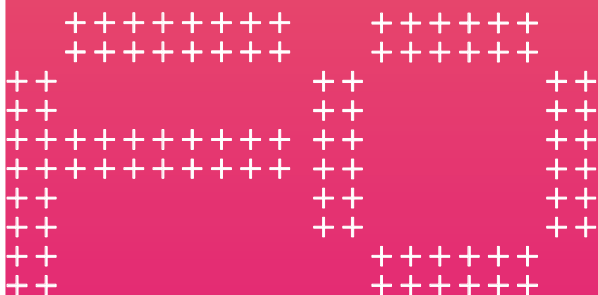


# Consultation Report

October 2008

**VALID**

urbis



# Report on consultation findings: IKEA in Tempe

Prepared for Valad Property Group

PO Box N817

Grosvenor Place NSW 1220

17 October 2008

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|  |                          |
|--|--------------------------|
| <b>Executive Summary .....</b>                               | <b>i</b>                 |
| <b>1 Introduction.....</b>                                   | <b>1</b>                 |
| 1.1 Consultation process .....                               | 1                        |
| 1.2 The Proposal .....                                       | 2                        |
| 1.3 In Context .....   | 2                        |
| 1.3.1 The site .....   | 2                        |
| 1.3.2 Facilities audit: Tempe.....                           | 3                        |
| 1.3.3 Key characteristics of the Tempe community .....       | 3                        |
| <b>2 Stakeholder engagement.....</b>                         | <b>5</b>                 |
| 2.1 Objectives .....   | 5                        |
| 2.2 Stakeholder research, analysis and engagement .....      | 5                        |
| 2.3 Consultation methodology .....                           | 6                        |
| <b>3 Consultation findings .....</b>                         | <b>8</b>                 |
| 3.1 Stage one consultation: October – December 2007 .....    | 8                        |
| 3.1.1 Objectives .....                                       | 8                        |
| 3.1.2 Key issues raised in relation to the proposal.....     | 9                        |
| 3.2 Stage two consultation: March - July 2008 .....          | 9                        |
| 3.2.1 Objectives .....                                       | 9                        |
| 3.2.2 Key issues raised .....                                | 10                       |
| 3.3 Stage three consultation: September – October 2008 ..... | 11                       |
| 3.3.1 Objectives .....                                       | 11                       |
| 3.3.2 Key issues raised .....                                | 11                       |
| <b>APPENDICES:</b>   |                          |
| Appendix A   | Stage 1 Consultation Log |
| Appendix B   | Stage 2 Consultation Log |
| Appendix C   | Stage 3 Consultation Log |

## Executive Summary

This report relates the findings of a staged and independent consultation process conducted by Urbis, on behalf of Valad Property Group. The consultation gauged community and stakeholder response to the idea of locating an IKEA Warehouse Store and administration offices on the former Tempe Tip site, Tempe. It facilitated a two-way conversation between the community and Valad, allowing issues raised to be discussed and addressed where appropriate, during the pre-development application planning process. The Urbis Consultation Team sought to identify key issues, aspirations and experiences of the Tempe community more broadly, to contextualise the feedback from stakeholders, and to inform the subsequent planning process.

Overall, participants in the consultation have been strongly supportive of Valad's plans. There is a sense that IKEA will contribute to the revitalisation of the area and provide good employment opportunities to local people. IKEA's corporate reputation is strong, and there are expectations that the company will be a 'good neighbour'.

The consultation process reached a broad range of participants over twelve months. These included residents and businesses located nearby and onsite, community activists, key organisational stakeholders, community committees, and the local police.

This report does not seek to provide recommendations, simply to act as a record of consultation findings.

## Consultation activities

The following activities illustrate the breadth and variety of consultation undertaken.

### Stage 1: October – December 2007

This stage sought to gauge initial responses to the idea of locating an IKEA complex at the former Tempe Tip including:

- A Community overview - including stakeholder analysis, updating demographic characteristics of the area, research on the history and culture of the community.
- Stakeholder interviews/discussions - including discussions with key stakeholders such as phone interviews with representatives of community organisations and sporting teams.
- One-on-one meetings with key stakeholders – individuals and groups: including with community members with a significant interest in the future of the site, identified local activists, and discussions with the Marrickville Local Government Area (LGA) Youth Services Committee and the Marrickville LGA Aged Services Committee.
- Focus groups and workshops – three focus groups (for which participants were selected to represent the community profile) were conducted with Tempe residents and business owners.
- Reporting on what we have found – we have been regularly relaying what we hear to Valad.

### Stage 2: March – July 2008

This stage was focused on consultation to inform the Crime Prevention Through Environmental Design (CPTED) Assessment and Social and Community Benefits Study, also prepared by Urbis.

It included the following activities:

#### *Social and Community Benefits Study*

- Scoping - identification of the issues to be addressed in the study and determining study area boundaries (i.e. location, population, issue, and/or program area).

- Site visit
- Profiling social and crime conditions in the area – this included review of existing studies, collection and review of data, and assessment of current social and economic conditions, including:
  - an analysis of information from Australian Bureau of Statistics (ABS) 2006 Census: Basic Community Profile
  - a demographic profile of Marrickville LGA
  - review of Council planning and safety reports
  - a facilities audit of relevant facilities situated near the site
  - information gained from consultation with Council officers.
- Door knocking and mail outs to local businesses and adjoining neighbours and nearby residents
- Interviews with community, educational and sporting organisations
- Meetings with:
  - Marrickville Council Staff, and
  - Newtown Local Area Command.
- Identification of measures to enhance the benefits of the proposal, and to mitigate negative impacts.
- Reporting - the Social and Community Benefits Study offers ways in which the proponent may enhance the social and community benefit of the development through design and management of the site within its local context.

### *Crime Prevention Through Environmental Design Assessment*

- Site inspection on 23<sup>rd</sup> June 2008
- Review of the proposed plans and designs with architects
- Review of the following documents:
  - Marrickville Council's *Community Safety Development Control Plan 38*
  - Marrickville Council's *Safety in Marrickville Plan*
  - *Consultation Report: IKEA Tempe*, prepared by Urbis December 2007.
- Collection and analysis of local and NSW state crime statistics from the Bureau of Crime Statistics and Research (BOCSAR)
- Consultations with Marrickville Council Staff and Newtown Local Area Command.
- Safety audit, which included:
  - analysis of contextual crime data which identifies the level and type of crime most likely to occur in or around the development
  - assessment of the function of the proposed development, and recommendation of management measures to increase community safety
  - assessment of the proposed design, to identify security measures to increase community safety.

### Stage 3: September – October 2008

This stage ensured that residents and businesses located near the site, and on major arterial roads potentially affected by the development were aware of Valad's proposal. It was also concerned with providing the opportunity to provide further feedback and ask new questions. The development planning has been continuing over the life of the consultation process, allowing stakeholders to view the progress of the proposal.

Activities included:

- Distribution of newsletters about the proposal to all businesses and residents located within 500m of the site
- Provision of a 1800 number and email address dedicated to taking feedback and providing further information as requested
- Reporting – this is the final report on all three stages. It dovetails with the Social and Community Benefits Study and Crime Prevention through Environmental Design Assessment.

### What have we heard?

Participants have been strongly supportive of Valad's plans. There is a sense that IKEA will contribute to the revitalisation of the area and provide good employment opportunities to local people. IKEA's corporate reputation is strong, and there are expectations that they will be a 'good neighbour'.

They were particularly pleased about:

- The general revitalisation of the site and the anticipated positive effects on the broader locality
- The provision of adequate parking facilities
- The generation of local employment opportunities, particularly for young people
- The likely positive benefits to local businesses
- The regard that IKEA is likely to have for sustainability – social and environmental
- That IKEA wants to be an active part of the Tempe community.

### Common questions raised by participants

There were several recurring questions from participants throughout the consultation process. They can be characterised as interest in:

#### *Land use matters*

- Environmental sustainability – i.e. will it be a 'green' development?
- Timing – i.e. when will the IKEA complex be built, and how long will the construction take?
- Height and acoustics – i.e. has the flight path and proximity of planes to the roof of the proposed development been considered?
- Traffic – i.e. will there be any alterations to road rules and infrastructure in the vicinity? How will congestion be managed? What are the likely impacts on nearby suburban streets?
- Contamination of the land – i.e. how will the contamination be managed?
- Alternative uses of the land – i.e. if it doesn't become an IKEA complex, how will the land be used?

#### *Community concerns*

- Community meeting places – i.e. will there be open or community space included in the design?

- Community involvement – i.e. how will IKEA contribute to the community?

Where the answers were available (such as information about environmental considerations, components of the development and so on), participants were generally satisfied with the responses.

## Emerging issues

The following issues are the most commonly raised by participants in consultation.

Regarding the proposal to establish an IKEA store and administration building onsite:

- Traffic impacts – congestion on the Princes Highway is already considered to be heavy in peak hours, so the need for traffic management around the site was raised frequently. There are also concerns that nearby residential streets will be affected by increased traffic, in terms of acoustics, congestion and safety.
- Accessibility is a priority for many
- Parking is already in high demand so it is important to provide adequate spaces for on-site activities
- Community meeting places – there is a perceived lack of meetings places in the vicinity and the proposal is regarded as an opportunity to address this
- Environmentally sustainable development (ESD) – there is strong local support for sustainable design and construction
- Aesthetic impact - participants are keen to find ways to improve the visual and pedestrian amenity of the site and area, including cafés, landscaping, open space and meeting places.

## Response to issues raised

The information coming out of the consultation process has prompted the project to consider how to:

- Blend street frontages with surrounds and employ landscaping to soften impacts
- Manage traffic impacts on adjoining and local residents – positioning of egress and entry points, setbacks of buildings, and new intersections
- Provide adequate parking
- Enable good physical access for pedestrians and cyclists
- Ensure continued opportunity for community input through all phases of the project
- Adopt human resource strategies to encourage and facilitate the employment of local residents, particularly young people and young adults.
- Initiate and/or support grassroots community projects (like sponsoring a local sporting team, supporting community transport services, or funding a community development worker position)
- Ensure that wherever possible ESD principles are adhered to, in design, construction and site management phases

Participants are eager to be kept informed throughout the planning and development process.



