve safety, making the entire precinct more pedestrian friendly
- Porte-Cochere (Pick-up/Drop-off) underground for Club, Independent Living Units and Aged Care
- All traffic movements will be underground including loading docks and garbage collection
- No security garage shutters
- The entrance to the driveway will be architecturally designed and aesthetically pleasing
- Members and guests arriving at the club from the porte-cochere will enter a reception area and then take a lift up to the ground floor club amenities.



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## Checkpoint F Crabbes Avenue frontage Seniors Housing



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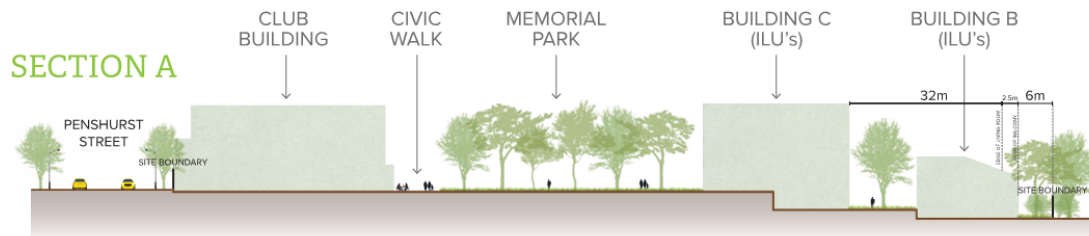




- Location of Seniors Living Building A
- Contains 29 Independent Living Units
- Façade treatment to look like terrace style housing to the front of Crabbes Ave 6m landscaped setback at the Crabbes Avenue frontage
- The building will present as two storeys and transition to five storeys at the rear
- Heritage materials used to sympathise with Heritage Conservation Area
- Terrace style treatment with pitch roofs, sympathetic to Heritage conservation area

## Checkpoint G Eastern Boundary of Club Future Seniors Housing





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- Seniors living apartment building
- Set back 6m from the eastern boundary with deep soil landscaping
- No public access along the eastern boundary
- Two storeys transitioning to three storeys
- 12 metre separation between this building and the 5 storey seniors living apartment building

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## Checkpoint H Eastern Boundary of Club Future Aged Care building



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- 6m setback from the eastern boundary and 8m off the southern boundary
- Deep soil landscaping will also be evident in this location
- The aged care facility will be 2 storeys high with an 8 metre setback from the boundary
- RACF extends along southern boundary
- Approximately 40-50 bed facility
- Average age of resident is 80.
- The building will offer a nursing home style of care
- The facility will have between 40-50 beds



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## Checkpoint I Legions Way Future entrance to Civic Walk



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- Entry point from Civic Walk through site pedestrian link
- Request from Willoughby City Council
- Working with council to ensure a good design outcome
- Will open pedestrian access to site

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## Solar Access



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## Solar Access



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## Solar Access



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## Traffic Impact

### Estimates of future traffic generation based on Roads and Maritime Services (RMS) Guidelines:

#### Seniors Housing:

- 0.2 trips per independent living units
- 0.1 trip per RACF beds

#### Club:

- 5 to 20 vehicles per hour (two way) in the weekday morning, midday and afternoon peak periods

**Based on the above rates the whole development will generate an additional 35-50 vehicle trips per hour (two way).**

**When assigned to the road network, this would result in increases of:**

- 20-30 vehicles per hour on Crabbes Avenue; and
- 10 to 20 vehicles per hour on Penshurst Street and High Street.

**Preliminary design provides for 385 car parking spaces across 2 basements levels.**

**All traffic access via a single driveway off Crabbes Avenue.**



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## Willoughby City Council Has Advised:

- All vehicular access should be via Crabbes Avenue.
- Current left in left out traffic arrangements at the Crabbes Avenue/Penshurst Street intersection should be retained.
- All servicing must occur on site and not from Penshurst Street or Crabbes Avenue.
- Forecast traffic generation is low and can be accommodated into the operation of the local road network and the intersection of Penshurst Street and Crabbes Avenue.



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## Operational Issues

- Club will retain current hours of operation.
- All deliveries and servicing to the Club and RACF will occur on site using the loading docks in the basement.
- Waste collection for the whole development will be undertaken by a contractor from the basement i.e. no row of bins to be placed along Crabbes Street frontage.
- All air conditioning plant will be located in the basement.
- Sewer, stormwater and power services will be augmented in accordance with utility authority and council requirements. This is managed by Council through conditions placed on the development consent.



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## Construction Management

- Pre construction consultation series
- Will set community construction liaison committee
- Notification of key events via SMS and email



## Part 2

### Facilitated Discussion and Community Survey





## Heart of Willoughby Project Briefing Community and Stakeholder Survey



A new lifestyle project for the young and the young at heart

## Community and Stakeholder Survey

### Questions 1-6

- Background Questions



Heart of Willoughby Project Briefing



## Community and Stakeholder Survey

**Question 7.** Based on the design plans that have been presented to you at the consultation event please indicate how much you agree or disagree with the following statements:

	AGREE A LOT	AGREE A LITTLE	NEITHER	DISAGREE A LITTLE	DISAGREE A LOT
The design plans will result in a development that will make a positive contribution to the Willoughby Local Area.					
I support the redevelopment of the Club Willoughby site based on the design plans that have been presented today.					
Developing seniors housing on the Club Willoughby site will be beneficial for the area.					
I do not support the redevelopment of the Club Willoughby Site based on the design plans that have been presented today.					



Heart of Willoughby Project Briefing



## Community and Stakeholder Survey

**Question 8.** The range of land uses that are included in the Heart of Willoughby Project are listed below. Do you consider that any of these uses are NOT suitable for development on the Clubs landholdings?

**PLEASE ONLY TICK THE LAND USES THAT YOU DO NOT SUPPORT.**

- ☐ A new expanded and family friendly club facility
- ☐ A new memorial park at the Crabbes Avenue frontage
- ☐ A through site pedestrian link
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- ☐ Off street car parking for approximately near 385 cars across two basement levels



Heart of Willoughby Project Briefing



## Community and Stakeholder Survey

**Question 9.** When you consider the design plans presented today can you identify from the list below any aspects of the development that concern you? If your concern is not listed please explain your concern in the space provided below.

I AM CONCERNED ABOUT...	NO CONCERN	MINOR CONCERN	MAJOR CONCERN	IN A FEW WORDS PLEASE EXPLAIN YOUR CONCERN
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The operation of the Club facility				
Providing a new local park in Crabbes Avenue				
Relocating the war memorial and hosting future Anzac and memorial events in the new local park				
Providing basement car parking for approximately near 385 vehicles				
Having all vehicular access from a single driveway off Crabbes Avenue				
The development generating additional traffic and the impact this will have on local streets				
Developing 100 seniors living apartments on the site				
Developing a 40 bed residential aged area facility on the site				
My property being overshadowed by the new development				
My property being overlooked by the new development				
How the development will look in the Crabbes Avenue streetscape				
Losing the existing bowling greens from the club site				



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## Community and Stakeholder Survey

**Question 10.** Finally, please record any additional comments in relation to the Design Plans for the Heart of Willoughby Project that you would like to share with us today.



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## Community and Stakeholder Survey

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



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# Appendix E

## Club Member Event

## PowerPoint Presentation



## Heart of Willoughby Project Briefing



A new lifestyle project for the young and the young at heart

**Matt Vertzonis**  
**Club Willoughby**  
**Vice President**



Heart of Willoughby Project Briefing



## Belinda Barnett

Urban Concepts

Heart of Willoughby Community Consultation Facilitator



Heart of Willoughby Project Briefing



## Agenda

### Part 1

#### **Welcome**

Matt Vertzonis - Club Willoughby

#### **Introduction**

- Belinda Barnett - Urban Concepts

#### **Project Overview**

- Stephen Abolakian – Hyecorp Property Group

### Part 2

#### **Your New Club**

Rolfe Latimer – Altis Architecture

### Part 3

#### **Facilitated Discussion and Q&A**



Heart of Willoughby Project Briefing





## The Purpose of this Session

- To introduce Hyecorp and Club Willoughby.
- To explain the Vision that underpins the Heart of Willoughby Project.
- Recap the history of how we got here.
- To help you conceptualise the design plans so you know how the end development will look on the ground.
- To present the plans and computer generated images for future development
- To hear your views about the proposed development.
- To build on the positive dialogue from our 2017 consultation.



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## Our Consultation Approach

### Stage 1 Pre Consultation September 2017

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  - Adjoining Neighbour Meet & Greet Briefing
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- Community Survey
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Heart of Willoughby Project Briefing



## Our Consultation Approach

### Stage 2 Consultation April 2019

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  - Consultation Open Day and Site Walks – 3 sessions
  - Neighbour Briefing
  - Stakeholder Round Table Breakfast
  - Club Member Briefing
- Community Survey
- Consultation Report – forms part of the Development Application



Heart of Willoughby Project Briefing



## Our 2017 Stage 1 Consultation What Club Members Told Us

We asked you what you considered to be the most important facilities to be included in the new club-your responses are ranked in order of priority below:

Café (92.73%)

Family friendly restaurant (76.36%)

Displays honouring the clubs ex-service heritage (64.71%)

Multi purpose function room/auditorium (61.22%)

Outdoor or alfresco dining experience with barbeque options (56.86%)

Sports & Cocktail Bar (55%)

Bridge facility (52.27%)

ATM Facility (51.06%)

Gaming Room (32.6%)

Children's Play Area (34.78%)

Members Gym (30%)



Heart of Willoughby Project Briefing



## Our 2017 Stage 1 Consultation What Club Members Told Us

### General Comments

- Less emphasis on gaming and more emphasis on ensuring the new club is family oriented and child friendly.
- No reduction in car parking - separated club member and resident parking.
- You wanted the site and club to be easy to move around.
- New local park and war memorial to be accessible and not hidden away.
- You supported the colocation of senior housing with the new club.
- You wanted to know if veterans would be given priority with respect to purchase of seniors living apartments.
- You wanted the club to be environmentally sustainable in terms of its design and operation.
- Wanted to understand how the construction would be managed and whether you would be without a club facility at any stage.



Heart of Willoughby Project Briefing



## Guidelines

- Remember to switch off mobile phones.
- The session will be 1 hour in duration.
- Please don't ask questions 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 we will prepare a record of the comments that we will issue to all participants.
- We will only record your name next to a comment/question if requested to do so.
- This is not a political meeting. This is a voluntary consultation process and event. No resolutions about the project will be passed



Heart of Willoughby Project Briefing



## Part I

### Project Overview



**Stephen Abolakian**

**Hyecorp Property Group**  
**Club's Development Partner**





## Who is Hyecorp

- Mid sized family owned business
- Multi award winning local developer
- Specialises in medium and high rise residential apartments
- We have been operating for over 25 years
- Manage all stages of the process in house from concept to completion, including design, construction, sales and marketing



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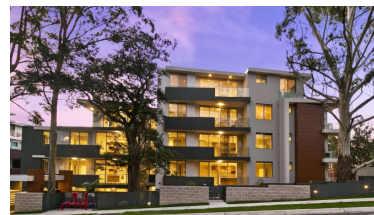
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## Our achievements

- Over 400 units over the last 5 year
- Completed projects in excess of \$300m
- 100% pre-sales prior to completion of development
- 2017 grand opening of Sienna Willoughby by Premier 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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## 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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## What is a Site Compatibility Certificate

- Allows Clubs to seek permission to develop their land for Seniors Housing and Aged Care purposes – 99 to 125 Independent Living Units & 36 to 72 bed Residential Aged Care Facility
- 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
- Established statutory controls for the site:
  - FSR → 1.35:1 over entire site
  - Maximum building height → 5 storeys in the centre; Graduating to 3 and 2 storeys at the northern, eastern and southern boundaries
  - Setbacks → 6 to 8 metres off the northern, eastern and southern boundaries



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## Letter from the NSW Department of Planning



IRF18/1621

Mr Xerxes Karai  
Operations Manager  
Hycorp Property Group  
PO Box 779  
ARTARMON NSW 1570

Dear Mr Karai

**Determination of application for a site compatibility certificate for 26 Crabbes Avenue, North Willoughby – State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004**

I refer to your application of 31 January 2018 for a site compatibility certificate under clause 25(1) of State Environmental Planning Policy (Housing for Seniors or People with a Disability) 2004 (Seniors Housing SEPP) in relation to 26 Crabbes Avenue, North Willoughby.

I, the Executive Director, Regions, as delegate of the Secretary, have determined the application under clause 25(4)(a) of the Seniors Housing SEPP by issuing a site compatibility certificate subject to satisfaction of certain requirements specified in the certificate (clause 25(7)). I have enclosed the site compatibility certificate.

In issuing this certificate, I have determined that the site is suitable for more intensive development and that use of the site for seniors housing is compatible with the surrounding environment and land uses.

I note that the final layout, building construction and on-site facilities in the proposed seniors housing development will be subject to the resolution of issues relating to building height, bulk and scale, traffic, parking provisions, vehicular access, accessibility of service vehicles, flora and drainage. The certificate has been conditioned to confirm that these matters will need to be addressed at any future development application stage.

If you have any questions in relation to this matter, please contact Ms Yolande Miller of the Department of Planning and Environment's Sydney Region East team on 9274 6500.

Yours sincerely

 30 August 2018  
Stephen Murray  
Executive Director, Regions  
Planning Services

Encl: Site compatibility certificate



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## Concept master plan



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## The Project Team

### PROPONENT

- Hyecorp Property Group
- Club Willoughby

### URBAN DESIGN

- Dickson Rothschild

### AGED CARE ARCHITECTS

- Morrison Design Partnership
- Architects

### URBAN PLANNING

- City Plan Strategy and Development

### TRAFFIC MANAGEMENT

- Colston Budd Hunt & Kafes

### CLUB ARCHITECTS

- Altis Architecture

### CONSULTATION

- Urban Concepts

### LANDSCAPE ARCHITECTS

- Ross Shepherd Site Image

### FOOD AND BEVERAGE CONSULTANT

- Dedes Group

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## Part 2

### Your New Club



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architecture

**Rolfe Latimer**  
Altis Architecture  
Club Architects

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## CLUB WILLOUGHBY – LOOK AND FEEL



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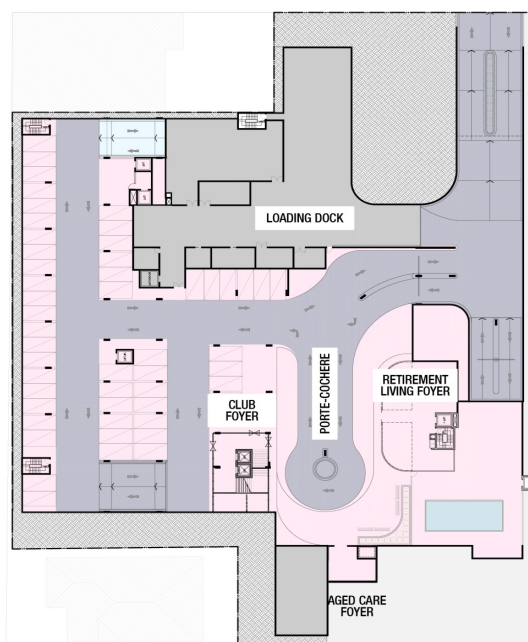
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## PORTE COCHERE LEVEL

PENSHURST STREET



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## GROUND LEVEL



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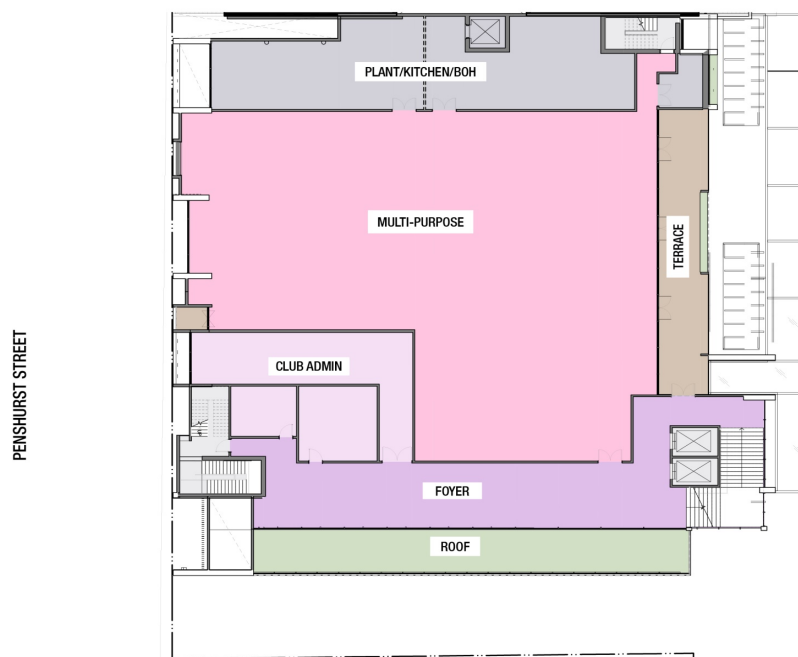
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## LEVEL 1



