

Telopea Renewal

Community Consultation and Engagement
Summary and Responses

Client: Frasers Property Australia

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Elton Consulting is now part of the WSP Group.

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1 Engagement overview

Frasers Property Australia (Frasers) has recently been appointed by the NSW Government, as their partner to redevelop the Telopea housing estate as a mixed use and mixed tenure community. In 2019, Telopea was rezoned to encourage renewal. The progressive renewal of Telopea is expected to occur over the next 15 – 20 years.

To support the preparation of the Concept Plan for Telopea and the Development Application for the first area of development, Frasers held a series of online webinars to provide stakeholders and the community with an overview of the proposed redevelopment of the site to seek feedback prior to lodging plans with the Department of Planning, Industry and Environment.

This short report summarizes the key points and themes raised during these initial consultations.

Engagement undertaken

The webinar sessions were as follows:

Table 1 Online webinar engagement

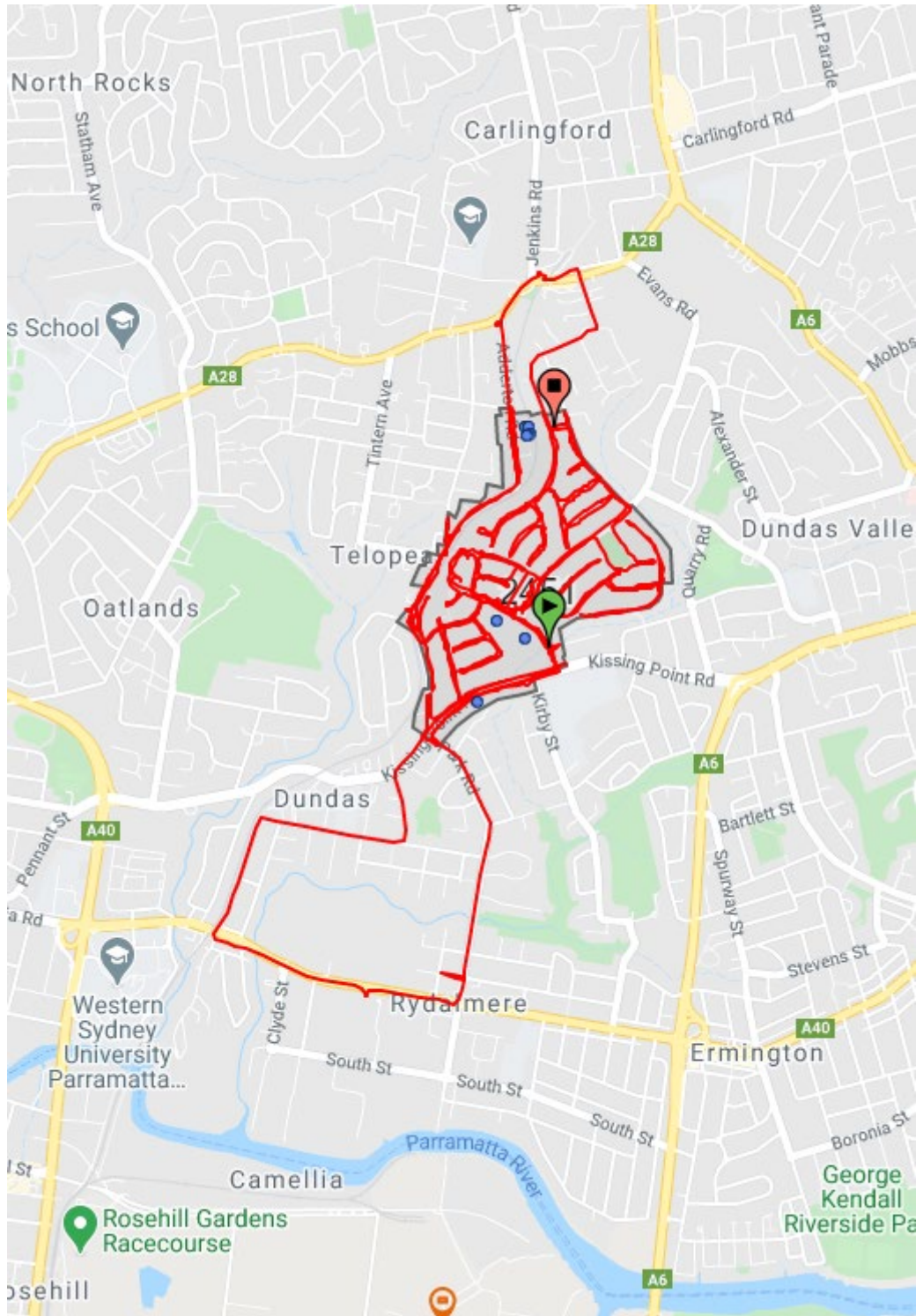
Date	Group	Number of participants
Wednesday 11 March 3:30 – 4:30pm	General Community	13
Wednesday 11 March 5:30 – 6:30pm	General Community	12
Saturday 13 March 1pm – 2pm	General Community	15
Thursday 25 March	Telopea Connections & CDAT	9