# 1 Introduction

Valad Property Group has engaged the Urbis Social Planning and Research Team to conduct community consultation in relation to the proposed development of an IKEA furniture store and administration building at the former Tempe Tip site. The community and stakeholder engagement process is in accordance with the requirements for Major Projects under Part 3A of the Environmental Planning and Assessment Act (EP&A Act).

Urbis has conducted extensive stakeholder consultations with community groups, local organisations, businesses, Marrickville Council and the local police to assess the likely social, economic and safety implications of the proposal and to enable adequate input and feedback into the planning stages of the final proposal prior to submission to the Department of Planning.

## 1.1 Consultation process

Urbis adopted a staged approach to the overall consultation process. This report acts as a summary of the findings from all three stages of consultation.

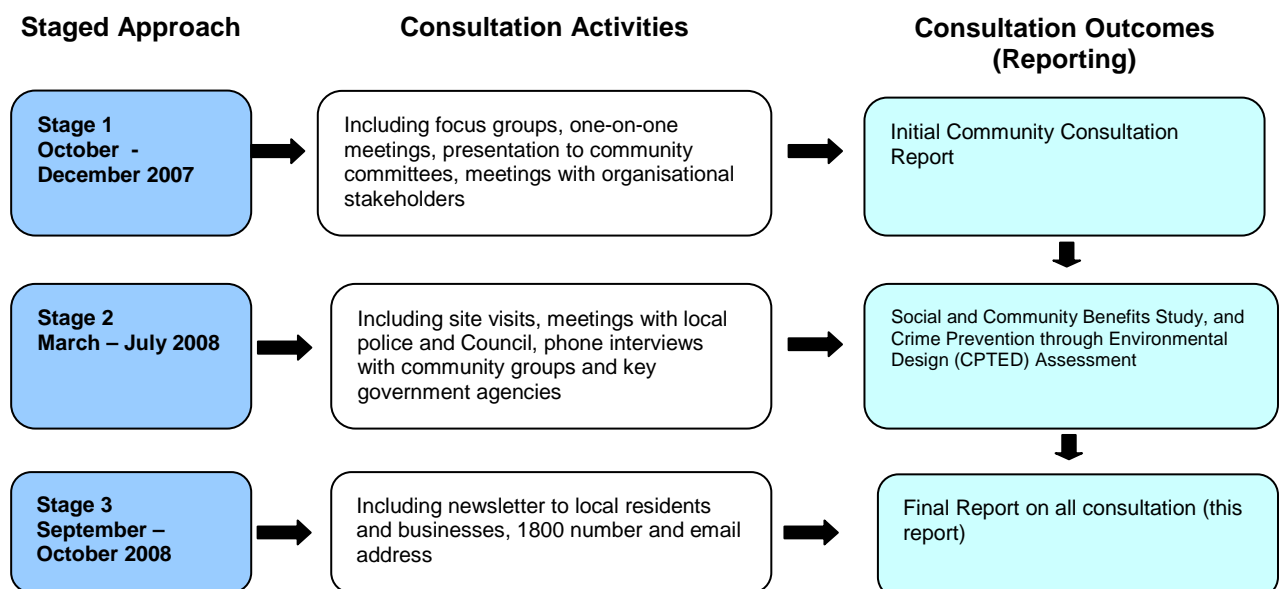
The outcomes of Stages 1 and 2 are also documented in more detail in the following reports:

- Initial Consultation Report, December 2007
- Crime Prevention through Environmental Design Assessment, July 2008
- Social and Community Benefits Study, July 2008

The findings of the third Stage of consultation are only recorded in this report.

The following diagram provides a comprehensive overview of the overall consultation process pertaining to the IKEA development proposal.

Figure 1 – Consultation Process



## 1.2 The Proposal

The development proposal is to create an integrated employment hub comprising an IKEA centre and IKEA commercial office activities.

The project application will seek approval for:

- a new IKEA showroom and warehouse totalling approximately 36,400m<sup>2</sup>
- car parking for approximately 1,800 car spaces
- a new Australian commercial headquarters for IKEA, adaptively reusing the historically significant portion of the Ateco building, occupying approximately 3,000m<sup>2</sup> of commercial office floor space over two levels.

The development would be master planned in order to integrate public domain areas, landscaping and proposed open space areas.

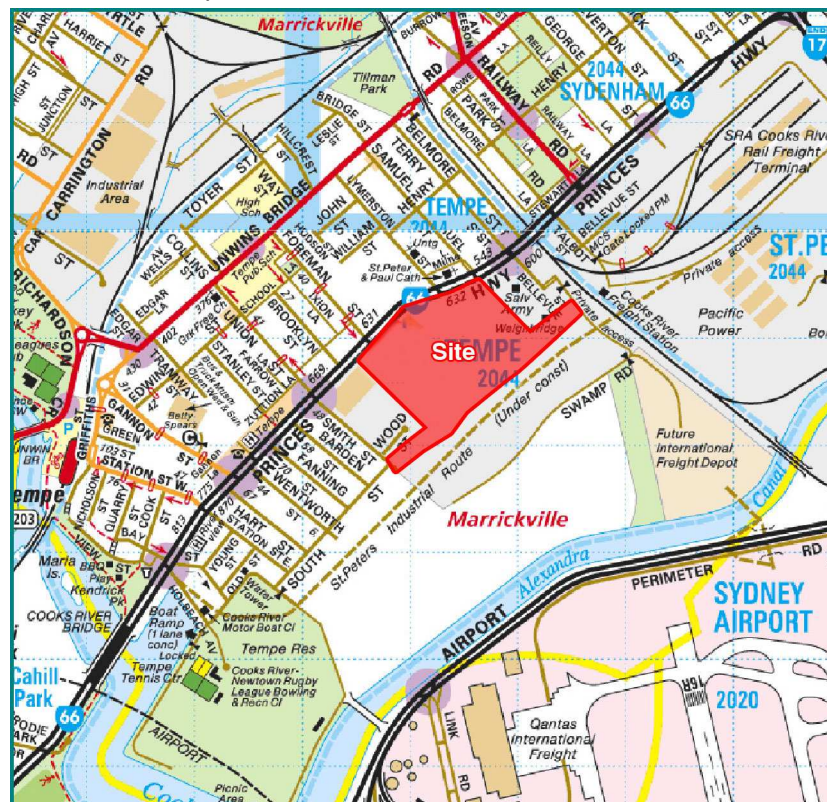
## 1.3 In Context

### 1.3.1 The site

The site is located at 634-726 Princes Highway, Tempe. The site has frontage to the Princes Hwy and is bounded by Bellevue Street and Smith Street. Tempe Business Centre is located to the west of the site and is bounded by the Princes Highway, Tramway Street and Union Street. Residential and light industrial areas are also directly opposite the site to the west.

The site is approximately 9km south-west of the Sydney CBD, 2km west of Sydney Airport, and within close proximity to Sydenham and Tempe Railway Stations.

Picture 1 – Location of site aerial photo



The legal description of the site is Lot A in DP 385289 and Lot E in DP 385210.

The site formerly hosted the Tempe Tip. The part of Tempe Tip site being considered for development is vacant, zoned light industrial due to be developed for bulky goods. It is a contaminated site. It is understood that the capping and raising of the site occurred in 2004.

The site is within Marrickville local government area. The area surrounding the site is zoned for light industry and there is some residential development (in three locations) opposite the site across the Princes Highway (which provides the north-west boundary to the site) and across Smith Street (to the south-west). The site is directly beneath a Sydney airport flight path. A major pipeline to the new desalination plant is also intended to run through Tempe.

Since it ceased use as a Tip, the site has been the subject of much speculation about its future, including discussion (in 2000) about transforming the area for community land. One of the main drivers for this initiative was the Tempe Community Centre (an organisation which had provided services for older people, young people and CALD people across the LGA).

In March 2006, the former NSW Environment Minister, Bob Debus, announced a \$17.5m clean-up program to transform the site into award-winning parklands, and wetlands – Tempe Reserve - at the northern side of Tempe Tip, adjacent to residences. It won the 2005 Case Earth Awards for environmental excellence.

### 1.3.2 Facilities audit: Tempe

Tempe's commercial area is located along the Princes Highway. The main shopping strip includes a newsagency, a light and sound store, a doctor's surgery, a dentist's surgery, mixed business and martial arts goods and apparel store. In the past, Tempe had many more shops including a branch of the Commonwealth Bank of Australia, a Police Station, a chemist and several convenience stores.

There are two pubs in Tempe, the Tempe Hotel located in the main shopping strip, and the Harp Irish Pub located on the Princes Highway close to Deno's Diner, a fast food outlet. There is also one Italian restaurant. There are also two small licensed clubs beside the Cooks River, the Jets Sports Club and the Cooks River Motor Boat Club and the German Concordia Club.

In terms of cultural and historical assets, Tempe is home to the Sydney Bus Museum, housed in the former Tempe tram depot, and the Coptic Church (immediately opposite the IKEA site), which is an important historical site as it was the first in the Southern Hemisphere.

Tempe has two childcare centres, a primary and high school and a number of parks, reserves and recreation facilities including a golf driving range and fitness centre.

Commercial and light industrial premises stretch north to Sydenham and St Peters.

### 1.3.3 Key characteristics of the Tempe community

The following are demographic features of the Tempe residential community.