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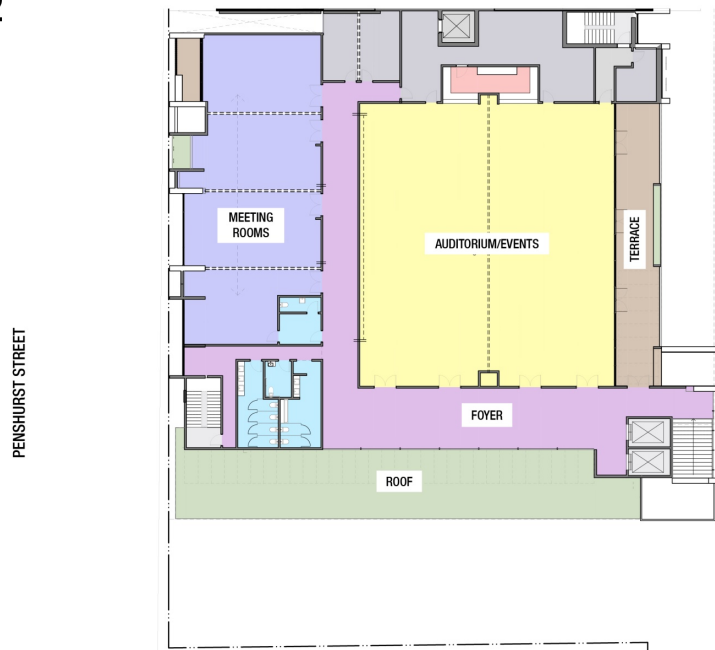
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## LEVEL 2



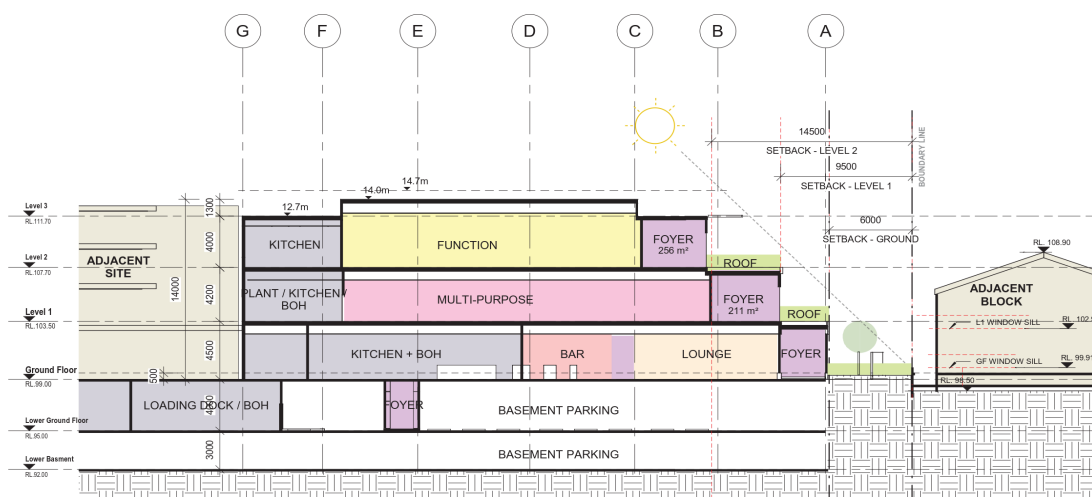
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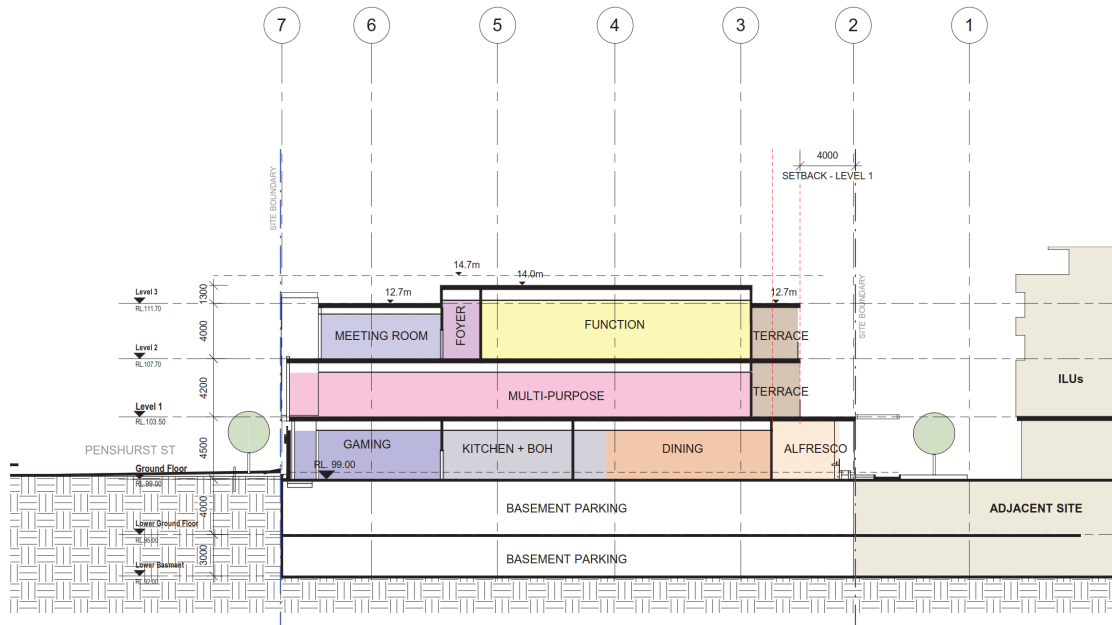
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CONCEPT PLAN – SECTION

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CONCEPT PLAN – SECTION

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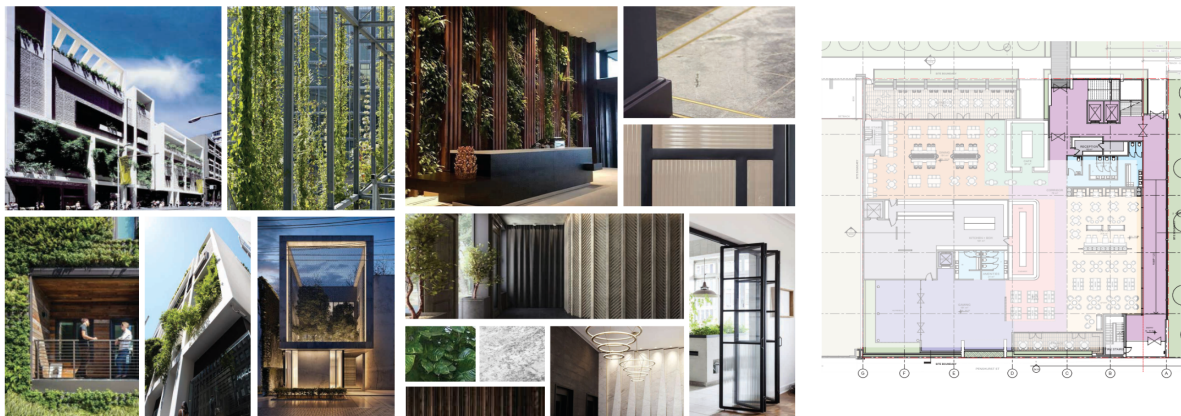
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## LOOK AND FEEL

EXTERIOR FACADE

FOYER

GROUND FLOOR PLAN



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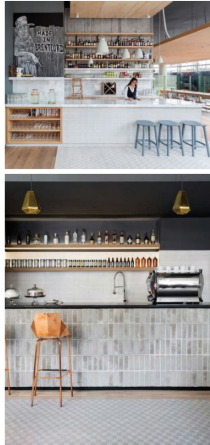
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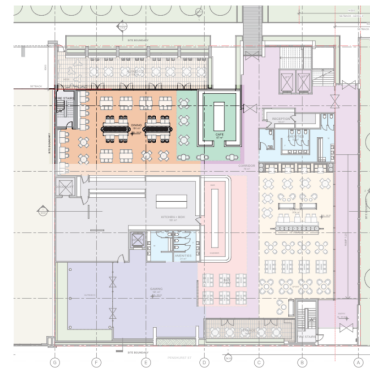
CAFE



DINING



GROUND FLOOR PLAN



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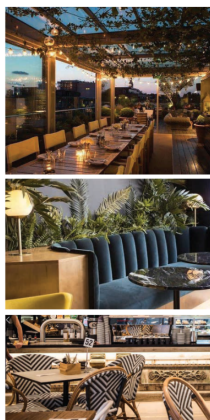
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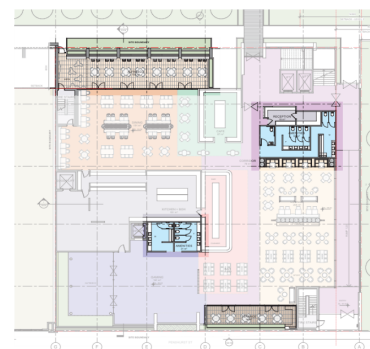
ALFRESCO DINING



AMENITIES



GROUND FLOOR PLAN



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## LOOK AND FEEL

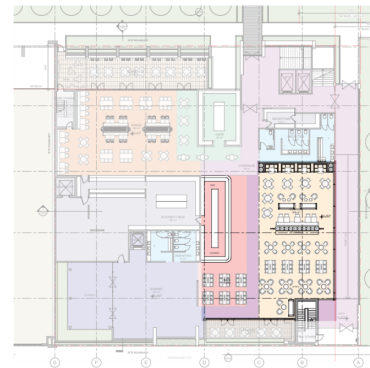
BAR / LOUNGE



SPORTS LOUNGE



GROUND FLOOR PLAN



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## LOOK AND FEEL

GAMING



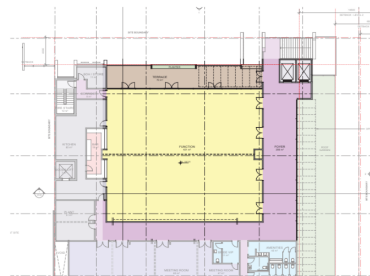
FUNCTION



GROUND FLOOR PLAN



SECOND FLOOR PLAN



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## Part 3

### Facilitated Discussion Q&A

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# Appendix F

## Agenda and Site Walk Map





## HEART OF WILLOUGHBY PROJECT OVERVIEW

### The Heart of Willoughby Project will deliver:

- A fully pedestrianised precinct with all car parking and traffic circulation underground.
- A new and expanded Club facility with a range of family orientated amenities.
- A new memorial park with frontage to Crabbes Avenue.
- Between 100-110 Independent Seniors Living Units of 1, 2 and 3 bedrooms across 3 buildings.
- A 40-50 bed residential aged care facility.
- A through site pedestrian link connecting Legion Way to Crabbes Avenue.
- 24 shop top apartments above 6 neighbourhood shops.

## DEVELOPMENT STATISTICS

### In accordance with the Site Compatibility Certificate the development achieves:

- A maximum FSR of 1.35:1
- A maximum height of 5 storeys in the centre graduating to 3 and 2 storeys at the northern, eastern and southern boundaries.
- Set-backs of 6-8 metres at the Crabbes Avenue eastern and southern boundaries.

## HEART OF WILLOUGHBY PROJECT TEAM



Welcome to the  
Consultation Open Day



## Saturday 30th March 2019, Club Willoughby Session Agenda

### PART 1

#### 1. Welcome

*Jack Seatter, Club Willoughby President*  
5 minutes

#### 2. Introduction

*Belinda Barnett, Director, Urban Concepts*  
5 minutes

#### 3. Project Overview and Video Presentation

*Stephen Abolakian, Managing Director, Hyecorp*  
10 minutes

### PART 2

#### 4. Guided Site Walk

1 hour

#### 5. PowerPoint on technical issues not raised on the site walk

- Parking and Traffic
  - Site Operating Context
- 10 minutes

### PART 3

#### 6. Facilitated Question and Answer Session

30 minutes

#### 7. Community Survey

Join us for a BBQ and refreshments on the bowling greens







#### STOP A THE NEW PEDESTRIAN NORTH SOUTH THROUGH SITE LINK

- To be known as 'Civic Walk'
- Connects Legion Way to Crabbes Avenue.
- Pedestrian access only.
- Building C Seniors Living Units have reception area off Civic Walk. This building is 5 storeys. Building C has 54 apartments.
- Club alfresco dining adjoining the walk.

#### STOP B AT THE PENSURST STREET FRONTAGE OF THE NEW CLUB

- Ground floor club amenities to include alfresco area, café, fine dining room and childrens play area.
- Bar and gaming room located at the Penshurst Street frontage away from the family friendly amenities.
- Height and scale of the building to complement the apartment buildings opposite on Penshurst Street.

#### STOP C NEW SHOP TOP HOUSING DEVELOPMENT

- This site is owned by Hyecorp.
- To be developed as part of the Heart of Willoughby Project.
- Ground level neighbourhood shops with 3 storeys of shop top housing above containing 24 apartments.

#### STOP D NEW MEMORIAL LOCAL PARK

- A passive recreation area.
- To include a new war memorial and Garden of Remembrance.
- The Park landscaping will include significant trees to soften the built form of the buildings behind.



#### STOP I ENTRANCE TO CIVIC WALK AT LEGION WAY

- Treatment of entry still in design and will involve Willoughby Council
- Recognise the need to maintain access for garages that align Legion Way.

## site walk map

SATURDAY 30th MARCH 2019

#### STOP E NEW DRIVEWAY SERVICING THE BASEMENT CAR PARKING LEVELS

- Single access driveway divided by a planted medium strip.
- Design treatment to include natural stone feature walls and landscaped planter boxes.
- Driveway services porte-cochere, car parking, loading docks and waste collection.
- Underground traffic circulation enables the precinct to be fully pedestrianised.

#### STOP F NORTH EASTERN CORNER OF INDEPENDENT SENIORS LIVING UNITS.

- Building contains 29 apartments.
- Contemporary terrace style of architecture to complement the fine grain subdivision pattern of dwelling houses in Crabbes Avenue.
- 6 metre landscaped setback to Crabbes Avenue.
- 2 storeys in height at Crabbes Avenue transitioning to 5 storeys behind.

#### STOP G AT EASTERN BOUNDARY IN FRONT OF BUILDING B INDEPENDENT SENIORS LIVING UNITS

- Building contains 24 apartments.
- Setback 6 metres off setback eastern boundary with deep soil landscaped buffer.
- 2 storeys in height transitioning to 3 storeys.

#### STOP H SOUTH EASTERN CORNER NEW RESIDENTIAL AGED CARE FACILITY (RACF)

- Building B to be reduced by 0.5-1 metres below existing level of bowling greens at point H.
- RACF setback 6 metres from the eastern boundary and 8 metres off the southern boundary.
- Deep soil and setback landscaping will create a green leafy outlook and privacy screening for neighbours.
- RACF is 2 storeys in height along the entire length of southern boundary.
- RACF will contain 40-50 beds.

# Appendix G

## Record of Comments from Consultation Events



Friday 26<sup>th</sup> April 2019



Dear Participant,

**HEART OF WILLOUGHBY SESSION 1 OPEN DAY RECORD OF COMMENTS - SATURDAY 30<sup>TH</sup> APRIL 2019.**

On behalf of the Hyecorp Property Group and Club Willoughby, I would like to thank you for participating in Session 1 of the Heart of Willoughby Consultation Open Day on Saturday 30<sup>th</sup> March 2019, 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 report that we prepare for submission to Willoughby Council as part of the development application documentation.

On behalf of Urban Concepts, the Hyecorp Property Group, 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

A handwritten signature in black ink, appearing to read 'Belinda Barnett'.

**Belinda Barnett**

Director  
Urban Concepts





## **FINAL**

### **Record of Comments**

arising from the

#### **Session 1 Open Day**

Held on Saturday 30<sup>th</sup> March 2019  
at the Willoughby Legion Club

Prepared for

**Hyecorp Property Group and Club Willoughby for distribution to Meeting Participants**

Prepared by

**Urban Concepts**

Date of Issue

**Friday 26<sup>th</sup> April 2019**



## Disclaimer

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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.

---



## Session 1 Open Day – Saturday 30<sup>th</sup> March 2019

Urban Concepts advises that 20 people participated in the Session 1 Open Day which was held from 10am-12pm at the Willoughby Legion Club.

### Comments Recorded during Site Walk

The following comments were recorded during the site walk.

STOP	COMMENT/QUESTION	CONSULTANT RESPONSE
<b>Stop A</b>	Will the existing memorial be relocated?	We are working with our heritage consultant and the Club to determine the best way of relocating the memorial. It will not be in this exact form but we will try and relocate as much of it as we can to the new park.
<b>Stop B</b>	Are there going to be awnings?	The placement of awnings is a design consideration we will address with Willoughby Council.
	Can I catch the bus from here (Penshurst Street) every morning as I currently do?	Yes, we are not proposing any changes to the bus stop.
<b>Stop C &amp; D</b>	Will there be open space or trees in the park?	The new memorial park will be a large open space with seating and landscaping. It is a passive area of open space. It will incorporate the relocated war memorial.
	Will there be a height restriction for trucks in the carpark?	The height of the entrance to the carpark will be sufficient to allow all servicing and heavy trucks. All vehicles will have to enter the carpark, as all servicing will be done underground instead of the existing ground level.
	Is there a carpark for visitors to residents?	There is one entrance to the carpark. Visitors of residents will be able to enter the residential carpark through the use of an intercom. The residents will allow access for their guest to drive in. There are allocated visitor spaces for guest's visiting the residents.
	Are all resident parking spaces secure?	All resident carparking is secure. Residents will need an access card to enter their particular section of the car park. There will be a secure roller door.
	What are the treatments in terms of privacy?	There will be deep soil planting in the 6 metre boundary setback. The deep soil will allow very large trees to grow, to give houses on the boundary privacy and outlook.
	How many apartments in the Independent Living Unit (ILU) buildings?	There are three ILU buildings. There will be approximately 54 apartments within building C.
<b>Stop E</b>	Do you know the exact measurements of the building that is going below ground?	The buildings on this frontage are setback 8 metres from neighbouring properties. There will be deep soil landscaping on the boundary which will allow significant trees to provide screening.