The webinars were comprised of a presentation by Frasers followed by a time for questions and comments from participants. A copy of the presentation is contained in Appendix B.

Representatives from Land and Housing Corporation and the Department of Communities and Justice were also on hand to provide additional details on the process for relocation and NSW Government objectives for renewal.

For the Wednesday afternoon session, the Dundas Area Neighbourhood Centre kindly made their facilities available for any local people who did not have access to the internet.

Invitations for the community webinar were distributed to over 2,000 households and businesses throughout Telopea and surrounding areas as indicated in the map below.



A copy of the newsletter containing the invitation can be found in Appendix A.

2 What we heard

Key themes

Relocation of residents

There was a great deal of interest in the relocation process with several questions regarding:

- » the timing of when residents in different development areas would be relocated
- » whether it would be possible to relocate earlier due to age or illness
- » whether or not there would be an option to move back into Telopea once the renewal has been completed
- » would there be an option for existing residents to remain instead of relocating
- » if it was possible for residents to choose where they could relocate to.



Frasers' response

- » Relocations are managed by Land and Housing Corporation and Department of Communities and Justice in accordance with their relocations policy.
- » The first stage of redevelopment is planned to occur in areas where existing residents have already been advised and commenced relocating.
- » NSW Housing residents with queries about relocation should speak with their housing officer.

Parks and green space

The approach to retaining existing trees and designing the redevelopment around a series of green spaces was strongly supported. Suggestions included:

- » making sure the parks and open spaces are fully accessible
- » that footpaths in the northern and southern precincts are fully landscaped as they are replaced.



Frasers' response

- » Parks will comply with accessibility requirements.
- » Footpaths will be created in front of properties as they are redeveloped.
- » Footpath improvements will also include street trees.

Mobility and access

A key issue within the community was the step topography from Evans Street to the Light Rail and whether community members who may be less mobile can readily traverse the site. Detailed feedback included:

- » access to higher grounds and amenities via lifts for less abled community members
- » the importance of improving footpaths throughout the complete renewal area
- » nature strips are sometimes left overgrown and people must walk on the road which is dangerous and discourages walking
- » while outside the development area, Adderton Road and Roberts Street need pedestrian improvements
- » more through site links need to be created wherever possible in the northern and southern development areas
- » roads and streets should be sufficiently wide to readily accommodate bus services
- » queuing areas will need to be provided for bus services
- » planning needs to consider improved provision of public transport services linking Telopea to the east of the city as the light rail will primarily serve commuters wanting to head west to Parramatta.



Fraser's response

- » The design of the new open space and pedestrian spine through the centre of the site incorporates ramps and lifting to provide for varying ranges of mobility to the light rail and new retail.
- » Key streets will be wide enough to accommodate buses.
- » The Concept Plan envisages a number of through site links to facilitate direct access throughout the redevelopment area.
- » Footpaths and street scape upgrades will be provided throughout the redevelopment area.

Shops and businesses in Telopea

There was support for additional retail in the area to cater for both current and future needs. Feedback included:

- » what would happen to the existing shops and businesses in Telopea and whether they would continue to provide quality services in the face of potential future competition
- » the need for better supermarkets and amenities to cater for the growing population in Telopea
- » additional medical services are needed within the area.



Fraser's response

- » Fraser's proposal includes a new retail centre and will include a full line supermarket.
- » There will be space within the new retail centre for a pharmacy and consulting rooms, should an operator wish to locate here.
- » The existing shops are outside of the land holdings owned by LAHC. This land was re-zoned. The ultimate outcome for these shops is in the hands of the current owners.