- *Higher residential density* - 3,184 people live in Tempe - 1,580.2 people per square kilometre
- *Household income is slightly less than the Sydney average* - average household income in Tempe is \$73,693 p.a., compared to \$78,850 across Sydney
- *Proportionately more infants* – 7.3% of the community is aged 0-4 years, whereas the Sydney average is 6.6%.
- *A lower proportion of children and youth* – the percentage of residents aged 5-24 years is lower than the Sydney average.
- *A higher than average share of 30-49 year olds* – the average age is 37.4 years, compared with 36.7 years in the Sydney SD.

- *More likely to own or be purchasing their home* – 75.8% of householders owned outright, or were in the process of buying their residence. This is compared to 67.5% for the Sydney population.
- *Less likely to own a car* – residents are moderately less likely to own a car (17.9% compared to 13.7% across Sydney) – and if they do own one or more private vehicles, they are still less likely to have as many as people living elsewhere in Sydney.

## 2 Stakeholder engagement

### 2.1 Objectives

The staged consultations undertaken by Urbis have been guided by the following overarching objectives, aimed at:

*Enabling the planning and development process to respond to key values and priorities*

The final development should sit easily with community values and interests, in line with IKEA's long standing commitment to making places work for the community in which they are located.

*Identifying potential planning directions*

Consultation introduces fresh perspectives; seeks to consider the full complement of impacts; and identifies new design possibilities.

*Providing important information to promote a transparent and inclusive decision making process*

Taking a pro-active and inclusive approach to the development process that demonstrates a commitment to transparency.

*Promoting the best possible project outcomes*

Ultimately the consultation process should minimise and manage risks, build community support, and anticipate and respond to issues– leading to the best possible project outcomes for everyone.

### 2.2 Stakeholder research, analysis and engagement

Stakeholder analysis was conducted to identify key individuals and groups to be engaged. The following factors were considered.

- Scope of the proposed development
- The nature of the proposal
- Other notification/consultation requirements set out in the development control plan (DCP), Council and State Government policies and protocols
- Who is likely to be directly affected by the matter?
- The resources available to the community engagement process
- Who is likely to be interested in the matter?
- Whose involvement is likely to be important to this matter?
- The local issues and history of consultation about the project or in the area
- Level of complexity of the overall process or the issues concerned
- Demographic profile of the locality.

## 2.3 Consultation methodology

The following activities illustrate the breadth and variety of consultation undertaken.

### Stage 1: October – December 2007

This stage sought to gauge initial responses to the idea of locating an IKEA complex at the former Tempe Tip.

- Community overview - including stakeholder analysis, updating demographic characteristics of the area, research on the history and culture of the community.
- Stakeholder interviews/discussions - including discussions with key stakeholders such as phone interviews with representatives of community organisations and sporting teams.
- One-on-one meetings with key stakeholders – individuals and groups: including with community members with a significant interest in the future of the site, identified local activists, and discussions with the Marrickville Local Government Area (LGA) Youth Services Committee and the Marrickville LGA Aged Services Committee.
- Focus groups and workshops – three focus groups (for which participants were selected to represent the community profile) were conducted with Tempe residents and business owners.
- Reporting on what we have found – we have been regularly relaying what we hear to Valad.

### Stage 2: March – July 2008

This stage was focused on consultation to inform the Crime Prevention Through Environmental Design (CPTED) Assessment and Social and Community Benefits Study, also prepared by Urbis.

It included the following activities:

#### *Social and Community Benefits Study*

- Scoping - identification of the issues to be addressed in the study and determining study area boundaries (i.e. location, population, issue, and/or program area).
- Site visit
- Profiling social and crime conditions in the area – this included review of existing studies, collection and review of data, and assessment of current social and economic conditions, including:
  - an analysis of information from Australian Bureau of Statistics (ABS) 2006 Census: Basic Community Profile
  - a demographic profile of Marrickville LGA
  - review of Council planning and safety reports
  - a facilities audit of relevant facilities situated near the site
  - information gained from consultation with Council officers.
- Door knocking and mail outs to local businesses and adjoining neighbours and nearby residents
- Interviews with community, educational and sporting organisations
- Meetings with:
  - Marrickville Council Staff, and
  - Newtown Local Area Command.

- Identification of measures to enhance the benefits of the proposal, and to mitigate negative impacts.
- Reporting - the Social and Community Benefits Study offers ways in which the proponent may enhance the social and community benefit of the development through design and management of the site within its local context.

#### *Crime Prevention Through Environmental Design Assessment*

- Site inspection on 23<sup>rd</sup> June 2008
- Review of the proposed plans and designs with architects
- Review of the following documents:
  - Marrickville Council's *Community Safety Development Control Plan 38*
  - Marrickville Council's *Safety in Marrickville Plan*
  - *Consultation Report: IKEA Tempe*, prepared by Urbis December 2007.
- Collection and analysis of local and NSW state crime statistics from the Bureau of Crime Statistics and Research (BOCSAR)
- Consultations with Marrickville Council Staff and Newtown Local Area Command.
- Safety audit, which included:
  - analysis of contextual crime data which identifies the level and type of crime most likely to occur in or around the development
  - assessment of the function of the proposed development, and recommendation of management measures to increase community safety
  - assessment of the proposed design, to identify security measures to increase community safety.

#### **Stage 3: September – October 2008**

This stage ensured that residents and businesses located near the site, and on major arterial roads potentially affected by the development were aware of Valad's proposal. It was also concerned with providing the opportunity to provide further feedback and ask new questions. The development planning has been continuing over the life of the consultation process, allowing stakeholders to view the progress of the proposal.

Activities included:

- Distribution of newsletters about the proposal to all businesses and residents located within 500m of the site
- Provision of a 1800 number and email address dedicated to taking feedback and providing further information as requested
- Reporting – this is the final report on all three stages. It dovetails with the Social and Community Benefits Study and Crime Prevention through Environmental Design Assessment.

### 3 Consultation findings

Overall, participants in the consultation have been strongly supportive of Valad's plans. There is a sense that IKEA will contribute to the revitalisation of the area and provide good employment opportunities to local people. IKEA's corporate reputation is strong, and there are expectations that the company will be a 'good neighbour'.

The consultation activities conducted by Urbis in late 2007 (Stage 1) elicited many positive responses from residents, businesses, community groups and other local and regional organisational stakeholders in relation to Valad Property Group's proposal to develop IKEA facilities on the former Tempe Tip site.

Subsequent stakeholder engagement (Stage 2, undertaken March - June 2008) exploring potential community impacts and opportunities has also found broad support for an integrated employment hub on the former Tempe Tip site.

This support has been attributed by participants to the likely social and economic benefits of this type of development. Community members and relevant institutional stakeholders often refer to the following as central reasons for their support:

- Generation of local employment opportunities
- Increase in visitors to the area, increase in trade for local business
- Revitalisation of the Tempe town centre
- Provision of a community 'meeting place' (i.e. a café)
- Improvement of the 'look and feel' of the site, which is currently considered to be poorly maintained, and by extension, the streetscape in the immediate vicinity
- Improvement in the furniture retail offer in the local area
- Increase feeling of community safety on that stretch of the Princes Highway
- That IKEA is committed to good environmental outcomes, and corporate social responsibility.

Further, the crime prevention through environmental design study and detailed review of planning requirements suggest that there may be additional advantages to the proposed land use, namely:

- improvement of traffic management and pedestrian safety measures on the Princes Highway
- appropriate re-use of a highly contaminated site, and
- adaptive re-use of heritage buildings.

The responses garnered by the final consultation activities undertaken in September – October 2008 (Stage 3) reinforce the findings from Stages 1 and 2. They demonstrate broad community support, and raise issues that have been the focus of discussion throughout the consultation process.

The following outlines the particular intent of each Stage, and the key findings from feedback provided by organisational stakeholders and the local community.

#### 3.1 Stage one consultation: October – December 2007

##### 3.1.1 Objectives

Stage one consultation sought to:

- Gauge stakeholder interest in, and response to an IKEA development in Tempe
- Understand responses to the idea of locating an IKEA store and administrative premises on the former Tempe Tip site



- Adopt an inclusive approach to the planning process that responds to community values and interests.

### 3.1.2 Key issues raised in relation to the proposal

Overall, participants in the consultation were strongly supportive of Valad's plans. There was a sense that IKEA would contribute to the revitalisation of the area and provide good employment opportunities to local people. IKEA's corporate reputation is strong, and there are attendant expectations that they will be a 'good neighbour'.

The following concerns were the most commonly raised in relation to the location of IKEA in Tempe:

| Key Issues  |  |
|---|--|
| Traffic   | <ul style="list-style-type: none"> <li>▪ That traffic in Tempe (particularly the Highway) is quite heavy now, and that an increase will not be easily accommodated</li> <li>▪ Support for improvement of active transport infrastructure (such as bicycle paths and racks)</li> <li>▪ Appeals for better, and more frequent, public transport connecting the Marrickville LGA</li> </ul>   |
| Parking   | <ul style="list-style-type: none"> <li>▪ The need for adequate parking provision – already in demand in the area</li> <li>▪ Development should provide parking sufficient to cater for all onsite activities, as parking in the vicinity is already difficult and further strain will negatively impact upon nearby businesses and residents</li> </ul>  |
| Local responsiveness                              | <ul style="list-style-type: none"> <li>▪ Stakeholders would like to see the IKEA design and function reflect community values and identity. This was particularly raised in relation to open space use and design</li> </ul>   |
| Accessibility                                     | <ul style="list-style-type: none"> <li>▪ Ensure principles of universal design are adopted, and should therefore provide good physical and informational access for all throughout the site – including (and specifically) for persons with a disability, parents with prams, and the elderly</li> <li>▪ Young people argued for the space to be made friendly and welcoming to young people and capable of multiple uses include 'kicking a ball around' and allowing for the 'café scene'</li> </ul> |
| Ecologically Sustainable Development (ESD)        | <ul style="list-style-type: none"> <li>▪ Community members are keen to see the design and construction of the development be based on ESD principles, and be a leading example of 'green' building.</li> </ul>   |
| Opportunities to be further involved and informed | <ul style="list-style-type: none"> <li>▪ Ongoing demand to be involved in the design and function of the development, and to be regularly informed of progress</li> </ul>  |
| Aesthetic impact                                  | <ul style="list-style-type: none"> <li>▪ Residents, workers and business owners alike were eager to have IKEA find ways to improve the visual and pedestrian amenity of the site and area, including cafés, landscaping, open space and meeting places</li> </ul>  |

## 3.2 Stage two consultation: March - July 2008

The stage two consultation process informed the social and community benefits study and crime prevention through environmental design (CPTED) assessment.