<b>Stop F</b>	How are you going to handle stormwater?	We are going to upgrade the stormwater system. We will have a specialist consultant advise us what we need to do.
<b>Stop H</b>	Are there going to be vehicles entering from Legion Way?	There will be no vehicular access from Legion Way. The entrance from Legion Way will create a through link to the site for pedestrians only. The garages to the four houses on Legion Way will still retain their driveways, but no cars will be able to enter the development.

## Comments Recorded during Question Time

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

COMMENT/QUESTION	CONSULTANT RESPONSE
How will you deal with stormwater management? Especially around this area of Willoughby, we are very prone to flooding.	<u>Stephen Abolakian, Hyecorp</u>  We will work with our engineers to make sure that any rain that falls on the development is captured appropriately. We will deal with it through on-site detention. There will be a lot of water re-use on the site. We are not in a flood zone because we are quite high from ground level, but we will work with a stormwater management consultant to advise us on appropriate ways to deal with rain and stormwater. When you construct a new development, a lot of the boundaries get redesigned and reconfigured. So the actual opportunity for stormwater runoff to come back into the site is unlikely to happen. In regards to the driveway, we will ensure there are appropriate methods to control rain and we will ensure no rain can enter the basement car parking levels off the driveway.
Is there going to be a dance floor in the club? There are currently a lot of activities held at the Club that require a dance floor.	<u>Stephen Abolakian, Hyecorp</u>  There will be the opportunity for the event space to accommodate some form of entertainment, including dancing. That is a discussion for the Club to have, and to decide the appropriate uses of the event space.  The new design of the Club and the events space will allow flexibility for a variety of events. It gives the Club the option to move the dance floor to accommodate a seminar, and adjust the space depending on the demand of the uses.
Out of the 385 car parking spaces, how many will be allocated to the Club?	<u>Stephen Abolakian, Hyecorp</u>  We have not finalised that yet. Willoughby Council sets requirements in regard to the amount of car parking spaces per land use. We are working with Council, the Club and our traffic consultant, to resolve the allocation of car parking spaces per use.





	<p>We will know the final figures when we submit the DA.</p> <p><u>Tim Rogers, Colston Budd Rogers &amp; Kafes Pty Ltd</u></p> <p>For the additional Club space, we will provide parking in accordance with Council parking requirements, which is 1 space per 20 square metres of gross floor area plus 1 space for every 2 staff. For any additional Club area we put on the site, we will provide that parking. That is what the Council has asked us to provide. We are looking to provide the seniors living and aged care parking in accordance with the State Environmental Planning Policy requirements. There is no requirement for visitor parking, but we are providing visitor parking because we recognise that, given the scale of this development, there will be visitors that will come to the site.</p> <p><u>Stephen Abolakian, Hyecorp</u></p> <p>There may be opportunities for both facilities to share visitor parking at certain times as well, if there are vacant car parking spaces. When the DA is submitted we will have the exact breakdown of the allocation of car parking spaces.</p>
Are you going to make the development environmentally friendly through the use of solar panels and water tanks etc?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>There will definitely be on-site detention and rainwater tanks. Council has asked us to provide a water management plan for the site. We will re-use as much water on the site as we can. We are currently testing solar in a development in Lane Cove that we are building, we are testing that jointly with the State Government. If that solar test is successful, we will utilise that as much as we can in our future developments.</p>
Are the Crabbes Avenue parking rules going to be changed? Such as metred parking.	<p><u>Tim Rogers, Colston Budd Rogers &amp; Kafes Pty Ltd</u></p> <p>There is no scope for us to change any parking controls on Crabbes Avenue. Ultimately, it will be the Council's decision to adjust the parking rules if necessary.</p>
How many units will be in the central building, where the 5 storey section is located?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>There will be approximately 54 apartments in the central building.</p>
We live in one of the wettest places in Sydney, in the Lower North Shore. How are you going to deal with that?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>Right now, when it rains, the rain on the roof is captured into the stormwater pipes and runs back into the stormwater. There is no on-site detention of rainwater or recycling. In the new development, the water will be captured in the rainwater tank and it will be reused, for uses such as irrigation. Council</p>



	<p>does require the re-use of rainwater, and there are also environmental benefits to this as well.</p> <p><u>Nigel Dickson, Dickson Rothschild</u></p> <p>Currently there is a lot of hard pavement across the site. In terms of broad environmental benefits, I'm expecting there will be much better environmental outcomes for stormwater management given the amount of deep soil landscaping being provided.</p> <p><u>Stephen Abolakian, Hyecorp</u></p> <p>In terms of deep soil, the apartment design guidelines require a minimum of 7% of the site to be deep soil landscaping. We are including almost 20% deep soil landscaping across the site.</p>
When is the construction going to start and what is the build time?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>It is a fluid timeline because there are a lot of elements outside of our control. The goal is to lodge the development application within 2 months (give or take a couple of weeks). Council has told us that there is an approximate 12 month timeframe to approve the DA. We are hoping to get approval sometime next year within the first quarter. We then need to attain the construction certificate, and we will need to sort out financing and the selling of the apartments. We are hoping to start the project before the end of next year. Somewhere between a 24-30 month process before the major part of the construction phase will begin. Naturally, the new Club will be one of the earliest stages of the project to commence and deliver. In summary, 12 months for the DA, 6-9 months to start, and somewhere between 2-2.5 years until we have completed construction. We have been working on this for 5 years already, so we are all looking forward to getting this started.</p>
So the project will be finished by 2024 is the best-case scenario?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We may be able to finish the project earlier than that. If we can start building next year, mid-2023 is probably when we will be finished. We are hoping to improve on that timeframe and that Council and the community will love the project. The quicker the project is approved, the quicker we can start construction, because until then, we cannot do anything about it.</p>
Similar to the gentleman, but just reinstating, so the club will be built and then you will demolish the old one?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The Club will remain operational. It might not be exactly as it is now so, as the driveways and entrances may be repositioned, but the Club will stay fully operational. The idea is that we will build the new Club first and then demolish the current</p>



	<p>Club and start working on the next phase.</p> <p>The new Club will most likely be completed before starting the construct on the other facilities.</p>
Will there be controlled access to the visitor's car park, such as an access card?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>Yes, all residents will have their own access card so they can enter the dedicated residents section of the basement car park. There will be visitor spots, within the residents' car parking section. To access this, the guests will ring the resident's intercom, and they will grant them access into the car park.</p> <p>There will be section of the car park for residents and one for the Club. There will also be a common area for drop off and pick up within the porte cochere.</p>
How are you managing the expenses of building and all the appropriate financials?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>Hyecorp is the development partner and will arrange the financing. Hyecorp will be paying for the development. We are not getting paid to build the Club, the new Club is essentially Hyecorp's payment to the Club. It is a little bit more complicated than that, however if you come to our office I can talk further into detail with you.</p>
I have just got a concern about noise. How are you going to manage noise concerns in regards to the Club functions and residential noise? Other new Club's can be very noisy as they generate so many people.	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We will have an acoustic report, and our acoustic consultant will advise us the best ways to deal with acoustic disruptions. We're mindful of other clubs that have tried to do this, which is why we haven't rushed to do this.</p> <p>The Club and Hyecorp are in a partnership, so we want to work on getting the best outcome for the visitors of the club and residents of the village.</p> <p>A huge factor of this development is that it is a retirement village. Retirement homes do not generate much noise. Hyecorp is staying as the operator of the village, in partnership with the Club, which means issues of resident and Club member harmony will not end the day we finish construction, they go on for the next 99 years of the lease.</p> <p><u>Nigel Dickson, Dickson Rothschild</u></p> <p>If I can just add, it has worked very successfully at Dee Why.</p> <p><u>Stephen Abolakian, Hyecorp</u></p> <p>I think with the help of our consultants, we can get it right. Each facility has to work in harmony with each other and the neighbours.</p>

Thursday 2<sup>nd</sup> May 2019



Dear Participant,

**HEART OF WILLOUGHBY SESSION 2 OPEN DAY RECORD OF COMMENTS - SATURDAY 30<sup>TH</sup> APRIL 2019.**

On behalf of the Hyecorp Property Group and Club Willoughby, I would like to thank you for participating in Session 2 of the Heart of Willoughby Consultation Open Day on Saturday 30<sup>th</sup> March 2019, to discuss the proposed redevelopment of the Club Willoughby site.

We are pleased to forward to you the Draft Record of Comments raised during the question and answer session of the briefing. I advise that Hyecorp received one request to amend the Draft Record of Comments and it has been amended to reflect this. The Final Record will be placed onto the project website and included in the report that we prepare for submission to Willoughby Council as part of the development application documentation.

On behalf of Urban Concepts, the Hyecorp Property Group, 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

A handwritten signature in black ink, appearing to read 'Belinda Barnett'.

**Belinda Barnett**

Director  
Urban Concepts





## FINAL

### Record of Comments

arising from the

#### Session 2 Open Day

Held on Saturday 30<sup>th</sup> March 2019  
at the Willoughby Legion Club

Prepared for

**Hyecorp Property Group and Club Willoughby for distribution to Meeting  
Participants**

Prepared by

**Urban Concepts**

Date of Issue

**Thursday 2<sup>nd</sup> May 2019**



## Disclaimer

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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.

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## Session 2 Open Day – Saturday 30<sup>th</sup> March 2019

Urban Concepts advises that 13 people participated in the Session 2 Open Day which was held from 12:30pm-2:30pm at the Willoughby Legion Club.

### Comments Recorded during Site Walk

The following comments were recorded during the site walk.

STOP	COMMENT/QUESTION	CONSULTANT RESPONSE
<b>Stop A</b>	Is Legions Way being opened?	Legions Way will be opened for pedestrians only. No cars will be able to enter the site off Legions Way. There will be no changes or disruptions to the existing garages and houses on Legions Way.
<b>Stop B</b>	Will the trees near the Penshurst Street bus stop be retained?	Yes we are not anticipating removing these trees.
	Where is the new Club entrance?	The new Club entrance will be off Penshurst Street and located adjacent to the southern boundary. A 6 metre deep soil landscaped setback will be provided along the southern boundary between the existing apartment building and the Club.
<b>Stop C &amp; D.</b>	There were no questions at Stop C & D.	
<b>Stop E</b>	There were no questions at Stop E.	
<b>Stop F</b>	Is it possible for the residents to have a vegetable garden anywhere?	Yes for residents on the ground level, there will be room for them to have a vegetable garden. There may also be a vegetable garden provided as part of the communal open space.
	In regards to the deep soil landscaping, is Hyecorp planting the trees?	Yes, Hyecorp will be planting mature trees in the deep soil. We will be planting them according to advice by the landscape architect. They will be mature trees that can be safely transported and planted. It is important for Hyecorp and the Club to have the setback and deep soil planting for the privacy of adjoining neighbours.
<b>Stop G</b>	Will there be balconies in the aged care facility?	There will be no balconies in the aged care building for the safety of the residents. This means there will be no noise for the neighbouring residents near this building.
<b>Stop H</b>	Where does the 3 storeys begin?	The aged care facility steps up to three storeys on the inside elevation. It is two storeys at the boundary and steps up to three.
<b>Stop I</b>	Is Legions Way the way to the shops?	Yes, pedestrians will be able to walk directly into the development from Legions Way.



## Comments Recorded during Question Time

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

COMMENT/QUESTION	CONSULTANT RESPONSE
My understanding is that the residents will have their security, but how do vehicles actually access separately from the site entrance?	<p><u>Time Rogers, Colston Budd Rogers &amp; Kafes Pty Ltd</u></p> <p>Residents will be able to enter the driveway through Crabbes Avenue, and enter the porte cochere. Residents will then be able to drive to the dedicated section of the car park for residents parking only. There will be roller shutters to enter the resident car parking section. As a resident, you will have an access card that opens the shutters. There will be an intercom where residents can allow access for their guests.</p> <p>The only shared part of the driveway is the entrance and the porte cochere. There is separate parking for residents and Club members.</p> <p>There is a T-intersection and normal T-intersection rules will apply. We have also been very conscious about not having any parking activity near the intersection. Parking for the club will be in the site. Cars will enter the porte cochere and then drive underground to the entrance to the residential section.</p>
With the experience that Channel 9 has had, is there any surety that the plan won't be changed again?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>So the key thing is this project is not just Hyecorp; obviously it is the Club as well, so that is the first layer of protection. Recently, the laws have been changed in relation to Site Compatibility Certificates. You cannot add more density to a site than was approved via a Site Compatibility Certificate without applying for a new Site Compatibility Certificate. Council also have their own set of controls. There is nothing else I can really tell you other than we will not be making major changes to the plans. We did lose a building initially, where the park now is, which has created greater open space and community amenities than in the original concept plan. The Club and Hyecorp have the community's best interests at heart and we want to provide something special to the Willoughby area for everyone to enjoy.</p>
If the club is still going to own the real estate, if you bought an aged-care unit, what sort of title would you have?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The Club owns the freehold for the entire site. We are building the new club. Hyecorp is taking a 99-year lease over the balance of the site for the residential and aged-care. The typical arrangement with retirement villages involve residents buying into retirement villages in a loan lease agreement. The resident will take a lease off Hyecorp to occupy</p>





	the space of the unit.
How many residential units are there?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>Currently there are 107 units. The range we originally were working around was 100-110 units. The number of units may change, depending on whether a 3-bedroom becomes a 4-bedroom or a 2-bedroom becomes a 1-bedroom. We have received some feedback and there will be some small changes to the plans which may result in a change to the number of units.</p>
Who is going to be operating the aged care facility?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We are currently in discussion with many operators. We have not engaged an operator at this stage. The operator of the aged care facility will not be Hyecorp. Hyecorp will operate the village, excluding the aged care facility.</p>
Does the current building contain asbestos?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We would assume that it does contain asbestos. We will work with the right contractor who is qualified with a licence to deal with asbestos. We will notify neighbours of any works that we are undertaking. If the DA does get approved, we will be holding neighbour consultations around the construction phase to keep neighbours informed of any works we are undertaking. We take this very seriously and want to do it correctly, and want the neighbours to be informed of everything we are working on the site.</p>
Will all residents of the new village have a car space? Is that something they purchase when they buy in?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>Each resident will have their own allocated car parking spaces on the title of their leasehold.</p> <p><u>Time Rogers, Colston Budd Rogers &amp; Kafes Pty Ltd</u></p> <p>In terms of parking, we are providing the minimum parking requirements for the aged care facility, the residential and the retirement village, and the seniors living. We are actually going to give more parking, because there is no requirement for visitor parking for this kind of development, but we are providing visitor parking. In terms of the shop top housing, the shops below and the Club, we are providing the parking requirements in accordance with the Council DCP rates.</p> <p>There will be no changes to parking in surrounding streets. That will remain the same. We are providing parking for the new development in accordance with the appropriate guidelines.</p> <p><u>Stephen Abolakian, Hyecorp</u></p> <p>We would love to give as much car parking as</p>



	<p>possible, however there is an element of what we are allowed to give within the controls that exist and Council. The DA will have a breakdown of how many car parking spaces each land use will have. We are looking at the car park layout right now to see if we can fit in any more spaces.</p> <p><u>Doug Deall, Board of Club Willoughby</u></p> <p>When we started this discussion five years ago, we started by talking about parking. Then everything worked backwards from there.</p>
How many car parking spaces are there at the moment?	<p><u>Stephen Abolakian, Hycorp</u></p> <p>There are currently 160 car parking spaces on the site.</p>
<p>Can I confirm you will be seeking one approval for the entire development?</p> <p>How long does the approval process take?</p>	<p><u>Stephen Abolakian, Hycorp</u></p> <p>Yes, it is one approval. There are multiple zones and land uses, but there will be one approval. It will include the Club land, plus the shop top housing land.</p> <p>It is a fluid timeline because there are a lot of elements outside of our control. The goal is to lodge the development application within 2 months (give or take a couple of weeks). Council has told us that there is an approximate 12 month timeframe to assess the DA. We are hoping to get approval sometime next year within the first quarter. We then need to attain the construction certificate, and we will need to sort out financing and the selling of the apartments. We are hoping to start the project before the end of next year. Somewhere between a 24-30 month process before the major part of the construction phase will begin. Naturally, the new Club will be one of the earliest stages of the project to commence and deliver. In summary, 12 months for the DA, 6-9 months to start, and somewhere between 2-2.5 years until we have completed construction. We have been working on this for 5 years already, so we are all looking forward to getting this started.</p>
How many visitors car parking spaces will there be for guests of residents?	<p><u>Stephen Abolakian, Hycorp</u></p> <p>There are two types of visitor parking. There is visitor parking for the residents and visitor parking for the seniors/aged care. The exact breakdown will form part of the DA. The typical rule is 1 space per 4 units.</p> <p>The Club will have its own visitor parking and member and guest parking, which will be underneath the club. We do not have the exact figures and are working on the allocation of car parking spaces per land use.</p>



As VP of the Willoughby Legion Sub-Branch I'm interested in the layout of the Memorial Gardens in which we will conduct ANZAC and other services.

