

Attachment B9(e)

**Consultation and Visioning Report
Appendix G Addendum to Options Testing
– Waterloo Estate (South) – Land and
Housing Corporation**

G. Addendum to Options Testing Report

This addendum accompanies the 'Let's Talk Waterloo', Waterloo Redevelopment Options Testing Consultation Report Key Findings (Consultation Outcomes Report). It provides information on further activities undertaken as part of the Waterloo Redevelopment consultation process (Stage 2 'Options Testing'), following release of the report.

Specifically:

- The **Consultation Outcomes Report** was published in January 2019. It was made available for download on the Communities Plus website and hard copies were available at the Waterloo Connect Office.
- The **Waterloo Preferred Masterplan Brochure** accompanied the release of the Consultation Outcomes Report and was published in January 2019. A newsletter was distributed to 14,000 homes throughout Waterloo and its surrounds. The Preferred Masterplan Brochure was made available for download on the Communities Plus website and hard copies were available at LAHC's Waterloo Connect Office. Copies of the brochure were also distributed by non-government organisations through their networks. They were distributed by LAHC at the 'Summer on the Green Event' on Friday 1 February. They were also made available in the foyers of Matavai, Turanga, Cook, Banks, Solander and Marton buildings on the Waterloo social housing estate. The Preferred Masterplan Brochure was made available in English, Chinese and Russian.
- As part of 'closing the loop' following the Options Testing process, an **email update** was distributed to members of the community and other stakeholders who had expressed interest in the project via the Communities Plus website, to notify them about release of the preferred Masterplan and where to access further information.
- The LAHC project team presented the preferred Masterplan to key stakeholders across government, industry and community. Three **community stakeholder briefing sessions** were held with representation from groups including: Inner Sydney Voice, Counterpoint Community Services, Redfern Legal Centre, Redwatch and the Waterloo Redevelopment Group.
- Two **Community Information Sessions** were held in mid-February to provide social housing residents with information about the preferred Masterplan and an opportunity to ask questions. The information sessions were held at the Waterloo Neighbourhood Centre on Tuesday 19 February and Thursday 21 February from 10am to 1pm. The sessions were promoted by LAHC's Waterloo Connect team using flyers and posters throughout the Waterloo estate and by word of mouth.
- Each session was staffed by representatives of LAHC and bilingual liaison workers to support Chinese and Russian speakers. The sessions attracted a total of 50 participants (28 people on Tuesday and 22 on Thursday). Three attendees were representatives of local organisations and the rest were a mix of English, Russian and Chinese speaking social housing residents. Information about the preferred Masterplan was presented on a display board, newsletter and flyer (attached). Three AO-sized boards showing the preferred Masterplan were also displayed at the information sessions. These boards were available in English, Chinese and Russian. Two boards with artist impressions of the Waterloo 'Central Village Green' and the 'Boulevard and Waterloo Common' were also displayed. Hard copies of the Waterloo preferred Masterplan were made available at both information sessions.

Counterpoint Community Services and its Community Development Officer have provided ongoing support to social housing residents throughout the consultation process and continue to inform them about the preferred Masterplan.

The Waterloo Connect team has also been speaking with residents about the preferred Masterplan and continue to provide a **weekly drop in session** supported by two bilingual educators to assist Chinese and Russian speaking residents to understand the preferred Masterplan.

Inner Sydney Voice has been running a capacity building project to provide information to residents and other stakeholders on the preferred Masterplan. A weekly drop in session for Aboriginal residents is planned to be facilitated by an Independent Aboriginal Liaison Officer employed through Inner Sydney Voice.

Preferred Masterplan – Communications materials





Waterloo Preferred Masterplan



January 2019



THANK YOU FOR YOUR FEEDBACK

Community consultation on the three design options for the Waterloo redevelopment closed in November 2018. There was a high level of feedback which has informed the development of the preferred Masterplan.

Features



A mixed urban village, with more social housing

WHAT WE HEARD

- Prioritise a choice of housing types
- Ensure everyone has good access to open space and amenity
- Create a diversity of building types and reduce heights
- Design larger and better apartments and ensure balconies are included

WHAT WE'VE DONE

- 60% of all new buildings will be 7 storeys or lower.
- A mix of social, affordable and private housing.
- A range of apartment sizes and types from studios to 4 bedrooms with dual key apartments for greater flexibility.
- All new housing will be fit-for-purpose and accessible.
- Buildings have world class eco-friendly design that will complement the area.