### 3.2.1 Objectives

The objectives of the stage two consultations were to:

- outline stakeholder and community suggestions about maximising the positive social impacts and community benefit related to the proposed development

- identify gaps in service provision and infrastructure in Tempe and the broader Marrickville community and opportunities for the development to respond to some of these needs, either through design or management
- assess the magnitude and extent of social impacts (positive and negative), and
- provide a set of suggestions and considerations for Valad Property Group and IKEA in relation to the management of social impacts and community benefit.

### 3.2.2 Key issues raised

The following issues emerged as key considerations for the IKEA development project, in terms of managing community impact, and identifying opportunities for enhancement. Whilst neither IKEA or Valad are required to pro-actively address broader local community needs and aspirations beyond ensuring public safety and amenity on and around the site, the proponent may find it beneficial to understand the broader needs of the Tempe community:

| Key Issues                               |   |
|--|---|
| Amenity of local residents               | <ul style="list-style-type: none"> <li>▪ Concern around the acoustic impacts for staff and customers due to the stores proximity to the airport and positioning below the flight path</li> <li>▪ Consider need for community spaces such as multi-purpose facilities for local groups and community services in the area as part of development.</li> </ul>   |
| Crime and safety                         | <ul style="list-style-type: none"> <li>▪ Implications and opportunities for community safety in the area</li> <li>▪ Consider overall security in all car parking areas (open and enclosed) due to the size of the area.</li> </ul>  |
| Traffic management and pedestrian safety | <ul style="list-style-type: none"> <li>▪ Mitigating congestion, ensuring that pedestrian access to, and within the site is safe and follows logical sightlines etc.</li> <li>▪ There is concern for pedestrian safety along the Princes Highway adjacent to the site</li> <li>▪ Ensure at least one controlled pedestrian crossing at the intersection on the Princes Highway to avoid unauthorized crossings</li> <li>▪ Clear separation of pedestrian and vehicular activities with clear sight lines and signage directing people to the entrance from the street front and from within the car park.</li> </ul> |
| Accessibility                            | <ul style="list-style-type: none"> <li>▪ Incorporation of universal design principles</li> <li>▪ Provision of disabled parking, strong physical access within store.</li> </ul>   |
| Public Transport                         | <ul style="list-style-type: none"> <li>▪ Improved public and active transport services and facilities (ie. public buses and cycleways are important).</li> </ul>  |
| Commercial and retail business           | <ul style="list-style-type: none"> <li>▪ Consideration of anticipated impacts on local businesses and opportunities to enhance local consumer patronage (businesses consulted did not express any significant concern about the development and were positive about the potential increase in trade and economic revitalisation with more thoroughfares).</li> </ul>  |
| Environmental management                 | <ul style="list-style-type: none"> <li>▪ Support for strong environmental management</li> <li>▪ Council is keen to see environmental concerns incorporated into the planning. Energy efficient lighting, water harvesting, and use of eco-friendly construction materials were noted as examples of good environmental management practice.</li> </ul>  |

### 3.3 Stage three consultation: September – October 2008

#### 3.3.1 Objectives

The aim of the final engagement activity was to directly invite the Tempe community – local residents and businesses residing within 500 metres of the site, including those along the key arterial routes that may be affected by traffic and pedestrian impacts to comment and ask questions in relation to the proposed development prior to submission.

#### 3.3.2 Key issues raised

The key issues raised during this process were:

| Key Issues                               |  |
|--|--|
| Traffic management and pedestrian safety | <ul style="list-style-type: none"> <li>▪ Mitigating congestion, ensuring that pedestrian access to, and within the site is safe and follows logical sightlines etc.</li> <li>▪ There is concern for pedestrian safety along the Princes Highway adjacent to the site</li> <li>▪ Need for comprehensive address of impacts on local residential streets, particularly those adjoining the Princes Highway</li> <li>▪ Concern about increased traffic and safety along Princess Highway, in particular, large freight and delivery trucks</li> <li>▪ That the Princes Highway needs to be upgraded.</li> </ul> |
| Heritage                                 | <ul style="list-style-type: none"> <li>▪ Concern expressed about 1930s Penfolds house/building being demolished in the development</li> </ul>  |
| Public Transport                         | <ul style="list-style-type: none"> <li>▪ Need for improved public and active transport services and facilities (ie. public buses and cycleways are important).</li> </ul>  |
| Commercial and retail business           | <ul style="list-style-type: none"> <li>▪ Good opportunity to promote return of basic amenities to the area, eg. Supermarket</li> <li>▪ Likely to stimulate business in the area</li> </ul>   |
| Environmental management                 | <ul style="list-style-type: none"> <li>▪ Support for strong environmental management.</li> </ul>   |
| Timing                                   | <ul style="list-style-type: none"> <li>▪ A few people were interested in how long it will take for the development to reach fruition.</li> </ul>   |



## Appendix A      Stage 1 Consultation Log

| Stakeholders                                      | Engagement method                     | Status                   | Date of Consultation   |
|---|---------------------------------------|--------------------------|--|
| <b>TARGETED CONSULTATION</b>                      |                                       |                          |  |
| <b>Local Community and Sporting Organisations</b> | Phone interviews and comment by email | Stakeholder list drafted | 7 November – first ring around to community organisations and sporting bodies<br>13 November – second ring around to community organisations and sporting bodies |

Urbis rang community and sporting organisations to get their feedback on the idea of IKEA or similar setting up on the site.

| Organisation                  | Outcome  |
|-------------------------------|--|
| Addison Road Community Centre | <ul style="list-style-type: none"> <li>7/11/07: Interviewed. Manager indicated that he would be happy to elaborate on comments via email</li> <li>7/11/07: Email was sent to Addison Rd Community Centre, inviting the manager's response, but Urbis is still awaiting a response</li> </ul> |

## APPENDICES

|   |  |
|---|--|
| Col Jones Swim Fitness                  | <ul style="list-style-type: none"> <li>7/11/07: Manager was currently unavailable. Left a message with contact details</li> <li>13/11/07: Rang twice throughout the day. Both times the manager was unavailable</li> </ul> |
| Concordia Club Ltd                      | <ul style="list-style-type: none"> <li>7/11/07: Manager was unavailable</li> <li>13/11/07: No answer</li> </ul>  |
| Conservation Volunteers Australia       | <ul style="list-style-type: none"> <li>7/11/07: The manager currently didn't have time to talk and indicated a preference for corresponding via email</li> </ul>   |
| Cooks River Motor Boat Club             | <ul style="list-style-type: none"> <li>7/11/07: The manager currently didn't have time to talk indicated a preference to be sent the interview questions by mail</li> </ul>  |
| Friend of the Cooks River Valley Garden | <ul style="list-style-type: none"> <li>7/11/07: No answer</li> <li>13/11/07: Left a message on the answering machine with contact details</li> </ul>   |
| Marrickville Karate Club                | <ul style="list-style-type: none"> <li>7/11/07: Left a message on the answering machine with contact details</li> <li>13/11/07: Left a message on the answering machine with contact details</li> </ul>                    |

## A.1.1 Tempe Community Organisations Phone Interviews

1. Addison Road Community Centre

*Do you consider yourself to have an interest in the future of the site?*

Yes (made a comment that other organisations linked to them would be interested and that we should send Addison Road Community Centre an email so they could get their views)

*If so, what is it?*

Interested in the sustainability of the site and the continual use of the area by the community

*What, if any, issues arise for you in relation to the potential use of the site as an IKEA or similar?*

I am not really sure at this stage as I don't know much about it. I have lived in the area a long time and would rather it stayed in the hands of the community.

APPENDICES

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*What do you think are the main issues for this part of Tempe?*

Didn't answer

*Would you be interested in coming to a meeting with representatives from other community organisations to discuss the proposal further?*

Possibly if I knew more about it

## 2. Robyn Webster Sports Centre

*Do you consider yourself to have an interest in the future of the site?*

Yes

*If so, what is it?*

Just generally interested in what is built there and how it would affect the community and the Sports Centre

*What, if any, issues arise for you in relation to the potential use of the site as an IKEA or similar?*

Because the store would be located near the Sports Centre I have concerns about parking – would want IKEA to ensure that it has its own parking spaces so that people don't use the parking provided at the Sports Centre to go shopping at IKEA

*What do you think are the main issues for this part of Tempe?*

The only thing I can think of is traffic issues – the traffic on the Pacific Highway is particularly bad in the afternoons, I guess I would be concerned that the IKEA Store might contribute to this

*Would you be interested in coming to a meeting with representatives from other community organisations to discuss the proposal further?*

No, I don't really have the time

## 3. The Jet Sports Club

*Do you consider yourself to have an interest in the future of the site?*

Yes

*If so, what is it?*

Just generally interested in what happens in the local area

## APPENDICES

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*What, if any, issues arise for you in relation to the potential use of the site as an IKEA or similar?*

None in particular, I mean IKEA stores are usually monstrous but I don't think it will affect the Sports Club in any way

*What do you think are the main issues for this part of Tempe?*

The only thing I can think of is the considerable lack of parking in the local area but I figure that IKEA will provide its own parking spaces, they usually do

*Would you be interested in coming to a meeting with representatives from other community organisations to discuss the proposal further?*

No, seeing as it doesn't affect the Club

### 4. Marrickville Greens

*Do you consider yourself to have an interest in the future of the site?*

Yes

*If so, what is it?*

Concerned with the use and amount of public open space in the area, particularly green space with an emphasis on native tree planting.