Traffic and access

Commentary around this topic focused on some existing traffic problems in the area and the capacity within the network for additional traffic generated by the redevelopment. Feedback included:

- » improved roads and infrastructure will be required to respond to the increasing population in Telopea
- » concerns around loss of parking along Adderton Road and the light rail plaza section of Sturt Street
- » even with the existing levels of traffic, it is sometimes difficult for residents to drive out of their driveways into Adderton Road and the redevelopment may heighten this problem
- » the potential for congestion around the new light rail crossing into Adderton Road
- » the safety of local streets if there is more traffic
- » there should be adequate provision for carparking within all apartment buildings, this should also include visitor carparking.



Frasers' response

- » Car parking will be provided in accordance with relevant guidelines and policies.
- » As a sustainable community, Frasers will be encouraging use of active and public transport.
- » Road, footpath and intersection upgrades are planned as part of the redevelopment.

Timeframes

Some reservations were expressed about the length of the development timeframe and that residents will be living with construction and change for a long time. Points raised included:

- » uncertainty for housing residents as to when they would be relocated
- » how development in the northern and southern precincts would be integrated with neighbouring properties
- » living with amenity impacts from ongoing construction over such a long timeframe.



Frasers' response

- » Any tenants required to relocate for future stages will be advised six months in advance.
- » Frasers will work with the community to ensure they remain informed about the project at all stages.
- » In undertaking construction, Frasers will be following best industry practises to minimise impacts of existing residents and will require our contractors to prepare Construction Management Plans for each project to mitigate the impacts of our activities on surrounding residents.

Appendices

- A Community Information Flyer
- B Presentation

A **Community Information Flyer**

PLANNING TO RENEW TELOPEA

March 2021

Telopea was rezoned in 2018 to facilitate the urban renewal of the area. The rezoning allows for a range of uses such as new homes, parks, roads, shops and community facilities to be created close to the new Parramatta Light Rail.

The NSW Government has chosen Frasers Property Australia and Hume Community Housing as partners to deliver their parts of the renewal over the next 15 – 20 years. Frasers and the NSW Government are committed to working with Telopea residents, business owners and surrounding communities to bring their plans for Telopea to life.

When completed, Telopea will be vibrant integrated community with 4700 dwellings, approximately 1000 will be new high-quality, sustainable social & affordable dwellings. The plans for renewal will also deliver:

- » A village retail centre, including a supermarket
- » New library and community centre
- » A childcare centre
- » New parks & community gardens
- » A 120-bed aged care facility
- » Road and intersection upgrades

- » Funding for social & community programs
- » Easy and attractive access to services, jobs & transport including light rail.

Frasers and the NSW Government are finalising a Concept Plan for the complete site and a Development Application for the first area to be redeveloped. The planning and approval process may take up to two years.

The first stage of redevelopment is planned to occur in areas where existing residents have already been advised and commenced relocating.

Where future relocations are required, residents will be fully supported throughout this process. They will receive a minimum of six months' notice and will also be assisted by Land and Housing Corporation and the Department of Communities and Justice with the option to return to the redeveloped Telopea provided there is a suitable property that suits their needs.



Find out more

It is important that residents and members of the surrounding community can learn more about what is being proposed and have their say.

To remain COVID safe, we will be looking to hold online information sessions (webinars) to share our plans, gather your feedback, and answer your questions.

Please register online for your preferred webinar. The same information will be provided at each webinar so you will only need to register for one. It is important to register so that your attendance will be confirmed by email giving you details of how to join and participate in the webinar.

If you can't make any of the webinars detailed below, you can find out more about the proposal, ask questions and provide your feedback by contacting us.