Safe open space with natural features

WHAT WE HEARD

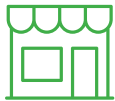
- Plan for a large park within close proximity to the Waterloo Station for community events
- Provide a diverse range of open space for people to enjoy
- Water and landscaping features should be included
- Retain as many of the mature existing trees as possible

WHAT WE'VE DONE

- 3 hectares of safe open spaces for the community to access, including a diverse range of public parks and boulevards.
- The preferred plan has 2 large parks. The central Village Green close to Waterloo Station will cater for community events and family gatherings whilst Waterloo Common, the southern park will be a more intimate, peaceful space for residents young and old to relax and enjoy.
- Good lighting, security and facilities to enhance safety for all residents.
- George Street to be transformed into a 20-25m wide tree-lined and water-featured pedestrian boulevard.
- The preferred Masterplan will protect the most significant mature trees, including more native species.







Facilities, services and shops to support a diverse community

WHAT WE HEARD

- Provision for learning, health and childcare is important
- Ensure local facilities, shops and services are accessible and affordable
- Plan for diversity by providing multipurpose community spaces
- Consider the inclusion of an aged-care housing and services

WHAT WE'VE DONE

- Shops, services and cafés will be spread throughout the estate to meet everyday needs. A range of flexible community facilities such as meeting rooms, multi-purpose and creative spaces will be provided.
- Opportunities to provide education, learning, childcare and health services in addition to those facilities located in the new Metro Quarter.
- The redevelopment of Waterloo will include aged care services and aged care homes.
- A Community Facilities Plan developed during 2019 in participation with the community to ensure the appropriate allocation of community facilities and locations.



Celebration of an inclusive and vibrant culture

WHAT WE HEARD

- Foster opportunities for community life, true to the character of Waterloo
- Community gardens are important for health and wellbeing
- Recognise and respect Aboriginal culture in Waterloo and acknowledge its significance
- Celebrate Waterloo's multicultural diversity

WHAT WE'VE DONE

- Flexible communal spaces to support cultural events, festivals and activities, including BBQ areas, exercise facilities for all ages and play areas for children.
- Community gardens located adjacent to community facilities to be nurtured and to promote inclusiveness.
- Opportunities provided for Aboriginal identity and needs including the significance of Waterloo's Aboriginal history and heritage.
- Celebrate a diverse, welcoming and inclusive multicultural Waterloo in the public domain.



Improved transport, streets and connections

WHAT WE HEARD

- Make Waterloo a pedestrian priority precinct with easy access to public transport
- Develop safe cycle paths
- Ensure adequate provision of onsite parking for residents
- Focus on slow/shared streets in the neighbourhood

WHAT WE'VE DONE

- A traditional street grid, enhanced with new laneways, will provide residents with safe and pleasant walking connections.
- The George Street pedestrian boulevard and a new cycleway along Cope Street will make it easier and safer for pedestrians and cyclists.
- There will be adequate parking for new buildings compliant with City of Sydney standards.
- A proposed new intersection with traffic signals at Pitt and McEvoy Streets will enable safe movement in and out of the area reducing traffic on Raglan and Wellington Streets. Pitt Street will have calming devices to ensure it is a safe, slow street.

Waterloo Preferred Masterplan

The Waterloo social housing estate will be redeveloped over the next 15-20 years, providing more social housing, delivering affordable housing as well as private housing to create a new mixed community.

The redevelopment of Waterloo is part of the **Communities Plus** program under **Future Directions**, which aims to deliver new and replacement social housing for those most in need.

The decision to locate a metro station at Waterloo has been the catalyst to revitalise the diverse and vibrant community, and make the Waterloo Precinct one of the most connected and attractive places in the inner city to live, work and visit. The new Waterloo station will offer residents world-class, turn up and go train services with ultimate capacity for a Metro Train every two minutes in each direction under the city.

Key Facts



The redevelopment of Waterloo will be staged over 15-20 years.