*What, if any, issues arise for you in relation to the potential use of the site as an IKEA or similar?*

Concerned with the impact that it would have on local infrastructure. Also, the level of pollution it would cause to the local area.

*What do you think are the main issues for this part of Tempe?*

The difficulty in reconciling the needs of the local residents and businesses with the airports in the local area. Also, the limited amount of recreational space.

*Would you be interested in coming to a meeting with representatives from other community organisations to discuss the proposal further?*

Yes

### 5. St Peters Cooks River, Anglican Church

*Do you consider yourself to have an interest in the future of the site?*

Yes

*If so, what is it?*



## APPENDICES

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I live about 200meters from the site

*What, if any, issues arise for you in relation to the potential use of the site as an IKEA or similar?*

I would like it to be used for something else not for an IKEA store, we have enough of them in the world already. The area is in desperate need of some green space. They should extend Sydney Park South and have residential living on the fringes.

*What do you think are the main issues for this part of Tempe?*

It's currently in a transitional phase from industrial to residential. Also, there is no community centre and a lack of community space.

*Would you be interested in coming to a meeting with representatives from other community organisations to discuss the proposal further?*

Yes.

### 6. Metropolitan Aboriginal Land Council

*Do you consider yourself to have an interest in the future of the site?*

Yes, I have a very strong interest in the site

*If so, what is it?*

It is Aboriginal land

*What, if any, issues arise for you in relation to the potential use of the site as an IKEA or similar?*

Well all the gas and other poisonous chemicals on the site are a big problem. I would like to know how they plan to deal with that because it could be very dangerous.

*What do you think are the main issues for this part of Tempe?*

There are a lot of narrow streets in Tempe so I think that traffic is a big concern. There are also a lot of residents and children that live in the area of which I imagine the additional traffic would be a nuisance. Tempe is also already very noisy being located beneath the flight path and a development like this would probably cause additional noise.

*Would you be interested in coming to a meeting with representatives from other community organizations to discuss the proposal further? Yes*

| Stakeholders  | Engagement method  | Status   | Date of Consultation |
|---|--|----------|----------------------|
| <b>Local Residents</b>  | 2 focus groups   | Complete | 29 November          |
| See Appendix C for details  |  |          |                      |
| <b>Local Businesses</b>   | 1 focus group  | Complete | 5 December           |
| See Appendix C for details  |  |          |                      |
| <b>Coptic Church</b>  | n/a  | n/a      | n/a                  |
| We have been informed that the Coptic Church is in need of significant contribution. It is heritage – the first Coptic Church in the Southern Hemisphere, although the building is no longer used as a Church. It is located opposite the site. |  |          |                      |
| <b>Aged residents and Aged Services</b>   | Discussion with Marrickville LGA Aged Services Committee | Complete | 29 November          |

Urbis attended a Marrickville Aged Services Committee meeting at the St Peters Town Hall. The meeting was regarding the future of the Tempe Tip site and was comprised of 10 Committee members. The following are the key points that came out of the meeting:

General Issues for Tempe

- The Tempe area is dying – Tempe used to have a variety of shops and businesses including a butcher, a chemist, a bank and a florist. The local commercial area desperately needs to be revived
- The public transport system in Tempe is also dying – there is no longer a direct bus route to Marrickville Metro, the trains from Tempe railway station are infrequent and Sydenham Station desperately needs a lift or escalator as the stairs ‘are a killer’ and do not adequately provide for Tempe’s ageing population
- The recreational space and green space in Tempe is very limited
- Tempe has the worst, most polluted air in Sydney from the traffic and the planes
- The Tempe community has suffered many injustices – ‘Tempe cops all the bad things’, ‘Tempe is the poor cousin of the inner west’
- The disruption that is going to be caused by the desalination plant is another nuisance Tempe has to deal with
- There were questions raised about the plans for a shopping centre at the Airport and how this would also further impact upon the traffic
- Tempe has a large ageing population
- Tempe has problems with social isolation and a communications breakdown; this is partly due to the public transport problem and bad technology infrastructure. The community of Tempe is also geographically divided and disjointed
- The young people and the aged people in Tempe are not usefully engaged – there needs to be more services and social initiatives. For example, the Dendy in Newtown has senior citizens day and mothers with babies days
- Tempe is in need of a community centre.

Issues for IKEA

- The traffic on the Princess Highway is horrendous. This would be exacerbated by an IKEA store. A comment was made that the traffic on the weekends was not too bad but in peak hour it is terrible, an IKEA store would only make this worse. It was felt that IKEA should establish mitigation measures to deal with the traffic issue. IKEA could have more than one traffic route rather than all its traffic going directly onto the Pacific Highway. For Example, the cars from IKEA could connect through to Rickety Street.
- IKEA could emphasise its free home delivery services and encourage its customers to use public transport
- IKEA needs good landscaping. IKEA should include surrounding green space and some beautiful gardens. Families could use the space as a recreational park area.
- If IKEA was designed with good aesthetics and had good landscaping it would enhance the attractiveness of the Princess Highway. Many people from all over Sydney travel along the Princess Highway to get to the Airport and IKEA could showcase and promote Tempe and entice people to visit the area
- IKEA would have to take measures to ensure that their car park wasn't used by people going to the airport
- A comment was made that an IKEA store would 'liven up' the Tempe area and that commercial redevelopment was welcome
- Issues were raised about the contamination of the site and how IKEA would deal with the gasses that exist on the land
- The IKEA site currently blows dirt and dust all over Tempe and a building on that site is welcome as it would stop this
- The people in Tempe have already been inconvenienced and infringed upon so much that the construction processes of the IKEA store would have to be carried out in a way that ensures the local community is disrupted as little as possible
- IKEA could help re-generate the shopping strip and bring back other local services
- IKEA could provide a space for community activities, local employment, support local organisations such as the Coptic Church and the Marrickville Greens
- IKEA could fund a community development worker.

| Stakeholders                    | Engagement method   | Status   | Date of Consultation |
|---------------------------------|---|----------|----------------------|
| Young people and youth services | Discussion with Marrickville LGA Youth Services Committee | Complete | 20 November          |

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20<sup>th</sup> November 2007

Urbis attended a Marrickville Youth Council meeting at the St Peters Town Hall. The meeting was regarding the future of the Tempe Tip site and was comprised of 9 representatives from various youth services (e.g. Barnardos, StreetWork etc).

The following are the key points that came out of the meeting:

- People were interested to know the specific nature of the development as the implications for youths would vary depending on the type of complex. Someone asked if it was going to be a shopping centre complex similar to Rhodes.
- It was acknowledged shopping complexes often act as hubs for young people (i.e. people aged between 12 and 24 years) especially at night time. This, however, would only be an issue if the development was a shopping complex that included café's, restaurants, retail outlets and other facilities that would attract young people. It was thought that young people wouldn't be interested in congregating at a stand –alone IKEA store.
- The point was made that the existing shopping strip in Tempe was dilapidated and very run down. It was asserted that the establishment of an IKEA could present an opportunity to regenerate the shopping strip. The two retail facilities (the strip and IKEA) could play a role in supporting each other.
- The IKEA development could possibly play a positive, pro-active role in providing local youth employment opportunities. IKEA could provide a pathway for young people making the transition from school to work and could provide apprenticeships and work experience opportunities for students wishing to enter the retail industry. It was suggested that IKEA should establish links with local schools and youth services to facilitate this.
- In Tempe area there is a shortage of public space for young people and one of the main issues facing local youth is boredom and a lack of activity. There were questions about whether IKEA would contribute to providing a space for young people and if so how the space would be managed. Protocols for managing young people in a positive manner were discussed with Bondi Westfield, Parramatta Westfield and Erina Fair given as examples of shopping centres that manage this relationship well. For example, Erina Fair offers art programmes and night time activities for young people and as such incorporates them into the shopping environment as opposed to tactics that created hostility such as having aggressive security guards to keep young people away from the site.
- It is felt that Tempe offers many services to the wider community (such as the airport, freight trains etc) and there is not always enough emphasis placed on the local community of Tempe as having a strong local identity. An IKEA development would be expected to recognise Tempe's local identity and play an active role in the local community. It would do this by participating in local festivals/fairs and by establishing connections with local clubs, businesses, shops and schools.
- The establishment of an IKEA at the former Tempe Tip site would increase the traffic in Tempe, which is already an issue for the local community.
- Many young people are very reliant on public transport and an IKEA store would add an extra load of people using public transport to go to and from Tempe.
- Finally, it was suggested that the IKEA store could help sustain the employment of local Indigenous youths.

APPENDICES

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| Stakeholders          | Engagement method         | Status   | Date of Consultation      |
|-----------------------|---------------------------|----------|---------------------------|
| Tempe Motor Boat Club | Conversation with Manager | Complete | 20 <sup>th</sup> November |

Urbis visited the Cooks River Motor Boat Club to check out its venue hiring possibilities. Norma the manager commented that she was very interested in the future of the site and was supportive of an IKEA being established there. She stated that an IKEA establishment presents a favourable alternative to the tip and that she couldn't understand the strong community backlash against IKEA when they had previously shown interest in the site. Norma commented that the tip site was contaminated and had been making people sick for a long time. She asserted that the rates of asthma in Tempe were significantly higher when compared with other areas.