Stephen Abolakian, Hyecorp

The Memorial Gardens are currently being worked on by the Landscape Architect. The Club's Board will receive these plans in the coming weeks and sign-off. Once these are approved you may wish to obtain a copy directly from the Board.

Friday 26<sup>th</sup> April 2019



Dear Participant,

**HEART OF WILLOUGHBY SESSION 3 OPEN DAY RECORD OF COMMENTS - SATURDAY 30<sup>TH</sup> APRIL 2019.**

On behalf of the Hyecorp Property Group and Club Willoughby, I would like to thank you for participating in the Session 3 Heart of Willoughby Consultation Open Day on Saturday 30<sup>th</sup> March 2019, 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 report that we prepare for submission to Willoughby Council as part of the development application documentation.

On behalf of Urban Concepts, the Hyecorp Property Group, 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

A handwritten signature in black ink, appearing to read 'Belinda Barnett'.

**Belinda Barnett**

Director  
Urban Concepts





## **FINAL**

### **Record of Comments**

arising from the

#### **Session 3 Open Day**

Held on Saturday 30<sup>th</sup> March 2019  
at the Willoughby Legion Club

Prepared for

**Hyecorp Property Group and Club Willoughby for distribution to Meeting  
Participants**

Prepared by

**Urban Concepts**

Date of Issue

**Friday 26<sup>th</sup> April 2019**



## Disclaimer

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## Session 3 Open Day – Saturday 30<sup>th</sup> March 2019

Urban Concepts advises that 10 people participated in the Session 3 Open Day which was held from 3pm-5pm at the Willoughby Legion Club.

### Comments Recorded during Site Walk

The following comments were recorded during the site walk.

STOP	COMMENT/QUESTION	CONSULTANT RESPONSE
<b>Stop A:</b>	Will the memorial park be a similar size to a bowling green?	It will be similar in size, but it is about 40x60 square metres.
	Will people eat outside?	There will be no tables and chairs in the park, but it will provide an attractive outlook from the alfresco dining areas.
<b>Stop B:</b>	Will the bus stop stay?	The bus stop is ideally located and will remain where it is.
	When it rains, will we be protected by an awning?	The provision of awnings will be discussed with the Council. It is an important element of the final design and we would like to provide shelter at this frontage.
	Will the shops be strata title?	Yes.
<b>Stop C &amp; D:</b>	Is there going to be more light shafts into the underground car park?	It is underground, so there is a limit to the amount of natural light that can be accessed, however, there will be an opportunity to create more shafts.
	How many levels will the car park be?	The basement car park will be two and a half levels.
<b>Stop E</b>	There were no questions at Stop E.	
<b>Stop F</b>	There were no questions at Stop F.	
<b>Stop G</b>	There were no questions at Stop G.	
<b>Stop H</b>	There were no questions at Stop H.	
<b>Stop I</b>	There were no questions at Stop I.	

### Comments Recorded during Question Time

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

COMMENT/QUESTION	CONSULTANT RESPONSE
When will it be finished and how do we give an expression of interest?	<u>Stephen Abolakian, Hyecorp</u>  These consultation sessions are not about buying. However, if you are interested please email Hyecorp expressing your interest in the project and we will register you on the waitlist. You will be notified of



	<p>updates when we begin to list the units.</p> <p>It is a fluid timeline because there are a lot of elements outside of our control. The goal is to lodge the development application within 2 months (give or take a couple of weeks). Council has told us that there is an approximate 12 month timeframe to approve the DA. We are hoping to get approval sometime next year within the first quarter. We then need to attain the construction certificate, and we will need to sort out financing and the selling of the apartments. We are hoping to start the project before the end of next year. Somewhere between a 24-30 month process before the major part of the construction phase will begin. Naturally, the new Club will be one of the earliest stages of the project to commence and deliver. In summary, 12 months for the DA, 6-9 months to start, and somewhere between 2-2.5 years until we have completed construction. We have been working on this for 5 years already, so we are all looking forward to getting this started.</p>
Will the project be constructed in stages?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>There will be stages. We are aiming to keep the Club operating during construction. The new Club and Hyecorp shop top apartments will be constructed in stage one. During this stage there may be changes to parking and access points. Prior to commencing construction, all of the construction stages will be organised and we will have a construction management plan that is part of the DA. There will be community consultation sessions during the construction phase to keep the community involved and to address community and neighbour concerns. This will be discussed if the project is approved.</p>
How many floors will the Club be?	<p><u>Karen Goedeke, Altis Architecture</u></p> <p>The Club will have three storeys. The top level is a function and events space. The middle floor is multi-purpose, where there will be club amenities. The lower floor will include dining, gaming, a bar, restaurant, children's play area, cafe and alfresco dining.</p>
Is there going to be a designated area for the Bridge Club or is it just being part of the Club?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The Bridge Club and the Club are currently having discussions regarding a space in the new Club. There will be room for the Bridge Club in the new club. Hyecorp's role is to deliver the club, and it is ultimately the Club's decision on how they allocate space.</p>



Who will be the operator of the aged care facility and the independent living units?	<u>Stephen Abolakian, Hyecorp</u>  Hyecorp will be the operator of the retirement village. Hyecorp will not be operating the aged care facility. We are having discussions with multiple operators for the aged care component. We have not engaged an operator at this stage.
Have you ever run a retirement village before?	<u>Stephen Abolakian, Hyecorp</u>  No, this is our first retirement project. We have owned retirement villages before, on Penshurst Street in Willoughby, however that was a very different project. We want to build something that does not exist yet in Sydney.
Will there be any facilities in the retirement village?	<u>Stephen Abolakian, Hyecorp</u>  Yes, there will be facilities including a pool and gym. The Club will also have their own facilities. We will work with the Club on how we can share the facilities to give residents of the village the best access to the widest range of facilities on site.
If I buy a unit in the shop-top housing development, can I use the facilities of other buildings?	<u>Stephen Abolakian, Hyecorp</u>  We cannot answer that yet. It is not part of the retirement village complex; it is a standalone development, however the carpark will be shared. We will have discussions whether there will be cross-utilisation of facilities.
How does the leasing work on the site?	<u>Stephen Abolakian, Hyecorp</u>  The Club owns the freehold for the entire site. We are building the new club. Hyecorp is taking a 99-year lease over the balance of the site for seniors living and aged care. The typical arrangement with retirement villages involve residents buying into retirement villages in a loan lease agreement. The resident will take a lease off Hyecorp to occupy the space of the unit.
Will there be a self-contained convenience store if residents wanted to purchase milk and bread etc?	<u>Stephen Abolakian, Hyecorp</u>  The site is lucky to have the High Street shops nearby. Within the Club building, there is the ancillary level of Club uses. The Club may decide to place some form of convenience or kiosk on that level; that is up to the Club. Under the shop-top housing development, there are ground floor neighbourhood shops. There is a good chance a tenant there will be some form of local convenience store or café which sells bread and milk etc. We do not know the tenants of the neighbourhood shops yet, but it would make sense if we could source the right tenant who is willing to come here, who agrees again with our vision and is the right tenant for us. That would be a great thing if we could achieve that.  The potential convenience store will be more for the residents and people visiting the club where they can pick up something they can take home without





	having to stop at another shop. That is the vision we are trying to achieve.
Some of the main concerns from the previous consultation in 2017 was the garden on the main building.	<u>Stephen Abolakian, Hyecorp</u>  Normally rooftop gardens are provided where you do not have much open space on the ground floor. However, we have a lot of open space now because of the park. The Club also has terraces and balconies. I am not sure if we will need a rooftop garden because there is enough open space at ground level.
I live across from the building so I thought it would be nice if there was rooftop garden on there.	<u>Stephen Abolakian, Hyecorp</u>  The Club will be there. The Club will have landscaping and plant boxes along the building, which will give it some greenery.
I thought rooftop gardens were renowned for trouble?	<u>Stephen Abolakian, Hyecorp</u>  We have done a few now where we have not had the luxury of having a lot of open space at ground level. We were against them, but they are starting to work well. By placing the right facilities and having the right controls so residents do not disturb neighbours, they can work well.
I thought a flat roof can cause leakage?	<u>Stephen Abolakian, Hyecorp</u>  At our Willoughby development, we have a pool on the rooftop (the one we won the award for) and there have been no leaks. If we did have a rooftop garden, we will have a consultant advise us the best way to manage drainage.
What is happening with the traffic? If residents want to go to Chatswood, how will they turn right if there is a median strip on Penshurst Street? They will probably go down Crabbes Avenue and turn left. Will there be any change or traffic controls there?	<u>Tim Rogers, Colston Budd Rogers &amp; Kafes Pty Ltd</u>  At the moment, there will be no changes to any of the traffic controls in the surrounding streets. The amount of traffic that is going to be generated by this development is very minor. Aged care facilities generate very little traffic (approximately 20-30 vehicles an hour). People in these facilities do not tend to travel.  Council has indicated that they do not consider there will be any changes required to the local road network to accommodate this development. <u>Stephen Abolakian, Hyecorp</u>  As the site is located next to Penshurst Street, there is a good public transport network as well. There will be a traffic report as part of the DA submission.
During construction, are we going to be expecting big trucks going along Crabbes Avenue or are they going down Penshurst Street?	<u>Stephen Abolakian, Hyecorp</u>  As part of the DA, we will formulate our construction management plan, which will include a construction traffic management plan. We are not going to hide from the fact that construction is disruptive, because it is disruptive. There is nothing you can do about it. What our job is as the builder is to manage that process as best as possible. There will be trucks and there will be machines. It is our job to have clear



	<p>communication with the neighbours, take their feedback and to make sure it is as least disruptive as possible. It is a trade-off between going hard and finishing quicker, and going softer and slower and dragging it on. It is a fine balance between the two. For a project like this, it is a long period of excavation which will most likely be a few months. There will be machines hammering and we will try to use a saw as much as possible to minimise noise. We will bring a dozer to the site, which means there will be no sound of jackhammering, and it will speed up the construction process. We will make sure the truck drivers are not queueing in the street in the early hours of the morning. We will have the right contractors. There will be concrete pours, and there will be some nights where the construction is going to go for a bit longer into the night, because you cannot stop a concrete pour halfway. We will always notify neighbours if there is going to be big disruptions due to construction, through SMS and email. That is how we will try to manage the construction process.</p> <p><u>Tim Rogers, Colston Budd Rogers &amp; Kafes Pty Ltd</u></p> <p>I see where you are coming from. Penshurst Street is a Classified Road. We will try and divert some construction traffic out to Penshurst Street. The problem is the bus stop. Once we build the Club, all the construction traffic will be on Crabbes Avenue. We will not have any frontage to Penshurst Street.</p> <p><u>Stephen Abolakian, Hyecorp</u></p> <p>We have a large site, which allows us to bring a lot of movement into the site and take much of it off the street.</p>
In regards to the DA, are you submitting effectively what you have shown us? I understand you have got concept approval, but is there any scope for this to change at all, to go higher anywhere?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>There will be no major changes. Some neighbours on the boundary have raised a few points and we are going to go back and have a look at mitigation measures, such as adding privacy screens. The heights will remain the same. We will not be going higher anywhere. The RL of the ground floor may change by 10cm between now and lodging the DA, but it is staying at two storeys at the boundary, moving into three and then five storeys in the centre. That is not changing. There will be minor changes, because we are taking the feedback from the community at these consultation events. Already from this morning there are a few changes we are going to make, but what you see in terms of bulk and scale is not changing.</p>

Friday 26<sup>th</sup> April 2019



Dear Participant,

**HEART OF WILLOUGHBY NEIGHBOUR BRIEFING SESSION RECORD OF COMMENTS - MONDAY 1<sup>ST</sup> APRIL 2019.**

On behalf of the Hyecorp Property Group and Club Willoughby, I would like to thank you for participating in the Heart of Willoughby Neighbour Briefing held on Monday 1<sup>st</sup> April 2019, 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 report that we prepare for submission to Willoughby Council as part of the development application documentation.

On behalf of Urban Concepts, the Hyecorp Property Group, 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

A handwritten signature in black ink, appearing to read 'Belinda Barnett'.

**Belinda Barnett**

Director  
Urban Concepts



## **FINAL**

### **Record of Comments**

arising from the

### **Neighbour Briefing Session**

Held on Monday 1<sup>st</sup> April 2019  
at the Willoughby Legion Club

Prepared for

**Hyecorp Property Group and Club Willoughby for distribution to Meeting Participants**

Prepared by

**Urban Concepts**

Date of Issue

**Friday 26<sup>th</sup> April 2019**



## Disclaimer

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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.

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## Neighbour Briefing Session – Monday 1<sup>st</sup> April 2019

Urban Concepts advises that 40 people participated in the Neighbour Briefing which was held from 6:30pm to 8:30pm at the Willoughby Legion Club.

### Comments Recorded during Question Time

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

COMMENT/QUESTION	CONSULTANT RESPONSE
What is going to happen along the boundary near the back of the Armenian Cultural Centre?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The proposed memorial park at the Crabbes Avenue frontage will be at entry level to the site. The north western corner of the site near the Armenian Cultural Club car parking area is almost a level below ground, so that level will be raised to match the entry level at Crabbes Avenue which will approximately be level with the entry off Penshurst Street. One of the challenges with the site is that there will be level changes.</p>
Could you please talk in further detail about the memorial park, including the size of the open space etc.	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>There are two elements to the memorial park. Firstly, there is a passive element, which will be the publicly accessible portion of the park inclusive of the war memorial. Secondly, at the rear of the park closer to the ground floor of the Independent Living Units (ILU's) there is the communal open space for the ILU residents.</p> <p>In terms of the public area we propose to re-use the existing war memorial to create a new and re-imagined war memorial that can be used for ANZAC ceremonies and other commemorations.</p> <p>The dimension of the memorial park is around 40 metres in depth. The entire open space is a long rectangle, and the front publicly accessible portion is square.</p>
How is security going to be handled around the site?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The park is publicly accessible. The Club will have its own security. There is a single reception area for the Club, this was a necessity in order for the Club to manage security. There will be internal security measures such as an intercom to enter the seniors living component of the site. We have not worked that detail up on the plans, but part of the DA will be a security report which details all aspects of how the site will be secured. In terms of car parking, the porte cochere will be fully accessible, however the residents will have their own secure car parking entry and the club members will also have their own secure entry to the basement parking.</p> <p>We will also ensure there will be adequate lighting around the site as a security measure.</p>