Webinar 1 Thursday 11 March 3:30-4:30pm

https://zoom.us/webinar/register/WN_LUY-nF30S_eQUlK5cuEc1w



Webinar 2 Thursday 11 March 5:30-6:30pm

https://zoom.us/webinar/register/WN_kMAlafRCShedz0sPUpGm7A



Webinar 3 Saturday 13 March 1-2pm

https://zoom.us/webinar/register/WN_5PO56YTSSuisniHe3kzDUA



For more information

telopearenewal@wsp.com | 1800 161 384

B Presentation



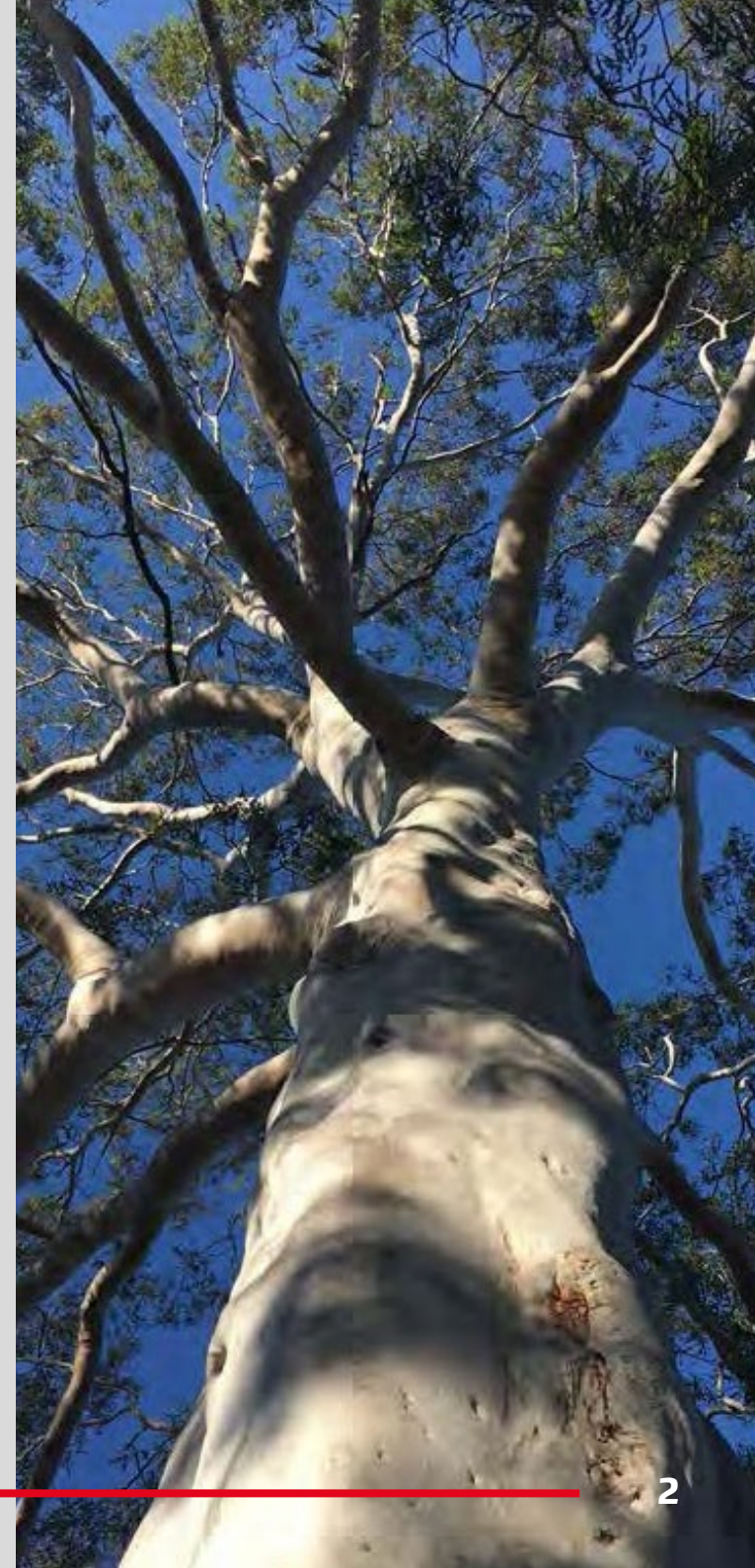
TELOPEA SOCIAL HOUSING ESTATE RENEWAL

WELCOME TO
THE ONLINE
INFORMATION
SESSION

MARCH 2021