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## Appendix B      Stage 2 Consultation Log

| Stakeholders                             | Engagement method   | Status   | Date of Consultation   |
|--|---------------------|--|--|
| <b>TARGETED CONSULTATION</b>             |                     |  |  |
| <b>Adjoining/ Neighbouring Residents</b> | Letters             | Urbis delivered letters to adjoining and neighbouring residences on 18 June 2008. The letters detailed the proposed IKEA development and invited questions and feedback from businesses. | 18 June – letters distributed  |
| <b>Adjoining Businesses</b>              | Letters             | Urbis delivered letters to adjoining businesses on 18 June.  | 18 June– letters distributed   |
| <b>Addison Road Community Centre</b>     | Telephone interview | Urbis contacted the general manager on 18th June   | Organisation declined to be interviewed as the proposal was outside the scope of their operations. |
| <b>Col Jones Swim Fitness</b>            | Telephone interview | Urbis contacted the manager and conducted a telephone interview on 18th June.  | Interview conducted 18th June  |
| <b>Conservation Volunteers Australia</b> | Telephone interview | Urbis contacted the operations manager and conducted an interview on 18th June.  | Interview conducted 18th June  |

|  |                     |  |                               |
|--|---------------------|--|-------------------------------|
| <b>Marrickville Greens</b>                             | Telephone interview | Urbis contacted the organisation and conducted an interview with a Greens Councillor on 18th June. | Interview conducted 18th June |
| <b>Robyn Webster Sports Centre (Sydney University)</b> | Telephone interview | Urbis contacted the operations manager and conducted an interview on 23rd June                     | Interview conducted 23rd June |
| <b>Tempe Golf Driving Range</b>                        | Telephone interview | Urbis contacted the manager and conducted an interview on 20th June                                | Interview conducted 20th June |
| <b>The Jets Sports Club</b>                            | Telephone interview | Urbis contacted the manager and conducted a telephone interview on 18th June.                      | Interview conducted 18th June |

- Telephone interviews were conducted with seven community groups and local organisations including environmental groups and sports organisations.
- Most organisations viewed the proposal either positively or were neutral on the idea of locating an IKEA on the site.
- Impacts of the proposal to locate an IKEA on the old Tempe Tip site
- Traffic and Parking
- Possible increased volumes of traffic on the Princes Highway
- Possible disruptions to traffic flows on highway due to extra traffic light stoppage
- Possible traffic impacts on small surrounding streets
- Issue of a right hand turn into Bellevue St from the south
- Need for increased maintenance on the Princes Highway
- Possible impacts on parking for other businesses and clubs located in the area.

## APPENDICES

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- Environment
- Greenhouse gas implications associated with large scale long distance transportation of furniture
- Possibility of further development of the site to include extra retail and mall type developments in competition with local businesses
- Possible environmental impacts on the canal area and surrounding vegetation
- Loss of open space

### Benefits of the proposal

- Enlivenment and regeneration of a currently rundown section of the highway
- Possibility for enhancement of heritage buildings
- Landscaping for the area
- Possibility of employment for local residents
- Attraction of people to the area with possible benefits of increased trade for local businesses and increased membership of local clubs
- Convenience for local residents
- Potential community contributions
- Quality heritage refurbishment
- Quality landscaping of the area
- A park or open community space
- Possible on-site promotion of local businesses

### Safety in Tempe

Areas that maybe unsafe were considered to be around The Harp hotel on the highway, and the bushland/wetlands area around the canal. It was reported that a number of break-ins had occurred in the area over the recent period in streets near the highway.

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## Appendix C Stage 3 Consultation Log

| Date of Contact | Engagement method | Key Issues/ Comments  | Response                         |
|-----------------|-------------------|---|----------------------------------|
| 19/9/08         | e-mail            | <ul style="list-style-type: none"><li>▪ Pedestrian crossing/safety on Princess Hwy</li><li>▪ Public transport access to be improved</li><li>▪ Clear signage to site from Tempe Station and along Railway Road</li><li>▪ Overall, very supportive of the development</li></ul> | e-mail reply on 7th October 2008 |

I have just received the brochure about the proposed IKEA store and offices in Tempe and would like to make a few comments. Firstly, I hope that particular attention will be given to crossing the Princes Highway from the Sydenham Station side of the road (perhaps a footbridge?) and that the bus service from Newtown and Leichhardt be much improved. Currently it is inadequate. I assume that new street signs will be erected both from Tempe station and along Railway Road.

Apart from the above suggestions that you have probably thought of already, I think the new IKEA furniture store, café and Swedish Food Market will give the Tempe area a boost and provide a much-needed social meeting place. At present the suburb is cut in half by the expressway which has destroyed any feeling of cohesion. I look forward to seeing the completion of the plans and the landscaping of the site.

| Date of Contact   | Engagement method | Key Issues/ Comments  | Response                         |
|---|-------------------|---|----------------------------------|
| 19/9/08   | e-mail            | <ul style="list-style-type: none"> <li>Very supportive of the development</li> </ul>  | e-mail reply on 7th October 2008 |
| <p>I think its a wonderful idea that IKEA will be coming to Tempe, it is where I live and it saves me a lot of money in petrol, not driving all the way to Homebush to the IKEA store.</p> <p>I would only have to walk down the street, its fantastic and it would be great for the community as well.</p>   |                   |   |                                  |
| 19/9/08   | e-mail            | <ul style="list-style-type: none"> <li>Very supportive of the development</li> </ul>  | e-mail reply on 7th October 2008 |
| <p>The idea to develop an IKEA centre and commercial offices is a fantastic idea. At long last Tempe will have a global image with full of life and activity in the area. We are looking forward to the completion of the development.</p> <p>Lot of success to the project. Good Luck!</p>   |                   |   |                                  |
| 19/9/08   | e-mail            | <ul style="list-style-type: none"> <li>Very supportive of the development</li> </ul>  | e-mail reply on 7th October 2008 |
| <p>As a resident and rate payer of Tempe for many years I say bring it on!</p>  |                   |   |                                  |
| 19/09/08  | Phone             | <ul style="list-style-type: none"> <li>Very supportive of the development.</li> <li>Good opportunity to enhance the local area.</li> <li>Strong emphasis on community consultation</li> </ul> |                                  |
| <p>I have been a Tempe resident for 55 years and I have noticed that it has died. The IKEA will really bring it to life, it will be wonderful. I have spoken to Council, and we have also organised a petition in favour of the proposal. It's like a country village here, we all get on together and we talk about issues. We don't just sit here, we are out there talk about it. Because we don't want to move, there are lots of oldies here. My friend will also send an email to support it.</p> |                   |   |                                  |
| 19/09/08  | Phone             | <ul style="list-style-type: none"> <li>Very supportive of the development, particularly in</li> </ul>   |                                  |

| Date of Contact  | Engagement method | Key Issues/ Comments   | Response                         |
|--|-------------------|--|----------------------------------|
|  |                   | favour of the location for convenience.  |                                  |
| As a local resident I think it's a great idea. Since the old one closed in Moore Park it's been terrible, we need an IKEA closer, and it can't do the area nay harm. I say go for it.  |                   |  |                                  |
| 19/09/08   | Phone             | <ul style="list-style-type: none"> <li>Very supportive of the development</li> </ul>   |                                  |
| I think they should do it, and I wish it had been done sooner. It's a great idea.  |                   |  |                                  |
| 20/9/08  | e-mail            | <ul style="list-style-type: none"> <li>Concerned about increased traffic and safety along Princess Highway, in particular, large freight and delivery trucks</li> <li>Supportive of the development</li> </ul> | e-mail reply on 7th October 2008 |
| <p>Hi was pleased to see your letter in the mail as I put to the research consultants my main concern was with the amount of NEW traffic that would come to the area and how you would get your products from the wharf to the store .At present we already have a huge volume of large trucks with containers boring up and down the main road, as this is a very big concern that you are proposing to build here with a very long term commitment I put it to the consultants that in the long run putting a rail spur into the development ie; from wharf to store would in the long term cost less and keep more trucks from blasting up and down the main road. This would not only help with traffic, environment, health but running costs as well, I personally think it will be a good development for the area.</p> |                   |  |                                  |
| 20/9/08  | e-mail            | <ul style="list-style-type: none"> <li>Very supportive of the development</li> </ul>   | e-mail reply on 7th October 2008 |
| <p>As a local resident - (within walking distance to the site) I would like to congratulate IKEA on their development of the site at TEMPE.</p> <p>This will be an added improvement to the continuing development of the area. You have made a great business decision as the exposure to passing traffic is enormous. Looking forward to the completion of the site!</p>   |                   |  |                                  |
| 20/9/08  | e-mail            | <ul style="list-style-type: none"> <li>Need to address traffic</li> </ul>  | e-mail reply on 7th October 2008 |

| Date of Contact  | Engagement method | Key Issues/ Comments   | Response |
|--|-------------------|--|----------|
|  |                   | management <ul style="list-style-type: none"> <li>Would like to know number of planned vehicle entrances / exits to the site</li> </ul>  |          |
| <p>I am a local Tempe resident and I support the proposed IKEA development at Tempe - we need an anchor tenant to revitalise the area.</p> <p>My only concern is traffic management. I would like to know how many vehicle entrances / exits are planned for the site as I feel that the Princes Hwy is already very busy.</p> |                   |  |          |
| 20/09/08   | Phone             | <ul style="list-style-type: none"> <li>Local Resident</li> <li>Need to address road and traffic safety on Princess Highway- specifically road conditions</li> <li>Overall supportive of the development</li> <li>"It's (the road) very dangerous at the moment. It will have to be repaired before the trucks and containers start using it."</li> </ul> |          |
| 20/09/08   | Phone             | <ul style="list-style-type: none"> <li>Local Resident</li> <li>Concern expressed regarding traffic congestion</li> <li>Overall, very supportive of the development</li> <li>"I think it sounds very good, and I am happy to have it across the road."</li> </ul>   |          |