There will be no loss of social housing. The redevelopment will deliver more and better social housing to the area.



The first residents will not have to relocate until at least 2020. Residents will be given 6 months' notice before relocation.



All current social housing residents have the right to return to the Waterloo estate.



FACS will start the redevelopment in low density areas.



Enough social housing will be built at the start of the redevelopment for relocated residents to move back into brand new homes on the estate.



The redevelopment of Matavai, Turanga, Cook, Banks, Solander and Marton buildings will be staged last. Residents in these buildings will not need to move for at least 10 years.



At least 5% of new residential dwellings will be delivered as affordable housing consistent with Greater Sydney Commission targets.

Next steps

The Department of Family and Community Services will lodge the preferred Masterplan with the Department of Planning and Environment (DPE) in the first quarter of 2019. Following a review period, DPE will place the preferred Masterplan on public exhibition. This will be an important opportunity for residents and the local community to provide feedback.

In 2019 FACS will focus on:

- developing a Human Services Plan to support resident health, safety and wellbeing and to meet their changing needs before, during and after redevelopment.
- developing a Community Facilities Plan to identify the appropriate allocation of community facilities ensuring operational arrangements are sustainable over time.

INDICATIVE STAGING PLAN¹



1. Indicative and subject to preferred plan finalisation.

The diagram below outlines the stages of the Masterplanning consultation program. We are now at the preferred plan stage.



* Current masterplan stage

For more information please go to:

www.communitiesplus.com.au/waterloo

or visit Waterloo Connect, Shop 2, 95 Wellington Street, Waterloo
Monday to Friday 10am - 4pm

waterlooconnect@facs.nsw.gov.au

call 1800 738 718

Communities Plus Newsletter

Waterloo

January 2019

Preferred Masterplan for Waterloo

Following extensive consultation with more than 1,100 residents and other stakeholders on the Waterloo redevelopment options, a preferred Masterplan for the future of the Waterloo estate has been prepared. Thank you to everyone who has shared with us your views on the options.

The Waterloo preferred Masterplan will provide new and modern social and affordable housing, mixed with private housing in a well-located community close to the new Waterloo Station and Metro Quarter.

Over the next 15-20 years, the Masterplan will guide the development of about 6,800 new homes with 60% of new buildings being 7 storeys or lower. Residents will have better access to shops and services and local employment opportunities. There will be new multi-purpose community facilities providing space for cultural events, community learning, childcare and health services.

There will also be 3 hectares of safe open spaces, including new public parks and landscaped boulevards. The parks will provide residents and visitors with a place to celebrate events and enjoy outdoor activities. George Street will be transformed into a 20-25m wide tree-lined pedestrian boulevard with water features and good lighting, providing a safe and enjoyable walking experience.

The Masterplan is available online at:
www.communitiesplus.com.au/waterloo/ or from the Waterloo Connect Office, 95 Wellington Street, Waterloo.



Artist's impression of the new Waterloo




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Community engagement

Community consultation on the three design options for the Waterloo redevelopment closed in November 2018. There was a high level of feedback which has informed the preparation on the preferred Masterplan. Thank you to everyone who participated.

 **1,160** people shared their views on the redevelopment options

 **60%** of participants were social housing residents living on the Waterloo social housing estate

 **450** people submitted a community survey

 **17,000** newsletters and brochures were distributed to inform and engage the community

Next steps

The Department of Family and Community Services will continue to engage with residents.

The preferred Masterplan will be lodged with the Department of Planning and Environment (DPE) in the first quarter of 2019. Following a review period, DPE will place the preferred Masterplan on public exhibition. **This will be an important opportunity for residents and the local community to provide feedback.**

A model of the preferred Masterplan will also be on display at this time.

Key Facts



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For further information, please go to www.communitiesplus.com.au/waterloo

Visit Waterloo Connect, Shop 2, 95 Wellington Street, Waterloo, Monday to Friday 10am – 4pm

Email: waterlooconnect@facs.nsw.gov.au Telephone: 1800 738 718

Waterloo Preferred Masterplan – Central Village Green

Communities Plus



Waterloo Preferred Masterplan – The Boulevard and Waterloo Common

Communities Plus







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