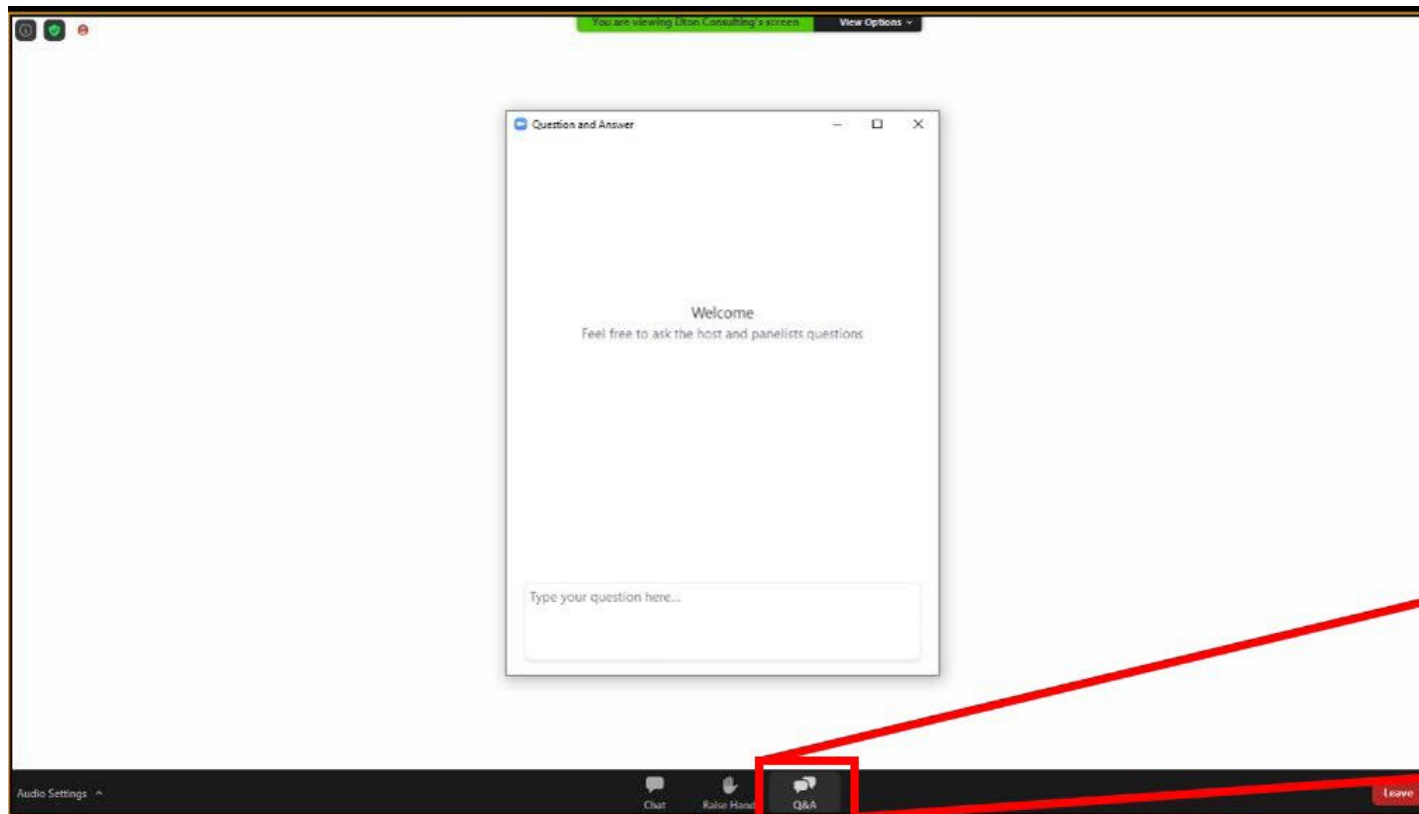
The NSW Government and Affinity Consortium acknowledge and pay tribute to the unique cultural and spiritual relationship that Aboriginal communities have to the land and water known as New South Wales.



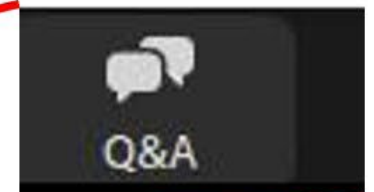
PURPOSE OF THE WEBINAR

We are seeking feedback on the concept plan and initial Development Application for Telopea.

Community feedback and ongoing technical studies will inform a series of planning applications to be lodged this year.