| Date of Contact  | Engagement method | Key Issues/ Comments   | Response                         |
|--|-------------------|--|----------------------------------|
| 20/09/08   | Phone             | <ul style="list-style-type: none"> <li>Local Business Owner</li> <li>Very supportive of the development</li> <li>"Have the shops been taken? I'd love to move in there. The idea is good. It should've happened last year. It will lift up the area."</li> </ul> |                                  |
| 21/9/08  | e-mail            | <ul style="list-style-type: none"> <li>Local resident</li> <li>Very supportive of the development</li> </ul>   | e-mail reply on 7th October 2008 |
| <p>Thank you for the letter about the new IKEA development in Tempe. I think the plans sound great and will add some life back into the retail segment of the suburb.</p> <p>I hope the plans go ahead and I can't wait to be able to walk and get my Saturday morning cappuccino. Please don't hesitate to get in touch with me if you need any more information. If possible would you be able to give an indication of when the development will be finished if approved.</p> |                   |  |                                  |
| 22/9/08  | e-mail            | <ul style="list-style-type: none"> <li>Very supportive of the development</li> </ul>   | e-mail reply on 7th October 2008 |
| <p>I think the development of a new store etc will benefit the area, and in addition IKEA as there is nothing similar within a reasonable distance. It would draw customers from surrounding suburbs, some of which are population intensive (as you would no doubt have discovered in your research.)</p> <p>Good luck in your endeavour.</p>   |                   |  |                                  |
| 22/9/08  | e-mail            | <ul style="list-style-type: none"> <li>Need to address traffic management</li> </ul>   | e-mail reply on 7th October 2008 |
| <p>I got your mailing about the IKEA store, which I think is a great thing for the area. My only concern relates to traffic management in the area, as many of the streets are small and narrow, especially for shoppers wanting to go to the inner west.</p>  |                   |  |                                  |
| 22/9/08  | e-mail            | <ul style="list-style-type: none"> <li>Very supportive of the development</li> </ul>   | e-mail reply on 7th October 2008 |

| Date of Contact  | Engagement method | Key Issues/ Comments   | Response                          |
|--|-------------------|--|-----------------------------------|
| I am all for the IKEA store being built in Tempe, I think it will be great for the area and I know that most of my neighbours feel the same.   |                   |  |                                   |
| 23/9/08  | e-mail            | <ul style="list-style-type: none"> <li>Very supportive of the development</li> </ul>   | e-mail reply on 7th October 2008  |
| <p>Firstly thank-you from everyone south of the harbour bridge, we will no longer need to hike over to the north to visit IKEA.</p> <p>Can you confirm if the concept is going ahead or is it still a 'proposal'? I live in Tempe and love the idea, a great use of unused space and a massive jab in the arm for Tempe and surrounds.....it is a little tired in that area especially. I have no concerns, it will be a fantastic development for my area and I trust everyone will be in favour of the proposal.</p> |                   |  |                                   |
| 23/9/08  | e-mail            | <ul style="list-style-type: none"> <li>Better markings and lights be installed at the corner of Bellevue Street and Princes Highway</li> <li>Supportive of the development</li> </ul>  | e-mail reply on 7th October 2008  |
| Good news that IKEA will be built at Tempe - am very happy about it. There is just one thing. The one concern I did have is that better markings and lights be installed at the corner of Bellevue Street and Princes Highway. It is already quite dangerous having to cross the highway for school kids, and with increased traffic along the highway I would ask you to take this dangerous corner into consideration with a view to making the best improvements possible for local residents.                      |                   |  |                                   |
| 23/9/08  | Phone             | <ul style="list-style-type: none"> <li>Concern expressed about 1930s Penfolds house/building being demolished in the development</li> <li>Requested images of development boundaries and confirmation as to whether Penfolds house would be removed</li> </ul> | e-mail reply on 7th October 2008  |
| 24/9/08  | e-mail            | <ul style="list-style-type: none"> <li>Local resident</li> <li>Concerned about volume of traffic especially on Unwins</li> </ul>   | e-mail reply on 17th October 2008 |

| Date of Contact  | Engagement method | Key Issues/ Comments   | Response                         |
|--|-------------------|--|----------------------------------|
|  |                   | <p>Bridge Road</p> <ul style="list-style-type: none"> <li>Fears that smaller residential streets will be used as alternative access routes.</li> <li>What are the traffic management plans?</li> <li>Concerned about the broader impacts on the area</li> </ul>                              |                                  |
| <p>As a resident of Tempe (1 block over from proposed site) I am very concerned about traffic. Unwins Bridge Rd as well as all of the local streets are not equipped to take any volume of traffic. On a normal day Unwins Bridge Rd is congested, add IKEA to the mix and this will be a recipe for disaster for the people - largely young families, who are sandwiched between both the Princes Hwy and Unwins Bridge Rd. I have been to Rhodes many times and have seen first hand the volume of cars that congest the area on a weekend- and this area is not surrounded by small local streets! What traffic management plans are in place? Specifically what measures are going to be in place to ensure that the likes of Terry St do not become congested with cars, a "short cut" or a car park when the other is full? Are you working on measures or even considering this matter when planning? We have the planes, the trains and now we must have IKEA? Please consider the impact that a development this size will have on local streets and it's residents!</p>  |                   |  |                                  |
| 24/9/08  | e-mail            | <ul style="list-style-type: none"> <li>Impact of the development on local traffic flows</li> <li>Increase in delivery trucks and industrial traffic</li> <li>What will "effective traffic management", "community safety" and "corporate social responsibility" mean in practice?</li> </ul> | e-mail reply on 7th October 2008 |
| <p>I'm a resident of Tempe and received your notice regarding the new IKEA store and offices in Tempe recently in my letterbox. I was interested to see that you have spoken to "neighbouring residents" to the proposed development site as I live about 150m from the Ateco building and have not been previously contacted or "consulted" about the development proposal.</p> <p>I am deeply concerned about the impact of the development on local traffic flows. The Princes Highway is already a disaster during peak hours but more concerning is the constant use of the small residential streets which connect the Princes Highway with Unwins Bridge Road and would be the most logical route for traffic driving to and from the proposed IKEA site and the inner west and inner south-west suburbs of Earlwood, Marrickville, Dulwich Hill, Croydon, Summer Hill, Enfield, Hurlstone Park... and so on. I live in Union Street, Tempe which already acts as a thoroughfare for industrial traffic, as well as all other traffic aiming to get from the Princes Highway to Unwins Bridge Road and is particularly used by couriers and delivery trucks dropping off and departing from the businesses behind Ateco in Smith Street. The street is narrow, in bad condition and with resident parking on only</p> |                   |  |                                  |

| Date of Contact  | Engagement method | Key Issues/ Comments   | Response                         |
|--|-------------------|--|----------------------------------|
| <p>one side of the street. It's also home to many small children and I consider the current traffic arrangements are dangerous to residents and adversely affect our quality of life.</p> <p>Obviously, I am very interested to know exactly what "effective traffic management" means along with what "community safety" and "corporate social responsibility" will mean in practice. What are the concrete plans in place which give meaning to those statements?</p>  |                   |  |                                  |
| 24/9/08  | e-mail            | <ul style="list-style-type: none"> <li>Supportive of the development</li> </ul>  | e-mail reply on 7th October 2008 |
| <p>Please pass on my congratulations to the Valad Property Group for the foresight on this ideal use of land with IKEA. I am in the neighbourhood and 110% support the proposal for the IKEA store.</p> <p>I used to visit IKEA when in Moore Park, and have sorely missed it since it closed. I tried once to visit IKEA at the Homebush / Ryde location it is way too painful to travel down Parramatta Road at the weekend especially if a sporting event is on.</p> <p>Please keep me informed of all future progress on this very exciting project. When is the target opening date?</p>  |                   |  |                                  |
| 25/9/08  | e-mail            | <ul style="list-style-type: none"> <li>Increased traffic measures and pedestrian safety should be addressed</li> <li>Important to encourage other business to open in the area</li> <li>Need to consider improving public transport access to site to reduce car use. Currently, insufficient public transport.</li> </ul> | e-mail reply on 7th October 2008 |
| <p>I am writing about IKEA's proposed development at Tempe. If the plan is to go ahead traffic issues must be address as it is already very busy in the area. Also the safety of pedestrians is important, perhaps a footbridge over the Highway.</p> <p>It is also important to encourage other business to open in the area and also around Sydenham Station, the closest station to the development. IKEA must do all in their power to encourage other business to open.</p> <p>The proposed development is currently only serviced by 2 buses; this will need to increase to encourage people to take public transport rather than their car.</p> |                   |  |                                  |
| 25/9/08  | e-mail            | <ul style="list-style-type: none"> <li>Very supportive of the</li> </ul>   | e-mail reply on 7th October 2008 |



| Date of Contact  | Engagement method | Key Issues/ Comments   | Response                         |
|--|-------------------|--|----------------------------------|
|  |                   | development <ul style="list-style-type: none"> <li>Good opportunity to promote return of basic amenities to the area, eg. supermarket</li> </ul>   |                                  |
| My partner and I live on Unwins Bridge Rd about 1 km from the proposed development. We are delighted with your proposal and like the integration of the old building and the proposed building. We also think that the area would benefit from a very small arcade development that might consist of an IGA type supermarket, video shop, chemist etc as to get to such amenities Tempe, Sydenham and Wolli Creek residents need to travel to Marrickville, Rockdale or Newtown. |                   |  |                                  |
| 25/9/08  | Phone             | <ul style="list-style-type: none"> <li>How will traffic be controlled on Princess Hwy?</li> <li>Parameters of the building</li> <li>Project timeframe – approval to development</li> <li>What will happen to storage area?</li> <li>Overall, very supportive of the development</li> </ul> |                                  |
| 26/9/08  | e-mail            | <ul style="list-style-type: none"> <li>Supportive of the development</li> </ul>  | e-mail reply on 7th October 2008 |

I am in support of the proposal of an IKEAstore and offices at 634-726 Princes Highway Tempe.