What are the traffic restrictions going to be for the drop off zone on Penshurst Street?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We are not including a drop off zone on Penshurst Street, currently there is a bus stop in front of the Club.</p> <p><u>Tim Rogers, Colston Budd Rogers &amp; Kafes</u></p> <p>The future drop off zone for the site is going to be in the porte cochere in the basement.</p> <p>Having some recent experience in designing Uber pick ups, we may talk to Council about putting a section of parking along Penshurst Street directly outside the Club entry for the use of a Taxi Zone or Uber pick ups and drop offs. This would only effect the parking directly outside the front of the site on Penshurst Street. This consideration would require further discussions with Council.</p>
In terms of crime around the site, how are you going to manage this? We do not want groups of people hanging around the site after hours causing noise and disruptions.	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>A crime report will be part of our DA. We will have a full time presence on the site including security, reception and concierge. We will take your comment on board, and make sure you get a copy of this report when it is finalised so you can understand how we will address these concerns.</p> <p>The Council want the park to be publicly accessible. The original concept plan included two buildings on Crabbes Avenue, and the memorial park was in the centre of the ILU building at the rear, however Council told us to delete that building as they wanted an open publicly accessible park.</p>
How many car parking spaces are there going to be?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The number of car parking spaces that we currently are working on is 385 spaces. The number is subject to change, give or take 5%. We are currently working on the allocation between the Club, the independent living units, employees, visitors and assessing opportunities for various uses to share vacant car spaces at certain times.</p>
I live opposite the driveway on Crabbes Avenue currently, my worry is how am I going to be able to safely exit and enter my driveway? Given the number of cars, trucks, taxis, visitors, employees etc, is it possible to create a barrier in the middle of the road?  Currently when people come to play bridge, they come rushing down the street, blowing their horns, and we have residents parking on the street blocking my view from my driveway, so right now it's already quite unsafe. There is going to be an increase of people too.	<p><u>Tim Rogers, Colston Budd Rogers &amp; Kafes</u></p> <p>We will assess the traffic generation and impact of the development on Crabbes Avenue. In terms of traffic movements, with a development like this, particularly the independent living units and aged care facility, these land uses have the lowest level of traffic generation you can get in a residential area. Yes there will be some increase with the use of the driveway, but in terms of how you exit and enter your driveway you will be able to do this in a safe and appropriate manner.</p>
Can you have an access from Penshurst Street?	<p><u>Tim Rogers, Colston Budd Rogers &amp; Kafes</u></p> <p>We can't have any access from Penshurst Street, as it is under the label of a Classified Road and under the</p>



	care of the Roads and Maritime Services (RMS). Under the provisions of the State Planning Controls, you cannot allow access from a Classified Road if you have a safer access point from a side street.
A couple of years ago, we had a major issue with service trucks coming to the Club. They were coming in the very early hours of the morning crashing and banging and waking us all up. The last thing I want is for trucks to come down our street in the middle of the night. Garbage trucks come down the road and squeak which is very loud.	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>There will be a new private contractor handling most of the development and there is an opportunity for the Club and Hyecorp as the operator of the independent living units to work with the private contractor to make sure issues like that do not arise. The situation currently with service trucks is that it is all above ground, which obviously increases noise disruption. The development will have all servicing underground in the basement car park.</p> <p>We will have preliminary discussions with garbage consultants to give you comfort around that aspect of the project. Part of the DA will be a waste management plan and part of that plan will include the traffic impacts from waste collection.</p> <p>When we build this site, we will also have residents within the site, so as much as you would have an issue with this, our future residents will also have the same issue, so we will make sure we minimise disturbance so everyone can be happy.</p> <p>As this is not a speculative development, we have a long term attachment to this site being the operator of the village, so all of those issues that effect you, also effect us and our residents. We will be forced to deal with these issues to ensure everyone is happy.</p>
Will your residents have double-glazing on the ILU windows?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We will get an acoustic report, and that report will indicate to us what kind of glazing we will need. From my experience, I highly doubt there will be double-glazing on the Crabbes Avenue side. The Penshurst Street shop top apartments may have double-glazing. Having said that, double-glazing is effective, but it would still not eliminate the noise from garbage trucks coming down the street.</p>
So there is no service driveway into the site?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>There is no service driveway, there is one entry point into the underground car park. Service trucks will then have a separate loading area within the car park.</p>
My concern is the amount of car spaces you are providing, it won't be enough. At the moment, I live directly opposite the Club, and during the week Crabbes Avenue is at full capacity. We have residents and workers from Penshurst Street that park on Crabbes Avenue, as well as parents of school kids that park on Crabbes Avenue during pick up and drop off times.  We have 2 cars and 1 carport, and sometimes we can't even find a car space for our second car.	<p><u>Tim Rogers, Colston Budd Rogers &amp; Kafes</u></p> <p>Parking is always a big issue. There are planning controls that set a number of parking spaces that are required for the Club, the shops, shop top housing etc. We will provide parking in accordance with the State Planning Policy and the Council controls. The State Environmental Planning Policy for aged care does not require visitor parking for the aged care facility, however we will provide visitor parking on site for the facility. This is included in the 385 car</p>



<p>So my issue is that with over 110 apartments, even if you had 1 vehicle for each apartment, the numbers do not add up. You have 160 car spaces at the moment, and this morning you had a function at the Club and it was bulging, there was no room, and the street was also full.</p> <p>With all of your new extra facilities, 385 car spaces is not enough and Crabbes Avenue is going to turn into metred parking, there is just no other way. Residents will not be able to park their second car.</p>	<p>spaces. We are meeting the requirements of the State Environmental Planning Policy and the Willoughby Council DCP. Council and State Government are also not encouraging additional car parking spaces above these controls, as we are in the middle of a major transport corridor, being Penshurst Street. They are encouraging people to use public transport instead of cars. We understand your concerns but we have to comply with planning controls and guidelines.</p> <p><u>Stephen Abolakian, Hyecorp</u></p> <p>It is a fine balance between our desire to provide as many car spaces as possible, and having to comply with Council planning controls. We will have conversations with Council to discuss the level of car parking available and to potentially increase the spaces to accommodate the facilities. We need to get Council's support to increase the car parking beyond that required under the controls.</p>
<p>How many apartments are there going to be? I don't think that 1 car park space is enough per unit. What is the exact number of bedrooms in the apartments?</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>At the moment there are going to be approximately 107 ILU apartments. There is a good chance that the number will come down slightly as we refine the plans. Each apartment has a parking space. We are working on the allocation of spaces between uses at the moment.</p> <p>At this stage we do not have the exact number of bedrooms in the apartments, however these units are not occupied the same way as normal residential units. For example, if you have a standard 3 bedroom unit, chances are you have between 3 to 5 people living in that one apartment. But with this development, it is a very high possibility that a 3 bedroom apartment would only be occupied by 2 people or maybe even 1 person living in that apartment. This is because the typical person living in these apartments may live on their own and want space to study and a space for their family to stay. This is why the number of bedrooms that will be in the development will not be a clear indication of how many people will be living in the units. The occupancy rates are nowhere near a normal residential apartment.</p> <p>I will provide that number to you.</p>
<p>How many storeys is it around the edges of the site? Where is the 5 storeys?</p>	<p><u>Nigel Dickson, Dickson Rothschild</u></p> <p>The edge of the site consists of 2 storeys and a 6 metre setback from the boundary at Crabbes Avenue and along the eastern boundary and 8 metres along the southern boundary. The setback from Crabbes Avenue to the front wall of the dwellings is 13.5 metres.</p> <p>The 5 storeys is right in the centre of the site (Building C on the plan) in the central building.</p>



Where is the 8 metre setback? I thought there was meant to be 8 metres along the eastern boundary?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The 6 metre setback along the eastern boundary has always been 6 metres.</p> <p>The 8 metre setback is located on the southern boundary of the site.</p> <p>When you put that into perspective, a 2 storey house can be built up to 950 millimetres from the boundary and we essentially have 6 times that setback and we still only have a 2 storey rooftop on the edges of the site.</p>
Are there common areas along the boundaries?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>There is no common area at the southern or eastern boundaries.</p> <p>We initially had some common areas and pathways along the boundary, however due to overlooking impacts we have removed those.</p> <p>Along the eastern boundary the 6 metre setback will be the gardens for the ground floor apartments.</p>
In 2017 you indicated that all of the setbacks will be 8 metres?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>What we have presented to you today in terms of setbacks, storeys, boundaries etc is consistent with what we presented to you during our last community consultations in 2017.</p>
Where is the federation style inspiration? This whole development will change the whole look of Crabbes Avenue forever. We want to see this in keeping with the style.  There is no respect to the federation architecture in terms of shape or colour.	<p><u>Nigel Dickson, Dickson Rothschild</u></p> <p>There will have to be specific colours and materials used to be sympathetic to the federation style of Crabbes Avenue. I have a lot of experience with this particular matter and we will work with the architects to refine this.</p> <p><u>Stephen Abolakian, Hyecorp</u></p> <p>We have always said that we were not going to copy the federation style of the street. We will pay respect to the style as much as possible through material selections and colours etc. There is still work to be done with this and we will take your points on.</p>
What is the timeline of the development?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>It is a fluid timeline because there are a lot of elements outside of our control. The goal is to lodge the development application within 2 months (give or take a couple of weeks). Council has told us that there is an approximate 12 month timeframe to approve the DA. We are hoping to get approval sometime next year within the first quarter. We then need to attain the construction certificate, and we will need to sort out financing and the selling of the apartments. We are hoping to start the project before the end of next year. Naturally, the new Club will be one of the earliest stages of the project to commence and deliver. In summary, 12 months for the DA, 6-9 months to start, and somewhere between 2-2.5 years until we have completed</p>





	<p>construction. We have been working on this for 5.5 years already, so we are all looking forward to getting this started.</p>
<p>Will the new Club get built before the old Club is removed?</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>Yes, that is correct. Naturally there will be changes with the operation of the Club during this time, in terms of temporary parking, driveways and certain elements of the Club will be open/closed.</p> <p>The idea is to keep the Club operational as much as possible during construction.</p>
<p>Will the Hyecorp apartments get built around the same time as the new Club?</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>Yes that is correct.</p>
<p>What is the treatment around the Armenian Cultural Centre? Will there be windows that face the Centre's car park.</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The intention is to have various articulation and treatment along the residential levels. As the Armenian Cultural Centre is on the north of the site, we will not overshadow the centre. We are working on the design so that we can provide the appropriate amenity, solar access and cross ventilation to the units. Given the northern orientation of the Armenian Cultural Centre, we have had to re-orientate some of the units so they do not overlook the centre. We will also have an acoustic analysis done on potential noise impacts on the cultural centre.</p>
<p>Is there going to be a roof top garden? Where would it be located?</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We are re-examining the roof top garden. Since we have expanded the park, there is greater open space for the residents, and this has meant that it may be unnecessary to have a roof top garden on the site. If we were to have a roof top garden, it would be located on the central building, which is the furthest away from neighbours. We would treat the potential roof top garden with privacy measures, such as privacy screens and landscaping. However, since there is a large amount of open space on the ground floor for our residents, that is probably going to be fairly adequate. If we did have a roof top garden, all residents will have access to this.</p> <p>We do not have any roof top gardens on the boundaries.</p> <p>If we do decide to include a roof top garden, we will have that visual amenity assessed and it will have the appropriate treatments.</p>
<p>If all of the servicing, plant and waste will be in the basement, how are you going to manage the ventilation?</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>It is unlikely it would have natural ventilation, instead it would have mechanical ventilation. The ventilation will go through the central building and through the roof. The fans and ducts will operate via a sensor, which will pick up when there is a certain level of admission. This is then released through the roof. It is a complex matter that a consultant will advise us on.</p>



<p>Are you able to have the driveway on Penshurst Street instead of Crabbes Avenue?</p> <p>Have the RMS changed their policies, as there are currently driveways off Penshurst Avenue?</p>	<p><u>Tim Rogers, Colston Budd Rogers &amp; Kafes</u></p> <p>If you have access through a Classified Road (Penshurst Street) and a non Classified Road (Crabbes Avenue), the RMS will not accept the access off the Classified Road. The State Planning Policy and the RMS will only accept the access to be off the non-Classified Road, as it is a safer option for vehicles, and will minimise the traffic impacts on the Classified Road.</p>
<p>Is the shop top housing car parking spaces included in the near 385 car park spaces?</p>	<p><u>Tim Rogers, Colston Budd Rogers &amp; Kafes</u></p> <p>Yes it is.</p>
<p>Why have you included 5 storey buildings? Even on Penshurst Street there are no 5 storey buildings. Why can't you just include 3 storey buildings?</p>	<p><u>Nigel Dickson, Dickson Rothschild</u></p> <p>It is very important that a Visual Impact Assessment is done to show where you can see any higher parts of the building. The DA is a long process, and included in the DA we have to assess not only the public streets but also the neighbouring dwellings, where we will do Visual Impact Assessments.</p> <p>You actually cannot see the 5 storey buildings from many parts of the public domain. We will provide accurate and thorough assessments. We understand your concern and where you live. If you would like your property to be assessed as part of the Visual Impact Assessment, please let us know at the end of this session.</p>
<p>As you have received many comments from us during this session and I'm sure other sessions. Will you take those on board and re-evaluate your plans? Will you be having another consultation session after tonight's session to show us potentially revised plans?</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We have not finished this round of consultations yet, we still have a couple to go this week. I do not think we would have another general open discussion about the project like this consultation session. Most likely, future discussions would be more focussed on specific issues regarding neighbours' individual properties.</p> <p>If you have any further questions after this session, please do not hesitate to email us and we will get back to you as soon as possible.</p> <p>If you do have specific concerns please individually let us know and we will demonstrate how we have addressed that concern. We will meet with owners one on one.</p> <p>We will take your concerns on and try and do as much as we can to address that concern within the framework that we have to follow. We will work with our consultants to figure out the best ways to deal with your concerns, whilst complying to the relevant policies.</p> <p><u>Belinda Barnett, Urban Concepts</u></p> <p>The purpose of these consultation sessions is to record all comments, questions and responses. I will send the Record of Comments to all participants in draft. When you receive the email, if there is another issue or question that comes to mind that you would like addressed, please send it back to me and we will</p>



	<p>provide a response that will be included in the final Record of Comments.</p> <p>I appreciate there is a lot to take in about this project. I know there are people who also came to our Open Day sessions on Saturday and are also here tonight. Development projects are very complex. We have to have these conversations. It is not about you as neighbours and us as the developer. It is about coming together and creating one. We will try and work through these issues to come up with a design that pleases as many people as possible.</p> <p>As part of the Development Application, once it is lodged, Council will notify surrounding residents. The notification area that we have done for these consultation sessions is actually larger than Council's DA notification area will be. We have done this deliberately as we want as much of the community to be involved as possible.</p>
In terms of parking, do the relevant policies set minimum or maximum standards?	<p><u>Tim Rogers, Colston Budd Rogers &amp; Kafes</u></p> <p>According to the State Environmental Planning Policy, parking has to be provided. Normally, Council has different rates of parking for particular sites. However, Council's DCP involves minimising on-site parking to encourage the use of public transport.</p> <p>From a planning perspective, if you meet the minimum requirements for planning controls, the Council cannot refuse the DA based on that.</p>

Friday 26<sup>th</sup> April 2019



Dear Participant,

**HEART OF WILLOUGHBY STAKEHOLDER ROUND TABLE BREAKFAST RECORD OF COMMENTS -  
TUESDAY 2<sup>ND</sup> APRIL 2019.**

On behalf of the Hyecorp Property Group and Club Willoughby, I would like to thank you for participating in the Heart of Willoughby Stakeholder Round Table Breakfast on Tuesday 2<sup>nd</sup> April 2019, 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 report that we prepare for submission to Willoughby Council as part of the development application documentation.

On behalf of Urban Concepts, the Hyecorp Property Group, 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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**Belinda Barnett**

Director  
Urban Concepts

## FINAL

### Record of Comments



arising from the

### Stakeholder Round Table Breakfast

Held on Tuesday 2<sup>nd</sup> April 2019  
at the Willoughby Legion Club

Prepared for

**Hyecorp Property Group and Club Willoughby for distribution to Meeting Participants**

Prepared by

**Urban Concepts**

Date of Issue

**Friday 26<sup>th</sup> April 2019**





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## Stakeholder Round Table Breakfast - Tuesday 2<sup>nd</sup> April 2019

Urban Concepts advises that 7 people participated in the Stakeholder Round Table Breakfast which was held from 7:30am-9am at the Willoughby Legion Club.



### Comments Recorded during Question Time

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

COMMENT/QUESTION	CONSULTANT RESPONSE
Is the skylight in the car park waterproof? Will water enter the porte cochere?	<u>Stephen Abolakian, Hyecorp</u> Yes the porte cochere will be waterproof. Some rain may enter through the gap with the tree, but it will be minimal.
What is the layout of the carpark?	<u>Stephen Abolakian, Hyecorp</u> There is one vehicular entry point off Crabbes Avenue. When you enter the porte cochere there are separate turning points where you can enter either the residential car park or the Club car park.
Is there an emergency vehicle bay?	<u>Stephen Abolakian, Hyecorp</u> Yes as a requirement for the aged care facility there must be a dedicated emergency vehicle bay. The emergency vehicle bay is located in the porte cochere, directly under the aged care facility. The height of the garage is 4.5 metres so all trucks and vehicles can enter.
In terms of excavation, does it go past the building lines?	<u>Stephen Abolakian, Hyecorp</u> There will be no excavation outside of the building footprint. There is a minimum 7% of deep soil planting we need to comply with, however we have significantly increased our deep soil planting on the site and are aiming to achieve 20% deep soil planting.
How are you treating the federation/heritage style design of Crabbes Avenue?	<u>Stephen Abolakian, Hyecorp</u> We have received comments from neighbours regarding this and we note their comments. We are still working through the design treatment. We understand from the comments we are hearing that it is not right yet.
Is there going to be overshadowing on neighbouring properties?	<u>Stephen Abolakian, Hyecorp</u> We have done an overshadowing analysis. The main reason behind the 2 storey element of the development and the 6-8m setback is to minimise overshadowing. From the overshadowing analysis, the impact is minimal. It definitely will comply. For most of the day, the shadow that exists comes in the afternoon around 2pm, this shadow does not touch the site. The overshadowing analysis will form part

	of the Development Application documentation.
On the boundary next to Horsley Avenue, where there is 2 storeys, is that supposed to be a 2 storey townhouse or apartments?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The development will be two storeys and inside there will be apartments. From the outside it looks and feels like a house.</p> <p>There is a 6m setback from the boundary line to provide privacy to the neighbouring properties. The area within this set back will be deep soil planting for further screening.</p>
What is happening to those houses/apartments in Legion Way?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>In regard to the adjacent apartment building and garages in Legion Way, a lot of the treatments have been done to protect its amenity and access. This includes providing a 6 metre deep soil setback off the boundary and stepping the building form from one storey through to two and then three.</p>
The noise from the Club, how is that going to impact residents?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We are having an acoustic analysis done, so the next step is to take the feedback from the community and issue that to our consultants. Part of the Development Application includes the acoustic report, and our acoustic consultant will advise us how to deal with certain elements, such as window glazing etc.</p>
If there is a sports match on in an evening that the Club is showing, and people are leaving in the early morning, they are obviously going to be noisy. What are you going to do about that?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We are having an acoustic analysis done to advise us on the treatment of certain factors such as operating hours, moving through the club, glazing and controls.</p>
In regards to the question before, does that occur now in the Club? (i.e. people leaving in the early hours of the morning).	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>No it does not.</p>
In regards to the parking, right now we use the Club parking and come and go when we want. How is this development going to impact the future Club's parking?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>Once the new car park has been completed, it will only be for the village residents and their guests and the members and visitors of the Club. The porte cochere will always be open and the rest of the parking will all be secure.</p> <p><u>Matt Vertzonis, Club Willoughby</u></p> <p>The Club will use technology where you will have a member's access card to access the car park. If you are a new guest at the Club and do not have an access card, you will have to visit reception first and receive a validated car park pass.</p> <p>We do not want the public to park in our car park and then catch public transport into the city, like they do currently. That is not the purpose of our car park, and we only want the car park to be used by legitimate club members and guests.</p>