Ask questions about the proposal throughout the presentation using the Q&A button



WHAT WE WILL COVER IN THIS SESSION

- ◆ Introductions
- ◆ The proposal
- ◆ Planning process
- ◆ Planning and design
- ◆ Facilitated discussion and feedback session
- ◆ Next steps

INTRODUCTIONS

The Renewal Partnership

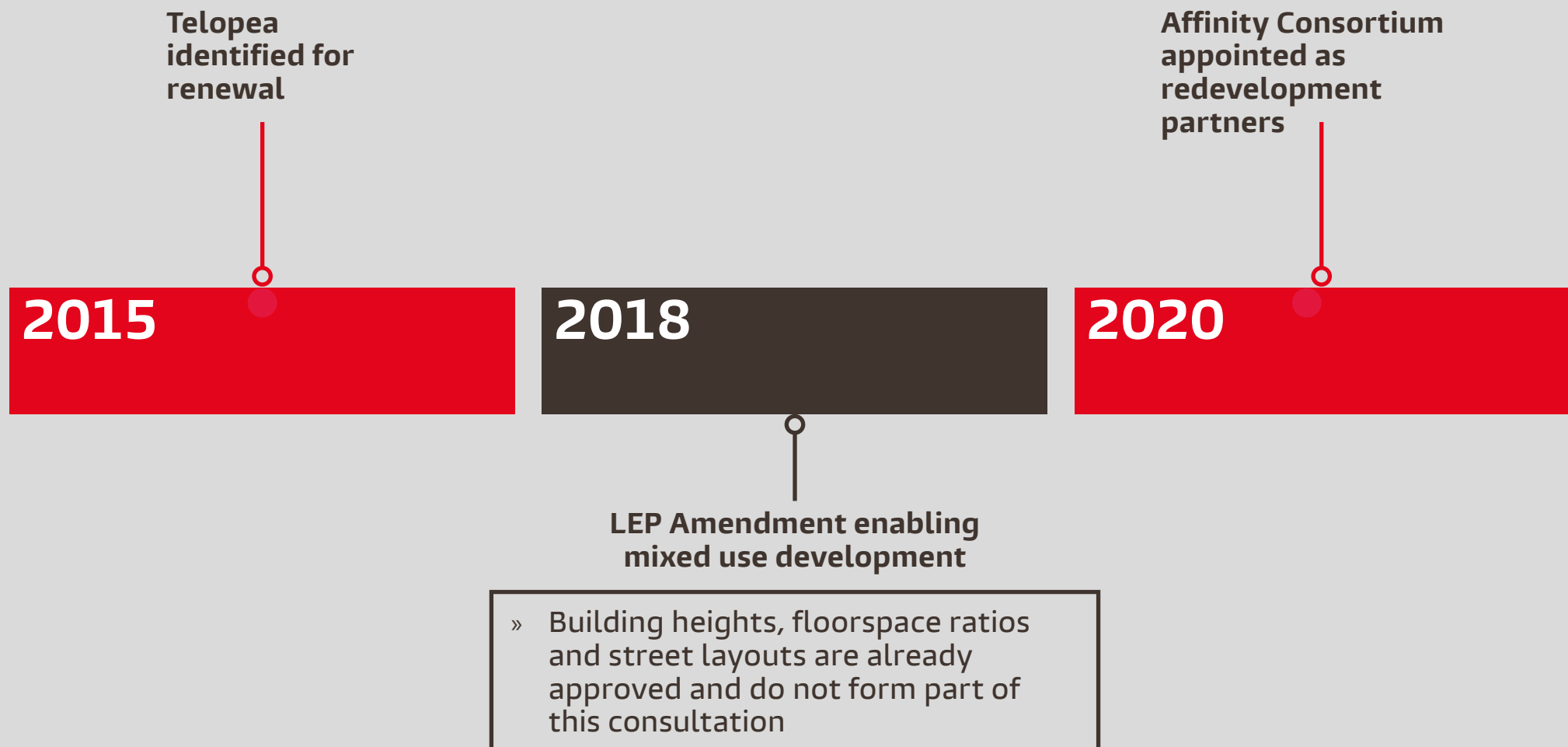
- ◆ NSW Land and Housing Corporation
- ◆ Affinity Consortium

Affinity Consortium

- ◆ Frasers Property
- ◆ Hume Housing
- ◆ Hope Connect

PROJECT TIMELINE

Currently in Telopea there are around 470 social housing dwellings owned by the NSW Land and Housing Corporation.