What was the range of your letter box drop did it only cover Tempe or other suburbs nearby. There is a huge new development of high riseapartments at Wolli Creek (just across the Cooks river bridge from Tempe towards Arncliffe). I am sure the people living in these apartments and other nearby suburbs would support this proposal. My son daughter in law and new baby live in one of these apartments at Wolli Creek, she had to travel by train to Rhodes to buy goods at your store. That is quite a distance fromher home.

I used to shop at your store when it was at Moore Park, but not since it was relocated at Rhodes. When I read through your IKEA advertising book of wares, there were goods I would have liked to purchase, but could not as I will not travel to Rhodes to shop.

I hope you are successful in this development at Tempe.

| Date of Contact | Engagement method | Key Issues/ Comments   | Response                          |
|-----------------|-------------------|--|-----------------------------------|
| 29/9/08         | e-mail            | <ul style="list-style-type: none"> <li>Requested more information on the traffic management plans associated with the development</li> </ul> | e-mail reply on 17th October 2008 |

I am a property owner in Tempe and would like to get some more information on the traffic management plans associated with the IKEA development proposal. In particular, I am seeking information on:

Anticipated construction traffic impacts such as:

- haulage routes
- truck types and numbers
- site access points
- duration of use of haulage routes
- lane/road closures associated with the works, and whether these are anticipated to be day and/or night works

Proposed operational traffic arrangements such as:

- configuration/phasing location of new and existing traffic lights, including the traffic lights on Princes Highway at Terry Street
- studies into potential flow-on effects to on-street and residential parking in the area and any provisions that are being proposed to mitigate potential impacts on residential parking
- changes to lane numbers and/or configuration on Princes Highway
- changes to left/right hand turns into and out of local streets

I understand that as the proposal is still in concept stage that final details of traffic management may not be available, however I would like to obtain what is currently available and be put on a mailing list of further information as it becomes available. I would also like to be notified when the development proposal is put out to public consultation.

|         |        |   |                                  |
|---------|--------|---|----------------------------------|
| 29/9/08 | e-mail | <ul style="list-style-type: none"> <li>Local resident</li> <li>Supportive of the development</li> </ul> | e-mail reply on 7th October 2008 |
|---------|--------|---|----------------------------------|

I think it's a fabulous idea. We have NO shops in Tempe so to have a great store like IKEA would make my day!

| Date of Contact   | Engagement method | Key Issues/ Comments   | Response                         |
|---|-------------------|--|----------------------------------|
| 30/9/08   | e-mail            | <ul style="list-style-type: none"> <li>Local resident</li> <li>Very supportive of the development</li> </ul>   | e-mail reply on 7th October 2008 |
| <p>I am writing to comment about your plans on building a new IKEA in Tempe.</p> <p>I am a new Tempe resident and I am extremely excited about the money that the new store will inject into the Tempe economy.</p> <p>I anticipate urban renewal along that run down stretch of Princes Highway and a very positive impact on peoples opinions of Tempe.</p> |                   |  |                                  |
| 1/10/08   | Phone             | <ul style="list-style-type: none"> <li>Very concerned about the traffic implications along Princes Hwy, Sydenham Road and Unwins Bridge Road</li> </ul>  | postal reply on 7th October 2008 |
| 1/10/08   | Phone             | <ul style="list-style-type: none"> <li>Local Resident</li> <li>Strongly opposed to the development</li> <li>Expressed concern regarding traffic conditions</li> <li>"The development won't work in the area."</li> </ul> |                                  |
| 1/10/08   | e-mail            | <ul style="list-style-type: none"> <li>Local resident</li> <li>Supportive of proposal</li> <li>Concerned about increased traffic flow</li> </ul>   | e-mail reply on 7th October 2008 |
| <p>I am a resident of Tempe and am quite happy to have the IKEA Store and offices in the suburb. However, I am worried about increased/changed traffic flow around the suburb - have you performed any modelling on traffic flow modifications, and if so, are you willing to make it public?</p>   |                   |  |                                  |
| 1/10/08   | e-mail            | <ul style="list-style-type: none"> <li>Local resident</li> <li>Very supportive of the</li> </ul>   | e-mail reply on 7th October 2008 |

| Date of Contact   | Engagement method | Key Issues/ Comments  | Response                          |
|---|-------------------|---|-----------------------------------|
|   |                   | development <ul style="list-style-type: none"> <li>Interested in timing</li> </ul>  |                                   |
| I am a resident in a street off Princes Highway, near where your planned IKEA store is to be located. I think it would be great for the area and the community. I love IKEA, but it is too far for me to travel to your store at Rhodes, so would welcome your store in Tempe Only question I have....How soon?   |                   |   |                                   |
| 2/10/08   | e-mail            | <ul style="list-style-type: none"> <li>Local resident</li> <li>Very supportive of the development</li> </ul>  | e-mail reply on 7th October 2008  |
| I wish to express my support for the IKEA proposal - which is a fantastic use for the currently vacant land. It is also pleasing that the Ateco building will be retained. We will probably go shopping there once it is built too.   |                   |   |                                   |
| 6/10/08   | e-mail            | <ul style="list-style-type: none"> <li>Concerned about increased traffic for Sydney's South West and along Union Street and Unwins Bridge Road</li> </ul> | e-mail reply on 17th October 2008 |
| We own a residential property in Union Street Tempe. While we are excited by the benefits that IKEA's head office and largest showroom will bring to the immediate area, we are very concerned about how traffic leaving the site for Sydney's West South (Earlwood, Clemton Park, Bardwell Park, Campsie, Belmore, Lakemba, Wiley Park, Roselands, etc) will get over the railway line at Unwins Bridge Road.  |                   |   |                                   |
| Currently, the only avenues available to traffic leaving the site for Unwins Bridge Road are: <ul style="list-style-type: none"> <li>Union Street, which is a very narrow one way street with two speed humps and a 40km primary school zone at the end, and</li> <li>Gannon Street</li> </ul>  |                   |   |                                   |
| Other avenues available to commuters are either: <ul style="list-style-type: none"> <li>turn right out of the site, left down Railway Road, and over the railway line at Sydenham Station towards Marrickville, Canterbury, Dulwich Hill, Croydon Park, Lewisham, Stanmore, Petersham, Parramatta Road &amp; Great Western Highway</li> <li>turn left out of the site, continue down Princess Highway towards Arncliffe, turn right at Magdalene Terrace or Allen Street, and go under the railway bridge at Wollongong Road towards Arncliffe, Turella, Bardwell Park, Bardwell Valley, Earlwood, Clemton Park, etc</li> <li>turn left out of the site, continue down Princess Highway towards Arncliffe, and heading South West along the M5</li> </ul> |                   |   |                                   |
| Currently, during both morning and afternoon peak hours, Princess Highway and Unwins Bridge Road become gridlocked. Drivers looking for shortcuts to sitting in the Unwins Bridge Road traffic waiting to get over the bridge, go down the Princess Highway and turn right at Union Street. Union Street is   |                   |   |                                   |

## APPENDICES

| Date of Contact  | Engagement method | Key Issues/ Comments   | Response               |
|--|-------------------|--|------------------------|
| <p>not even built for this level of traffic let alone increased traffic from customers exiting the IKEA site. Regardless of the 2 speed humps and public school zone, traffic comes down the street way too fast.</p> <p>Union Street is a community based street with many residents socialising together, their children playing together on the road, pets everywhere, etc. Not all houses on Union Street have parking. As it is so narrow, cars are required to park up on the pavement on both sides with no spare spots when everyone is home. At times trucks come down and can't get through, having to beep their horns until the owner of the car comes out and moves their car. Car side mirrors are regularly taken off by passing commuters.</p> <p>Possible options to help address the impact on Union Street:</p> <ul style="list-style-type: none"> <li>• Block off anything but residential traffic to Union Street</li> <li>• No right-hand turn from Princess Highway into Union Street, which although an inconvenience for Union Street residents, could reduce the traffic down Union Street. This will not stop enterprising commuters turning left onto Smith Street, doing a u-turn, then going down Union Street.</li> <li>• Increase the number and size of speed bumps down Union Street</li> <li>• Designate Union Street a 50km or 40km zone, not just the public school section during school arrival and leaving times.</li> </ul> <p>Please confirm what studies have been conducted to assess the impact this site will have on Union Street, and what action plans are in place to address the pending problem. We would be happy to speak directly with you, or help organise a Union Street community meeting where Valad Group/Urbis can address residents and public school concerns.</p> |                   |  |                        |
| 9/10/08  | Post              | <ul style="list-style-type: none"> <li>▪ Petition in favour of IKEA development received and signed by 91 residents</li> </ul>   |                        |
| 16/10/08   | e-mail            | <ul style="list-style-type: none"> <li>▪ Strongly opposed to development</li> <li>▪ Concerned about increased traffic and impact of development on wellbeing of residents</li> </ul> | email reply 17 October |
| <p>I would like to express my strong opposition to the proposed Ikea offices and store in Tempe. I am a resident of nearby William Street. This development will have an extremely negative effect on the surrounding neighbourhood and on the life of the residents living here. We are already burdened with extreme and increasing aircraft noise, chronic traffic congestion on the Princes highway and Unwins Bridge road and other connector roads, lack of open space and round the clock noise from the freight train line running through our suburb. The additional traffic from an Ikea complex holding 1775 car spaces and all the associated problems that will come with it would make life here completely unbearable. Ikea seems to care little about the devastating effects of placing a store here in the middle of our neighbourhood and the token contributions which accompany such a development show little or no</p>  |                   |  |                        |

APPENDICES

| Date of Contact | Engagement method | Key Issues/ Comments | Response   |
|-----------------|-------------------|----------------------|--|
|                 |                   |                      | understanding of the effect it has on the local community. The removal of the St Vincent's de Paul hostel and replacing existing low traffic businesses with extremely high traffic volumes and extended trading hours will all contribute to substantially reducing the quality of life here in Tempe. I propose to contact my local member and suggest that an action group be formed to oppose this development. I have the support of the vast majority of the neighbours in my street on this matter. |