<p>I wanted to make a comment about car parking, I know that Council likes to limit car parking and encourage people to catch public transport and use bikes etc, but the reality is that people do not do that. They use their cars. I know the Councillors and Council officers have different views about car use.</p> <p>The town planners write their recommendation report and then the Councillors put in their own recommendation report, but we either edit it or write changes to the report, as long as it is voted on by Council and that then will go into a formal submission to the planning panel. The elected body can make changes, although the State Planning panel make the determination.</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The issue that we have is that Hyecorp and the Club have to mutually agree on the amount of car parking spaces. We have the Club and neighbours who would like us to fit as many car parks as we can, but we also need to abide by Council and the State Planning Panel by making sure that all the correct controls comply.</p> <p>We will work with our traffic consultant to make sure we can fit as many car parks as we can whilst still complying with the controls.</p> <p>We note your comment.</p>
<p>What is the allocation of parking going to be?</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The average person's age in a retirement village is about 80 years old. They do not drive or have multiple cars. The traffic generation of the seniors living units is one of the lowest traffic generation rates of all types of developments. A shopping centre is one of the highest, and retirement villages is one of the very lowest. We will work with Council, and provide the car parking needed. During peak periods we will also allow the uses in the development to share the parking, so we can essentially provide more car parks to what is allocated to each use. So if there is a big event, and the residential visitors car park is not full, we can open those spots up for the use of the Club.</p>
<p>Does the DCP have a limit on the car parks for the Club?</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We are dealing with two separate planning documents, one being the Willoughby Council DCP and the second being the Seniors Housing State Environmental Planning Policy. One of them has a fixed requirement for the residential car parks, and the other policy has a maximum for the Club use.</p>
<p>Are you able to put an extra level of car parking below, for the Club?</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>That would not comply with Council's floor space ratio requirement, so no.</p> <p>If Council can see merit to an argument however, they can agree to it, so that is what we are going to try and do when negotiating more car park spaces. We have the room to provide more car park spaces, however we have a numerical figure we need to comply with.</p> <p><u>Belinda Barnett, Urban Concepts</u></p> <p>Another factor to consider, based on the work that has been done by consultants to date, is that the traffic generation rates are low. This factor is in the project's favour, as they could potentially increase the car parking provision beyond the standards, because there is that lower traffic generation.</p>



	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The State Planning Policy, indicates that we do not have to provide visitor car parking spaces for the aged care facility. But we are providing visitor spaces in case people would like to visit and this will reduce cars on the street.</p> <p>We would love to keep everyone happy by providing more car parking spaces, but the State Planning Panel need to make sure we comply. We do have a lot of residents who will advocate for more parking spaces.</p>
The vegetation on the video and CGI's you have showing, those trees look very mature. Will you be planting mature trees?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>There is a small amount of screening and boundary planting at the moment which we will try and retain as much as possible. The CGI's are the future look and feel of the development. We will try and plant mature and advanced trees where possible.</p>
People do like the alfresco dining option. A lot of people say that they feel like there aren't many options currently around the area for dining.	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The Civic Walk provides activation of the park, and it will pass through alfresco dining options.</p>
How many levels of car parking is provided?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>It is 2.5 levels. It is 1 full level and 2 half levels at this stage, however this is subject to change.</p>
My question is about the second level (level one on the plans) of the new Club, what is that going to be used for?	<p><u>Matt Vertzonis, Club Willoughby</u></p> <p>The function level is a space that can be leased out (as we currently do) for dancing, bridge club etc, and there are a number of small rooms that could cater for community groups.</p> <p>The Club is part of the community and we are here for the long term with the community in mind at all times.</p>
Are there any views on the top level that could be activated in the Club?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The function space on the top level will enjoy city views. On the top level, there is not a huge outdoor space, due to potential noise and privacy impacts. The whole idea is to use glazing on that top level where possible to minimise noise.</p>
What is going to happen with waste management in the basement? Will there be an odour problem?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We will work with our consultant team when it comes to the ventilation in the underground areas. When you travel down the driveway, service vehicles will turn right, and there is a whole area for a loading dock and big storage area etc. All of the smell and noise will be contained in that area and will be properly mechanically ventilated to deal with the smell.</p> <p>That was one of the big changes we made to the Concept Plan, to move all of the servicing underground. We did this to deal with issues such as smell and noise and to minimise this impact on the community and residents.</p>



Thursday 2<sup>nd</sup> May 2019



Dear Participant,

**HEART OF WILLOUGHBY CLUB MEMBER BRIEFING SESSION RECORD OF COMMENTS - TUESDAY 2<sup>ND</sup> APRIL 2019.**

On behalf of the Hyecorp Property Group and Club Willoughby, I would like to thank you for participating in the Heart of Willoughby Club Member Briefing held on Tuesday 2<sup>nd</sup> April 2019, 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 advise that Hyecorp received one request to amend the Draft Record of Comments, and it has been amended to reflect this. The Final Record will be placed onto the project website and included in the report that we prepare for submission to Willoughby Council as part of the development application documentation.

On behalf of Urban Concepts, the Hyecorp Property Group, 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

A handwritten signature in black ink, appearing to read 'Belinda Barnett'.

**Belinda Barnett**

Director  
Urban Concepts

## FINAL

### Record of Comments



arising from the

### Club Member Briefing Session

Held on Tuesday 2<sup>nd</sup> April 2019  
at the Willoughby Legion Club

Prepared for

**Hyecorp Property Group and Club Willoughby for distribution to Meeting Participants**

Prepared by

**Urban Concepts**

Date of Issue

**Thursday 2<sup>nd</sup> May 2019**



## Disclaimer

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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.

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## Club Member Briefing – Tuesday 2<sup>nd</sup> April 2019

Urban Concepts advises that 27 people participated in the Club Member Briefing which was held from 6pm to 8pm at the Willoughby Legion Club.



### Comments Recorded during Question Time

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

COMMENT/QUESTION	CONSULTANT RESPONSE
What is the layout of the underground car park?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>Every use of the development will have their own separate and secure section of the underground car park. All vehicles must enter by Crabbes Avenue into the underground porte cochere. Once you are in the porte cochere there are different entry points to each section of the basement parking, such as the independent living units, the Club, the aged care facility and the service vehicle loading docks. Once you have parked your car, there are separate elevators for each use of the development near your car park.</p> <p>The porte cochere is our jewel of the project and it shows how an underground area does not have to be a dark and dingy car park, it can be something special. However, if you do not need to drop or pick someone up you can go straight to the Club parking. The majority the car parks will be directly under that part of the building specific to the nominated use. For example, the Club's parking will be directly under the Club.</p>
How many levels are there underground?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>As shown on the plans there are 2.5 levels. It is 2.5 due to the falling nature of the site. This is not an indication of how many car parks we are providing. One of the factors we have changed is that we have shrunk the footprint of the car park to incorporate greater deep soil landscaping. This meant that we had to decrease the levels of the car park by half a level.</p>
I understand all the problems with DA's, but could you give us any indication of the timeframe of the project?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>It is a fluid timeline because there are a lot of elements outside of our control. The goal is to lodge the development application within 2 months (give or take a couple of weeks). Council has told us that there is an approximate 12 month timeframe to approve the DA. We are hoping to get approval sometime next year within the first quarter of 2020. We then need to attain the construction certificate, and we will need to sort out financing and the selling of the apartments. We are hoping to start the project before the end of next year. Somewhere</p>



	<p>between a 24-30 month process before the major part of the construction phase will begin. Naturally, the new Club will be one of the earliest stages of the project to commence and deliver. In summary, 12 months for the DA, 6-9 months to start, and somewhere between 2-2.5 years until we have completed construction. We have been working on this for 5.5 years already, so we are all looking forward to getting this started.</p>
<p>My question is related to the use of the Bridge Club. I know that the second floor (Level 1) of the Club would be suitable for the Bridge Club if we choose to continue here. I don't think that 2 lifts would be enough to accommodate the hundreds of people coming and going in 15 minute periods from Bridge. Can you please explain how the new Club would manage this?</p>	<p><u>Matt Vertzonis, Club Willoughby</u></p> <p>We have been very fortunate to have the North Shore Bridge Club playing here, it helped us stay afloat for the last 10 years. Certainly, that multi purpose level has been designed in such a way that there is space for the Bridge Club. There is also room for other purposes on this level. The matter is now, who wants to hire the space and the best use of the space.</p> <p><u>Stephen Abolakian, Hyecorp</u></p> <p>In terms of the lifts, they are large lifts and can carry multiple people (around 20 people). They are not residential lifts, they are proper commercial lifts, so they are fast and efficient. I'm sure when we install them, lift technology will be even better than what it is now. That multi purpose level is probably going to be one of the most desirable pieces of real estate in the local area, however there is probably going to have to be a discussion between the Club and the Bridge Club in regards to the terms of use. We will get a lift consultant to talk us through lift capacity etc, but I think it would be sufficient.</p>
<p>So basically, while the design certainly allows for the Bridge Club to remain, the future of the site is based on the commercial negotiations with whoever wants the space. So if someone makes a better offer, the Bridge Club will not get the space?</p> <p>If there is another community group with good ties with Club Willoughby who want to use the space, would you entertain them as much as the bridge club?</p>	<p><u>Doug Deall, Club Willoughby</u></p> <p>If you look at the principles behind the Club and everything we have done here, we have tried to incorporate the community, but as the Club's Board, we do have to maintain commercial profitability for the future. We have started having discussions with the Bridge Club and they are ongoing. Nothing here as you can see today has gone to the highest bidder. The fact we don't have 20 storey apartment buildings anywhere demonstrates our principles. We are doing this for the benefits of the community.</p> <p><u>Matt Vertzonis, Club Willoughby</u></p> <p>Yes, we would entertain them in context with the Bridge Club.</p>
<p>The Club stated that they were going to retain the land, so will Hyecorp pay rent to the Club?</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The Club is retaining freehold ownership of the land. Hyecorp is taking a 99 year lease over the balance of the property, including the seniors living and the aged care facility. We have a commercial agreement</p>





	<p>with the Club, so that the Club shares the income of the development, which is part of the alternate income that the Club needs to secure its future.</p> <p>The residents that move into the apartments and aged care facility will take a sublease from the Club through Hyecorp.</p>
How many bedrooms are in each of the units?	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>We are working on a mix of units, ranging from 1,2, 3 and 4 bedroom apartments. They will be heavily weighted towards 2 and 3 bedroom units, because that is the market for the site and the demand for potential residents.</p> <p>The residential aged care facility is around a 40-50 beds, of high level of care.</p>
In the video, the whole development seems enormous, it probably looks bigger than what it realistically is.	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>In the context of what is currently happening in Sydney, enormous is more like 20 storeys and large high rise buildings.</p> <p>The Club was very firm that they did not want any high rise buildings on the site.</p> <p>This is not about gaining every single dollar we can from the development of the site. The Club's goal was to achieve a development that would secure its financial future, but also provide a connection with the site that the Club could have forever. To achieve this outcome retirement living was the most suitable and logical use on the site.</p>
<p>In terms of the outdoor terraces, facing over the residential properties, what is the treatment for this in terms of acoustic and privacy disruptions?</p> <p>The bottom floor is activities based, did you consider putting the space on the upper level to enjoy views, such as a rooftop garden/terrace feel, for example like The Fernery in Mosman?</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>One of the design challenges of the project were the outdoor terraces. There are plenty of great views from up on the roof, but everything around us is residential. The original plan had a terrace which was adjoining the strata units on the corner and some of the residential houses. However, this would have created unacceptable acoustic disruption and privacy issues. Due to this, we have reorientated the terrace to face into the development. Yes there may be an issue with the residents in the development, however we will have an acoustic consultant advise us through the next phase leading up to the DA in terms of optimal acoustic treatment, and we will be working with the Club when it comes to functions etc to make sure disruption is minimised. Functions will need to be controlled, so that is a discussion to be had between the Club and Hyecorp.</p>
<p>Will the windows be double-glazed, particularly on the auditorium level?</p> <p>Will the windows on the ILU's be double glazed? As potentially some residents who are over 55 years old may have a tendency to be sensitive to noise.</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>Hyecorp will be taking advice on the glazing requirements from an Acoustic Consultant to minimise noise disruption. This report will form part of the Development Application.</p>
The design doesn't look ground-breaking but it looks contemporary, how did you go about designing the Club?	<p><u>Matt Vertzonis, Club Willoughby</u></p> <p>We visited many Club's in Sydney for inspiration, however no other Club has achieved something</p>

<p>Did you visit other Club's in Sydney for inspiration? Is there any other Club's that we could visit in Sydney that would compare to this?</p>	<p>quite like we are aiming to. We are creating something very unique and special, and no other Club in Sydney is like it.</p> <p><u>Rolfe Latimer, Altis Architecture</u></p> <p>We have designed and worked on projects such as the Strathfield Golf Club (not built yet, we have just lodged the DA), Dee Why RSL and the Canterbury Bankstown Leagues Club. If you go online or in person you can look at these spaces and get the feel for our type of designs, qualities and finishes. But no, nothing is quite like this development.</p>
<p>What is the footprint of the dance area in the auditorium? Can the dance people have an input?</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The design of the dance floor is a detail that is not required at DA. There will be a dance floor however this will be the subject of detailed design and will follow once we have a development approval.</p>
<p>Is the Club going to be the same size or bigger?</p>	<p><u>Stephen Abolakian, Hyecorp</u></p> <p>The new Club will be bigger in terms of its floor area because it goes over three levels, however, the area of the footprint is comparable to the existing. The function space on the top level will be the same size as the existing function room.</p>



# Appendix H

## Survey and Response Reports



## HEART OF WILLOUGHBY PROJECT

### *Community and Stakeholder Design Plan Survey*

March/April 2019

26 Crabbes Avenue, North Willoughby



## INTRODUCTION

This community survey forms part of the Stage 2 Community Consultation Process that is being undertaken to obtain community and stakeholder feedback on the design plans for the Heart of Willoughby Project.

Once finalised these plans will form the basis of the development application that will be lodged with Willoughby Council in the coming months.

This survey will take around 10 minutes to complete. The feedback we receive from the survey will be used by the Hyecorp Property Group and Club Willoughby to refine the design plans. The survey findings will also form part of the community consultation report that will be lodged with Willoughby Council as part of the development application documentation.

## A. BACKGROUND QUESTIONS

### 1. Which Consultation event are you attending?

#### Community Open Day:

☐

Session 1 10am-12pm

☐

Session 2 12:30pm-2:30pm

☐

Session 3 3pm-5pm

☐

Neighbour Briefing Session

☐

Stakeholder Round Table Breakfast

### 2. Did you attend any of our 2017 Community Consultation events that we held for this project?

☐

Yes

☐

No

### 3. Do you live in the suburb of Willoughby?

☐

Yes

☐

No

If you answered YES what street do you live in?

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### 4. Are you a member of Club Willoughby?

☐

Yes

☐

No

### 5. Are you?

☐

Male

☐

Female

Community and Stakeholder Design Plan Survey  
March/April 2019





6. What is your age?

☐ 18-25      ☐ 26-35 years      ☐ 36-50 years      ☐ 51-65 years  
☐ 66-80 years      ☐ 81+ years

**B. THE HEART OF WILLOUGHBY DESIGN PLANS**

7. Based on the design plans that have been presented to you at the consultation event please indicate how much you agree or disagree with the following statements

	AGREE A LOT	AGREE A LITTLE	NEITHER	DISAGREE A LITTLE	DISAGREE A LOT
The design plans will result in a development that will make a positive contribution to the Willoughby Local Area.					
I support the redevelopment of the Club Willoughby site based on the design plans that have been presented today.					
Developing seniors housing on the Club Willoughby site will be beneficial for the area.					
I do not support the redevelopment of the Club Willoughby Site based on the design plans that have been presented today.					

8. The range of land uses that are included in the Heart of Willoughby Project are listed below. Do you consider that any of these uses are NOT suitable for development on the Clubs landholdings?

**PLEASE ONLY TICK THE LAND USES THAT YOU DO NOT SUPPORT.**

☐ A new expanded and family friendly club facility  
☐ A new memorial park at the Crabbes Avenue frontage  
☐ A through site pedestrian link  
☐ Independent seniors living units  
☐ A residential aged care facility  
☐ Off street car parking for approximately near 385 cars across two basement levels



9. When you consider the design plans presented today can you identify from the list below any aspects of the development that concern you? If your concern is not listed please explain your concern in the space provided below.

I AM CONCERNED ABOUT...	NO CONCERN	MINOR CONCERN	MAJOR CONCERN	IN A FEW WORDS PLEASE EXPLAIN YOUR CONCERN
Providing a through site pedestrian link				
The operation of the Club facility				
Providing a new local park in Crabbes Avenue				
Relocating the war memorial and hosting future Anzac and memorial events in the new local park				
Providing basement car parking for approximately near 385 vehicles				
Having all vehicular access from a single driveway off Crabbes Avenue				
The development generating additional traffic and the impact this will have on local streets				
Developing 100 seniors living apartments on the site				
Developing a 40 bed residential aged area facility on the site				
My property being overshadowed by the new development				
My property being overlooked by the new development				
How the development will look in the Crabbes Avenue streetscape				
Losing the existing bowling greens from the club site				

Any other concern not listed:

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10. Finally, please record any additional comments in relation to the Design Plans for the Heart of Willoughby Project that you would like to share with us today.

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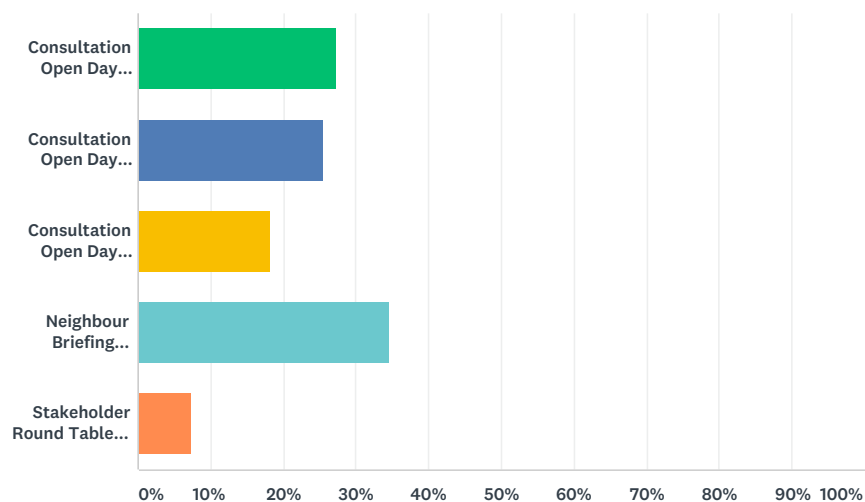
**THANK YOU FOR YOUR FEEDBACK**

Community and Stakeholder Design Plan Survey  
March/April 2019

## Heart of Willoughby - Community and Stakeholder Design Plan Survey

### Q1 Which Consultation event are you attending?

Answered: 55 Skipped: 0

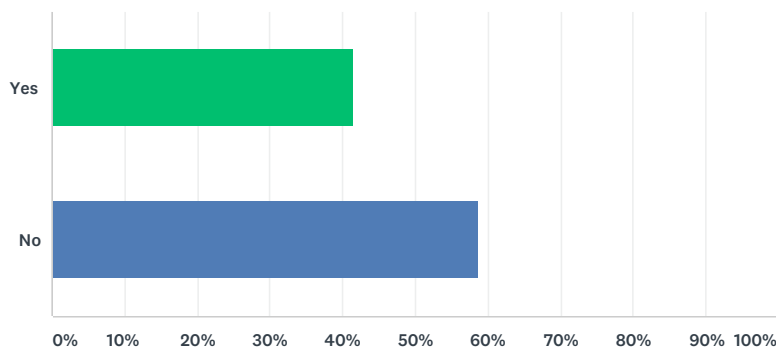


ANSWER CHOICES	RESPONSES	
Consultation Open Day Session 1: 10am-12pm	27.27%	15
Consultation Open Day Session 2: 12:30pm-2:30pm	25.45%	14
Consultation Open Day Session 3: 3pm-5pm	18.18%	10
Neighbour Briefing Session	34.55%	19
Stakeholder Round Table Breakfast	7.27%	4
Total Respondents: 55		

## Heart of Willoughby - Community and Stakeholder Design Plan Survey

### Q2 Did you attend any of our 2017 Community Consultation events that we held for this project?

Answered: 53 Skipped: 2



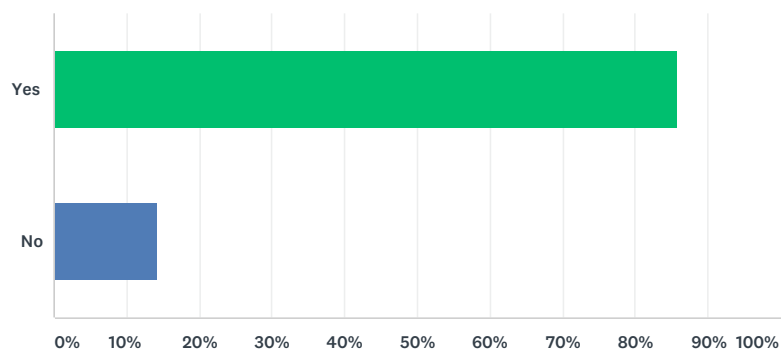
ANSWER CHOICES	RESPONSES	
Yes	41.51%	22
No	58.49%	31
TOTAL		53



## Heart of Willoughby - Community and Stakeholder Design Plan Survey

### Q3 Do you live in the suburb of Willoughby?

Answered: 49 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	85.71%	42
No	14.29%	7
TOTAL		49

Heart of Willoughby - Community and Stakeholder Design Plan Survey

## Q4 If you answered YES what street do you live in?

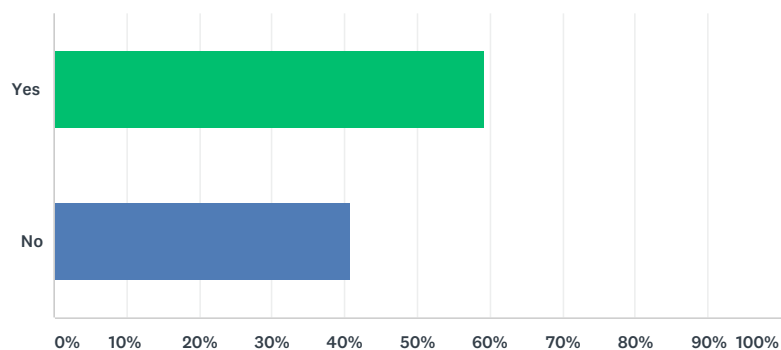
Answered: 16 Skipped: 39

#	RESPONSES	DATE
1	Artarmon Road	5/2/2019 10:03 AM
2	Crabbes Avenue	4/10/2019 2:58 PM
3	Corner Penshurst Street and Church Street.	4/10/2019 2:55 PM
4	Penshurst Street	4/10/2019 2:53 PM
5	Penshurst Street	4/10/2019 2:11 PM
6	11 Horsley Avenue	4/10/2019 2:05 PM
7	260 Penshurst Street	4/10/2019 2:02 PM
8	Church Street	4/10/2019 1:58 PM
9	Tyneside Avenue	4/10/2019 1:39 PM
10	Rosewall Street	4/10/2019 1:31 PM
11	Penshurst Street	4/10/2019 1:27 PM
12	27 Crabbes Avenue	4/10/2019 1:24 PM
13	Penshurst Street	4/10/2019 1:20 PM
14	Penshurst Street	4/10/2019 1:19 PM
15	Horsley Avenue	4/10/2019 1:18 PM
16	Summerville Crescent	4/10/2019 1:01 PM

## Heart of Willoughby - Community and Stakeholder Design Plan Survey

### Q5 Are you a member of Club Willoughby?

Answered: 54 Skipped: 1

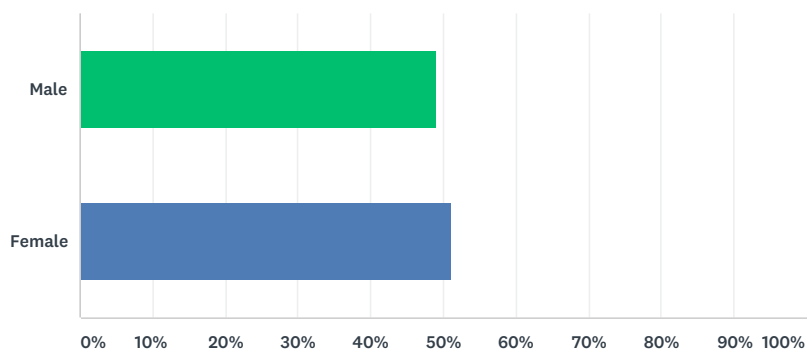


ANSWER CHOICES	RESPONSES	
Yes	59.26%	32
No	40.74%	22
Total Respondents: 54		

## Heart of Willoughby - Community and Stakeholder Design Plan Survey

### Q6 Are you?

Answered: 49 Skipped: 6

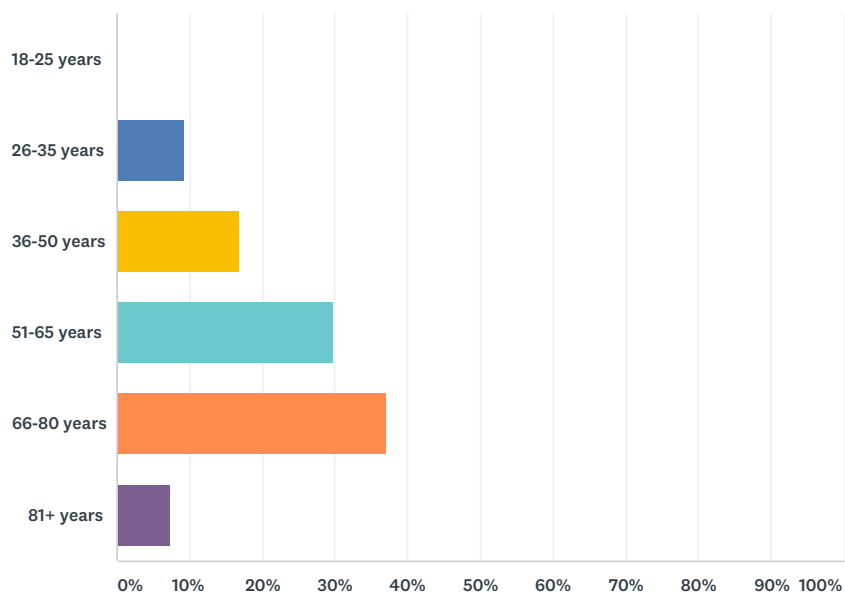


ANSWER CHOICES	RESPONSES	
Male	48.98%	24
Female	51.02%	25
TOTAL		49

## Heart of Willoughby - Community and Stakeholder Design Plan Survey

### Q7 What is your age?

Answered: 54 Skipped: 1



ANSWER CHOICES	RESPONSES	
18-25 years	0.00%	0
26-35 years	9.26%	5
36-50 years	16.67%	9
51-65 years	29.63%	16
66-80 years	37.04%	20
81+ years	7.41%	4
TOTAL		54

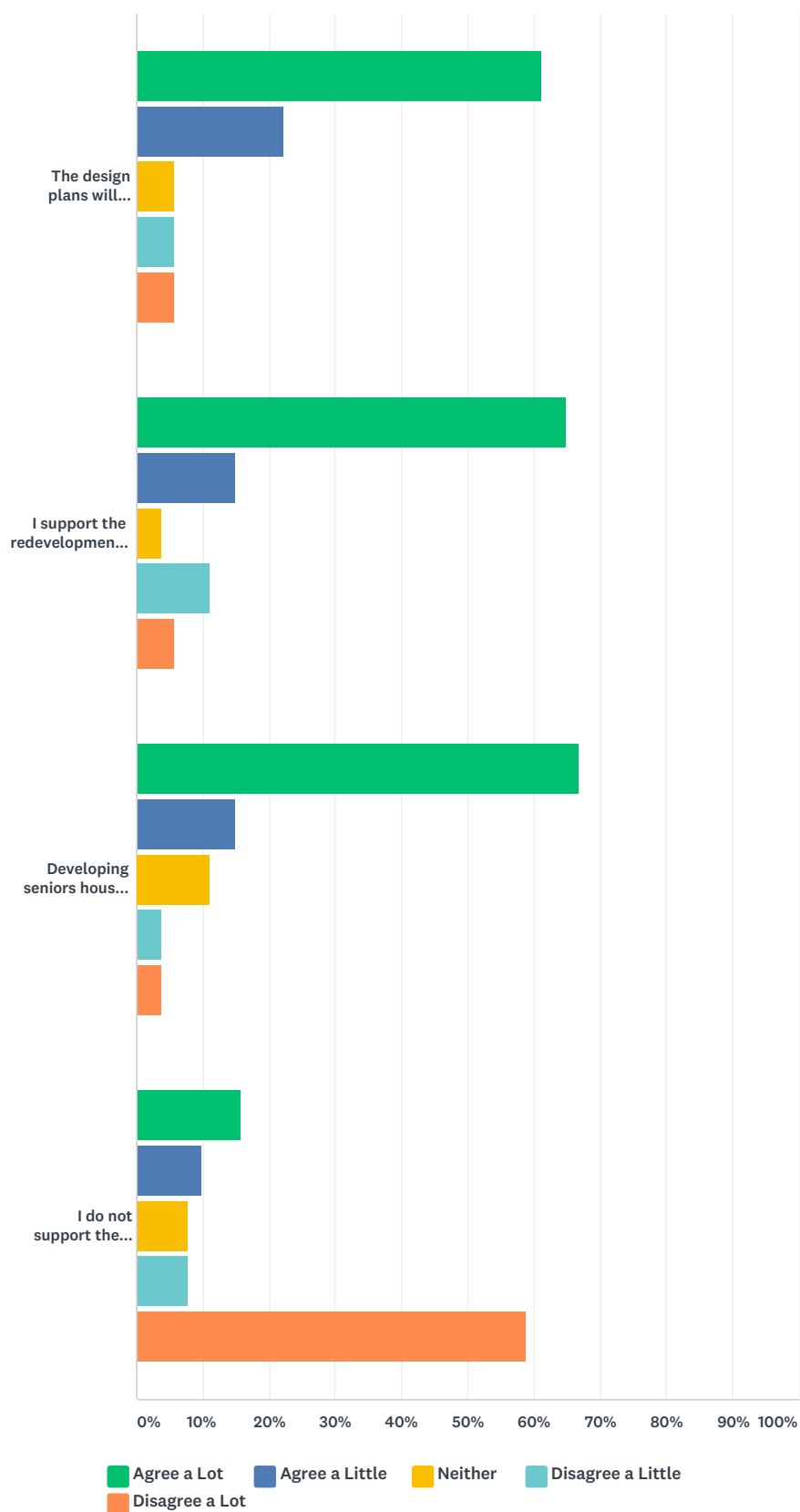


Heart of Willoughby - Community and Stakeholder Design Plan Survey

**Q8 Based on the design plans that have been presented to you at the consultation event please indicate how much you agree or disagree with the following statements**

Answered: 54   Skipped: 1

### Heart of Willoughby - Community and Stakeholder Design Plan Survey



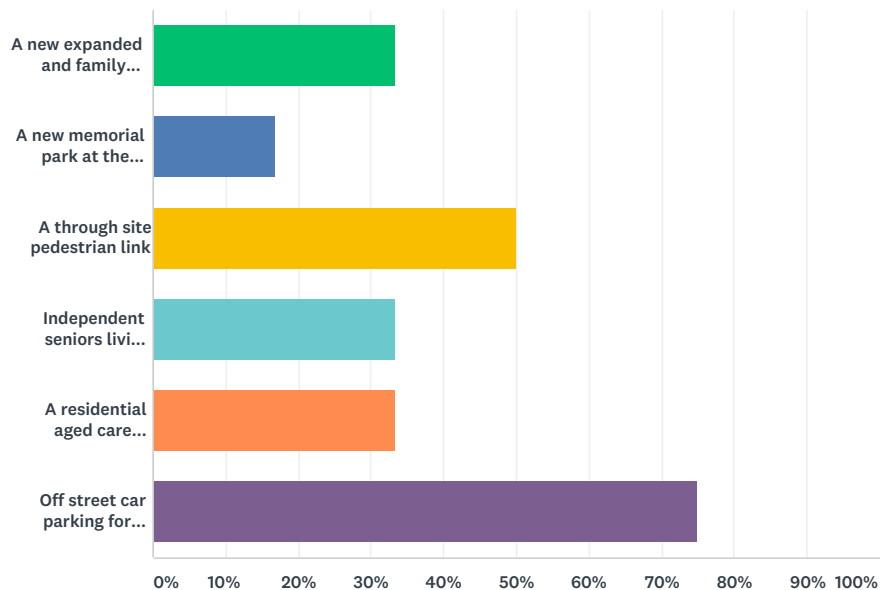
### Heart of Willoughby - Community and Stakeholder Design Plan Survey

	AGREE A LOT	AGREE A LITTLE	NEITHER	DISAGREE A LITTLE	DISAGREE A LOT	TOTAL
The design plans will result in a development that will make a positive contribution to the Willoughby Local Area.	61.11% 33	22.22% 12	5.56% 3	5.56% 3	5.56% 3	54
I support the redevelopment of the Club Willoughby site based on the design plans that have been presented today.	64.81% 35	14.81% 8	3.70% 2	11.11% 6	5.56% 3	54
Developing seniors housing on the Club Willoughby site will be beneficial to the area.	66.67% 36	14.81% 8	11.11% 6	3.70% 2	3.70% 2	54
I do not support the redevelopment of the Club Willoughby site based on the design plans that have been presented today.	15.69% 8	9.80% 5	7.84% 4	7.84% 4	58.82% 30	51

Heart of Willoughby - Community and Stakeholder Design Plan Survey

**Q9 The range of land uses that are included in the Heart of Willoughby Project are listed below. Do you consider that any of these uses are NOT suitable for development on the Clubs landholdings? PLEASE ONLY TICK THE LAND USES THAT YOU DO NOT SUPPORT.**

Answered: 12 Skipped: 43

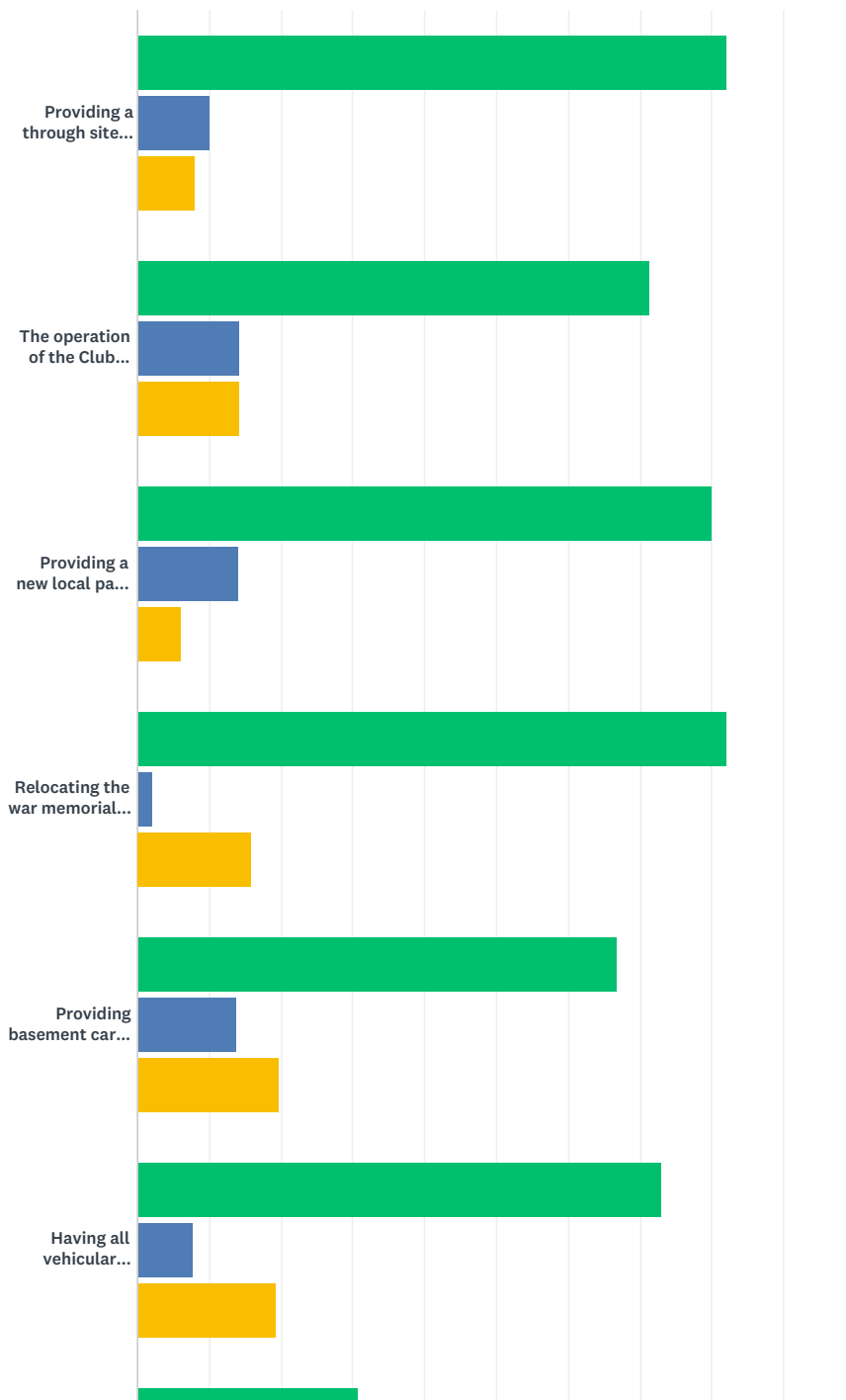


ANSWER CHOICES	RESPONSES	
A new expanded and family friendly club facility	33.33%	4
A new memorial park at the Crabbes Avenue frontage	16.67%	2
A through site pedestrian link	50.00%	6
Independent seniors living units	33.33%	4
A residential aged care facility	33.33%	4
Off street car parking for approximately near 385 cars across two basement levels	75.00%	9
Total Respondents: 12		

Heart of Willoughby - Community and Stakeholder Design Plan Survey

**Q10 When you consider the design plans presented today can you identify from the list below any aspects of the development that concern you? If your concern is not listed please explain your concern in the space provided below.**

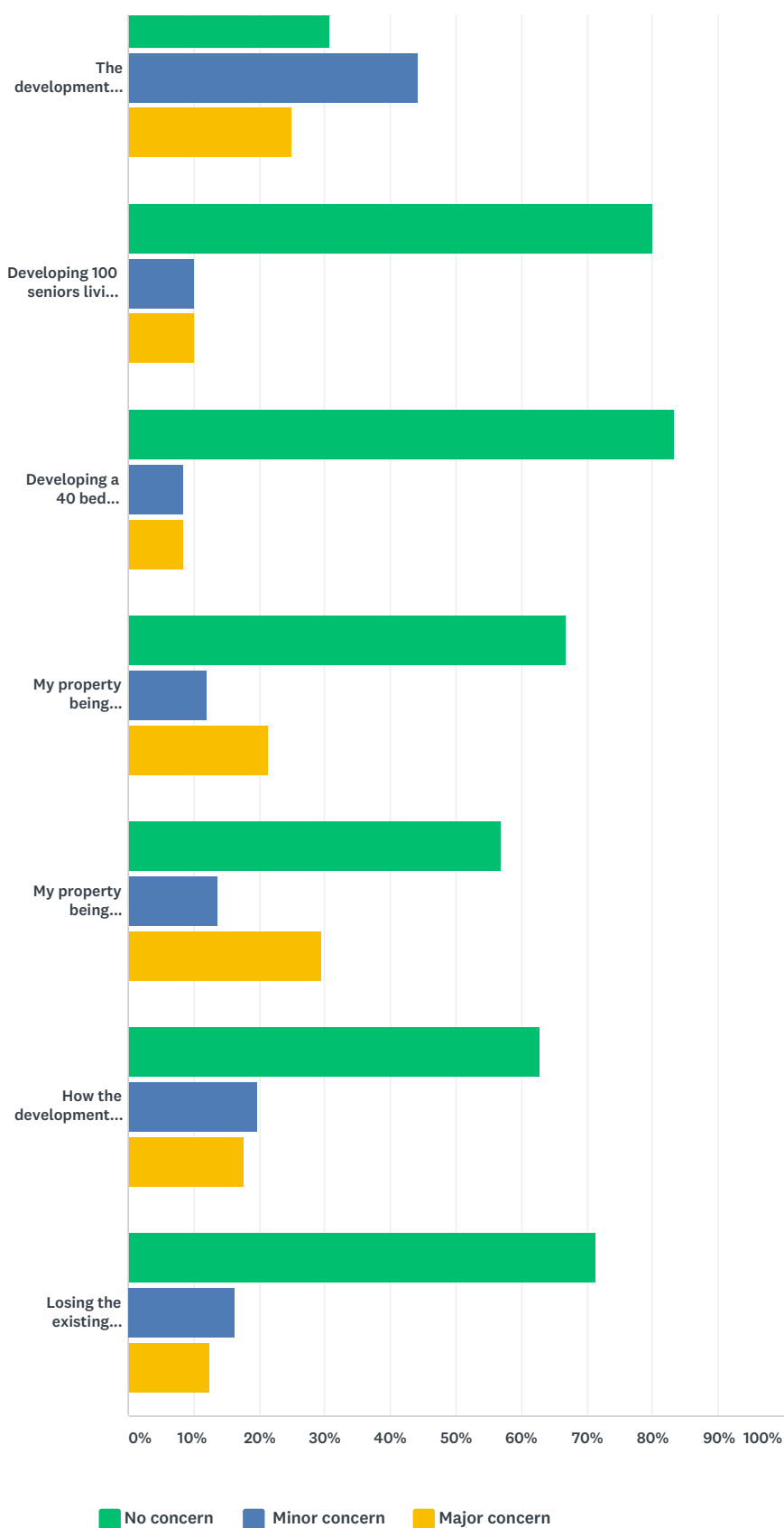
Answered: 53 Skipped: 2



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Heart of Willoughby - Community and Stakeholder Design Plan Survey



## Heart of Willoughby - Community and Stakeholder Design Plan Survey

	NO CONCERN	MINOR CONCERN	MAJOR CONCERN	TOTAL
Providing a through site pedestrian link	82.00% 41	10.00% 5	8.00% 4	50
The operation of the Club facility	71.43% 35	14.29% 7	14.29% 7	49
Providing a new local park in Crabbes Avenue	80.00% 40	14.00% 7	6.00% 3	50
Relocating the war memorial and hosting future Anzac and memorial events in the new local park	82.00% 41	2.00% 1	16.00% 8	50
Providing basement car parking for approximately near 385 vehicles	66.67% 34	13.73% 7	19.61% 10	51
Having all vehicular access from a single driveway off Crabbes Avenue	73.08% 38	7.69% 4	19.23% 10	52
The development generating additional traffic and the impact this will have on local streets	30.77% 16	44.23% 23	25.00% 13	52
Developing 100 seniors living apartments on the site	80.00% 40	10.00% 5	10.00% 5	50
Developing a 40 bed residential aged care facility on the site	83.33% 40	8.33% 4	8.33% 4	48
My property being overshadowed by the new development	66.67% 28	11.90% 5	21.43% 9	42
My property being overlooked by the new development	56.82% 25	13.64% 6	29.55% 13	44
How the development will look in the Crabbes Avenue streetscape	62.75% 32	19.61% 10	17.65% 9	51
Losing the existing bowling greens from the club site	71.43% 35	16.33% 8	12.24% 6	49

## Heart of Willoughby - Community and Stakeholder Design Plan Survey

### Q11 In a few words please explain your concern

Answered: 23 Skipped: 32

#	RESPONSES	DATE
1	Disturbance of neighbours from operation of Club facility. The development needs to be sympathetic to existing streetscape of Crabbes Avenue.	5/2/2019 10:03 AM
2	Noise from operation of the Club facility. Congestion from vehicles.	4/10/2019 3:27 PM
3	Noise from late finishers at new club. Additional foot traffic down Crabbes Avenue from new park. Additional traffic on Crabbes Avenue. Crabbes Avenue traffic will increase, does it need a pedestrian crossing to slow people down? Want to ensure trees and 'look and feel' are kept. Kids play netball at current bowling greens.	4/10/2019 2:58 PM
4	Limiting current views from 260 Penshurst Street.	4/10/2019 2:56 PM
5	Too much noise from traffic generation	4/10/2019 2:55 PM
6	More cars etc generated	4/10/2019 2:53 PM
7	Club facility - overlook from neighbouring building	4/10/2019 2:16 PM
8	Is this enough car parking? Potential for vehicle queuing into Crabbes Avenue. There will no doubt be additional car traffic - always is.	4/10/2019 2:13 PM
9	I am concerned that this is enough parking.	4/10/2019 2:08 PM
10	Concerned about increased cars parked on Horsely Avenue. Perhaps we can have a no stopping on Horsely from Legions Way to Penshurst.	4/10/2019 2:05 PM
11	Is that enough parking? Traffic increasing and loading on Crabbes Avenue. War memorial - not attached to a significant extent in the building/form.	4/10/2019 2:04 PM
12	People traffic and vehicle traffic. Keep the current plan of the 40 bed aged care facility - no issues. 5 storey requires sympathetic architect.	4/10/2019 2:02 PM
13	What would happen in a major emergency?	4/10/2019 1:49 PM
14	Please keep the existing memorial sandstone, do not lose the heritage. I live in Roseville and am a sensitive member of both this legion club and Roseville subbranch.	4/10/2019 1:42 PM
15	Concerned about the security of the through site pedestrian link, ease of access for bag snatches etc	4/10/2019 1:31 PM
16	Is that enough parking?	4/10/2019 1:29 PM
17	Vandalism and anti-social behaviour due to through site pedestrian link. In retaining existing features in the relocation of the park.	4/10/2019 1:28 PM
18	More parking needed. Children use the bowling greens during school holidays.	4/10/2019 1:24 PM
19	More parking required.	4/10/2019 1:14 PM
20	Set backs and heights required.	4/10/2019 1:09 PM
21	Constant 24 hour traffic on a residential street generated from one vehicular access on Crabbes Avenue. Does not blend with the present federation neighbourhood.	4/10/2019 1:06 PM
22	Pollution from basement car parking. Noise, overshadowing, overlooking from seniors living apartments on site. No area for kids sport as bowling greens is currently used.	4/10/2019 1:01 PM
23	More parking needed	4/10/2019 12:47 PM

## Heart of Willoughby - Community and Stakeholder Design Plan Survey

### Q12 Any other concern not listed:

Answered: 14 Skipped: 41

#	RESPONSES	DATE
1	Should not house a childcare facility at any time.	5/2/2019 10:03 AM
2	The concepts plan for the Club frontage onto Penshurst Street looks a little boxy. Need to be softened.	4/10/2019 3:27 PM
3	Construction phase, noise, dust etc.	4/10/2019 2:58 PM
4	Scale of benefit for younger generation.	4/10/2019 2:56 PM
5	Please save the roses in the memorial garden where possible and relocate them in new memorial garden.	4/10/2019 2:12 PM
6	Will the bridge facility be included.	4/10/2019 2:09 PM
7	Ground level on eastern boundary and southern boundary. Needs to factor in the requirements and needs of Horsely Avenue houses in terms of privacy.	4/10/2019 2:05 PM
8	Having unlimited/untimed parking remains on Crabbes Avenue for residents and shoppers going to high Street shops to eliminate people parking across driveways.	4/10/2019 1:52 PM
9	Very impressed with thought and care given to this Club project.	4/10/2019 1:45 PM
10	Overall plan seems good. Timeline in club activity, possible during construction?	4/10/2019 1:42 PM
11	Making the buildings green and environmentally friendly. Parking uses on Crabbes Avenue (timed parking and not timed). Traffic management on High Street.	4/10/2019 1:32 PM
12	Pedestrian safety on Crabbes Avenue clogging the road.	4/10/2019 1:24 PM
13	Overshadowing, compliance with FSR and height controls on shop top housing site, loss of outlook and privacy.	4/10/2019 1:19 PM
14	Ground level reduction not enough on Summerville side.	4/10/2019 1:01 PM

## Heart of Willoughby - Community and Stakeholder Design Plan Survey

### Q13 Finally, please record any additional comments in relation to the Design Plans for the Heart of Willoughby Project that you would like to share with us today.

Answered: 20 Skipped: 35

#	RESPONSES	DATE
1	I thank you for all the information provided today and look forward to seeing the development improve the area.	4/10/2019 2:52 PM
2	Please continue to keep us involved. Thank you for today.	4/10/2019 2:10 PM
3	Please continue to keep us informed and thank you for a great session.	4/10/2019 2:09 PM
4	Enjoy sympathetic streetscape appearance on Penshurst Street. Thank you for this opportunity to learn of this mighty and inclusive amenity in our area 'going forward'.	4/10/2019 2:07 PM
5	Development to be very sympathetic to the local community.	4/10/2019 2:04 PM
6	Public amenity needs to be improved.	4/10/2019 2:02 PM
7	Love it - great video for conceptual understanding.	4/10/2019 1:59 PM
8	It was very well done, very professional, it will be much better for residents living close by, no car noise when people coming and going. Will be used by more people in the area. Definitely needs an upgrade. Everything has been considered. Well done to all involved!	4/10/2019 1:52 PM
9	Is there elevation in the multi storey residential building? An informative meeting.	4/10/2019 1:49 PM
10	Upkeep of the park? Willoughby Council? Club? Distance between Building A and Building C. Distance between Building C and Building B. Distance between Building A and Building B.	4/10/2019 1:44 PM
11	Depth of excavation and use to raise some levels on boundaries - how many is taken off the site?	4/10/2019 1:42 PM
12	Nice to update this area into a more respectable and modern environment.	4/10/2019 1:32 PM
13	Fully support this. Want to buy a 3 bedroom unit!	4/10/2019 1:31 PM
14	Looking excellent!	4/10/2019 1:29 PM
15	5 stories not supported. Too many people on the development, resulting in safety concerns r.e. traffic collision.	4/10/2019 1:24 PM
16	Be glad to see the site used. Been a resident for 24 years and been in the Club 6 times!	4/10/2019 1:18 PM
17	5 storeys not supported.	4/10/2019 1:14 PM
18	Five storeys overlooking neighbours yards. Have increase in traffic and major parking issues.	4/10/2019 1:06 PM
19	It's a great looking development. Long overdue.	4/10/2019 12:49 PM
20	Need to be sympathetic to the federation houses - pitched roofs, avoid the boxy look. Alfresco dining to be encouraged. Kids/family area a must in the club. More parking needed in the basement parking.	4/10/2019 12:47 PM