PROJECT TIMELINE

Stakeholder and Community Consultation on:

- » Estate Concept Plan
- » Stage 1a Development Application

Q1
2021

**WE ARE
HERE**

We are keen to get your thoughts on:

- » The look and feel of buildings
- » Parks and public spaces
- » Types of services and amenities you would like to see in Telopea

Finalise and Lodge Development Applications

- » Mid 2021 onwards Planning Assessment phase
- » Exhibition of documents for comment by public and authorities
- » Collection and assessment of comments by authorities

Q2
2021

- » Response by Affinity to concerns raised
 - » Assessment by planning authority
 - » Approval issued Target late 2023

Development commencement of Stage 1 in core area

- » Renewal to take 15-20 years

Late
2023-24

WORKING WITH SOCIAL HOUSING RESIDENTS

The first stage of redevelopment is planned to occur in areas where existing residents have already been advised and commenced relocating.

Where future relocations are required, residents will be fully supported throughout this process. They will receive a minimum of six months' notice and will also be assisted by Land and Housing Corporation and Department of Communities and Justice to consider options to return to Telopea once building is completed.

More information about relocations

Relocation Policy

www.facs.nsw.gov.au/housing/policies/tenancy-policysupplement#relocation1

Relocation Fact Sheet

www.facs.nsw.gov.au/housing/living/move-swaptransfer/relocating-tenants-for-management-purposes

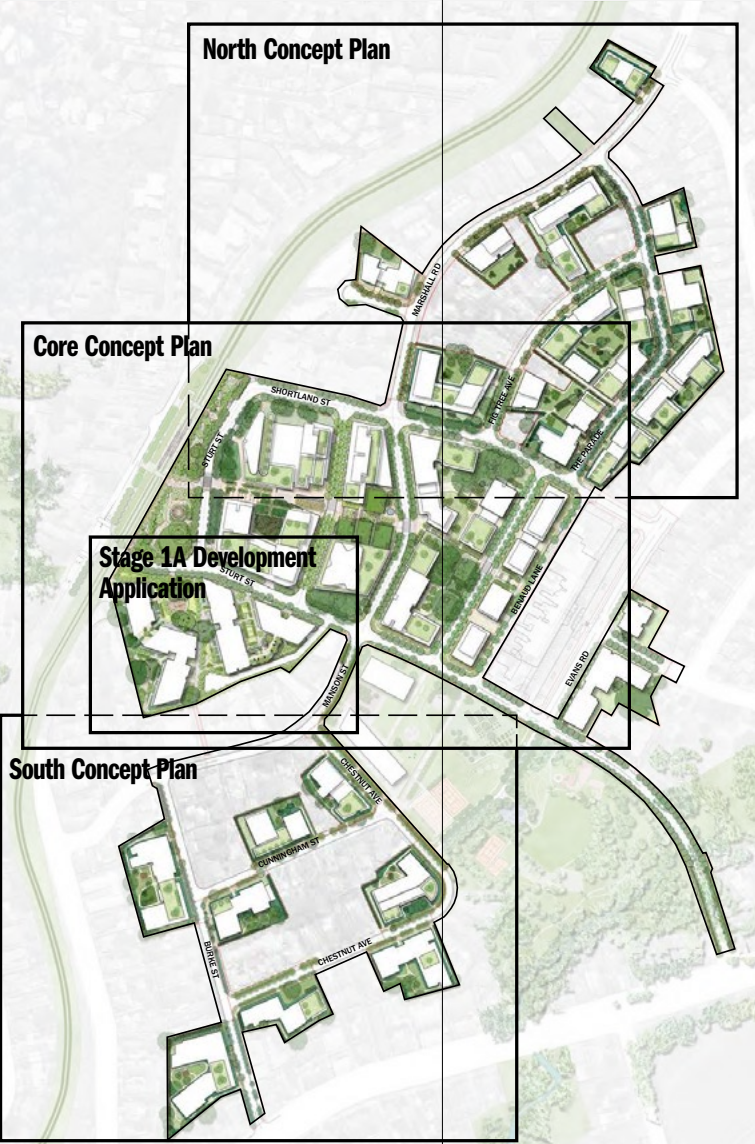
WHAT IS BEING PROPOSED

Telopea will be a vibrant integrated community with:

- ◆ 4700 dwellings, approximately 1000 will be new high-quality, sustainable social & affordable dwellings
- ◆ A village retail centre, including a supermarket
- ◆ New community & childcare centres
- ◆ New parks & community gardens
- ◆ A new church, aged care facility and independent living units
- ◆ Contributions to the local school
- ◆ Funding for social & community programs
- ◆ Easy and attractive access to shops and transport

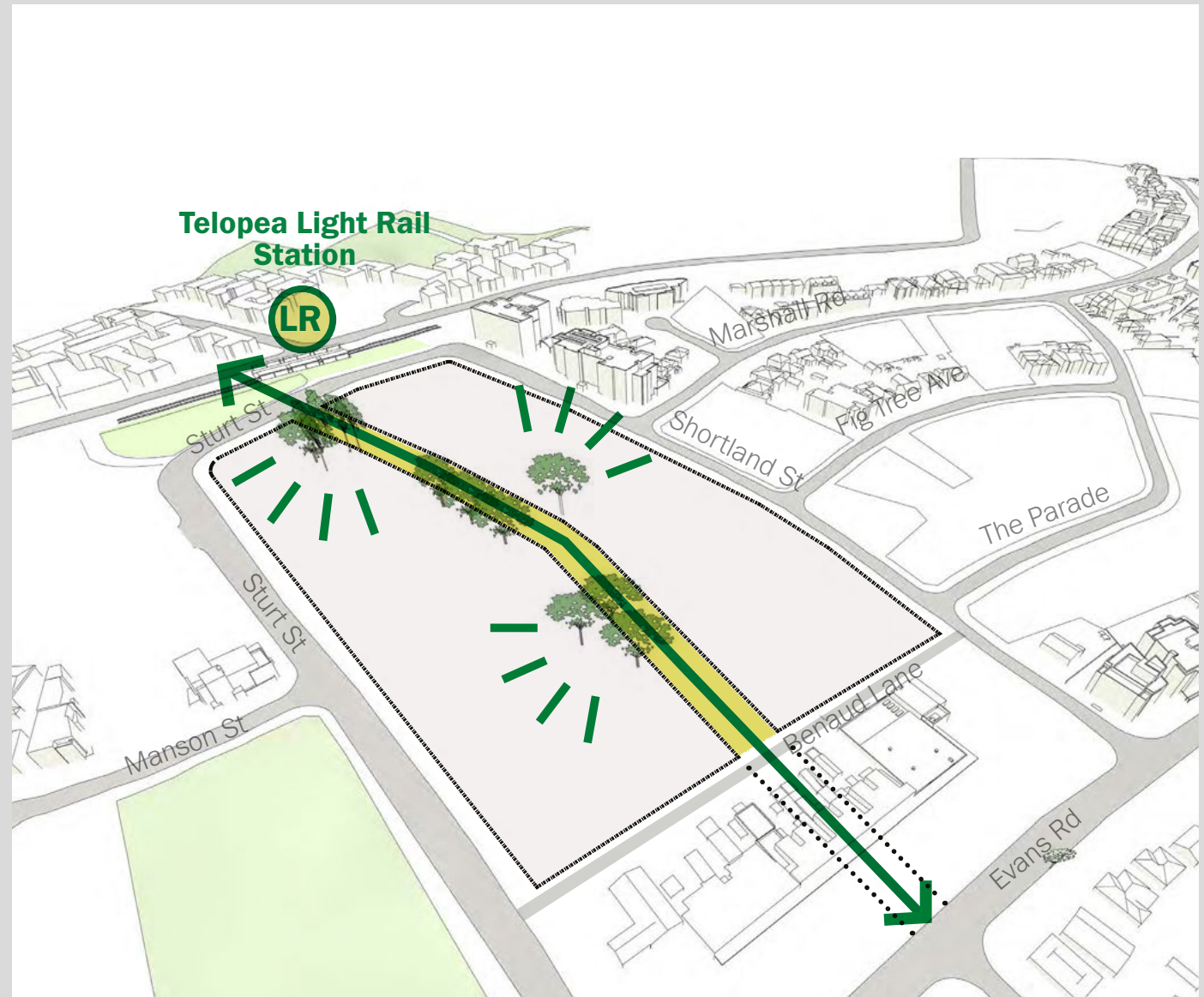


PROJECT STAGES



THE CORE

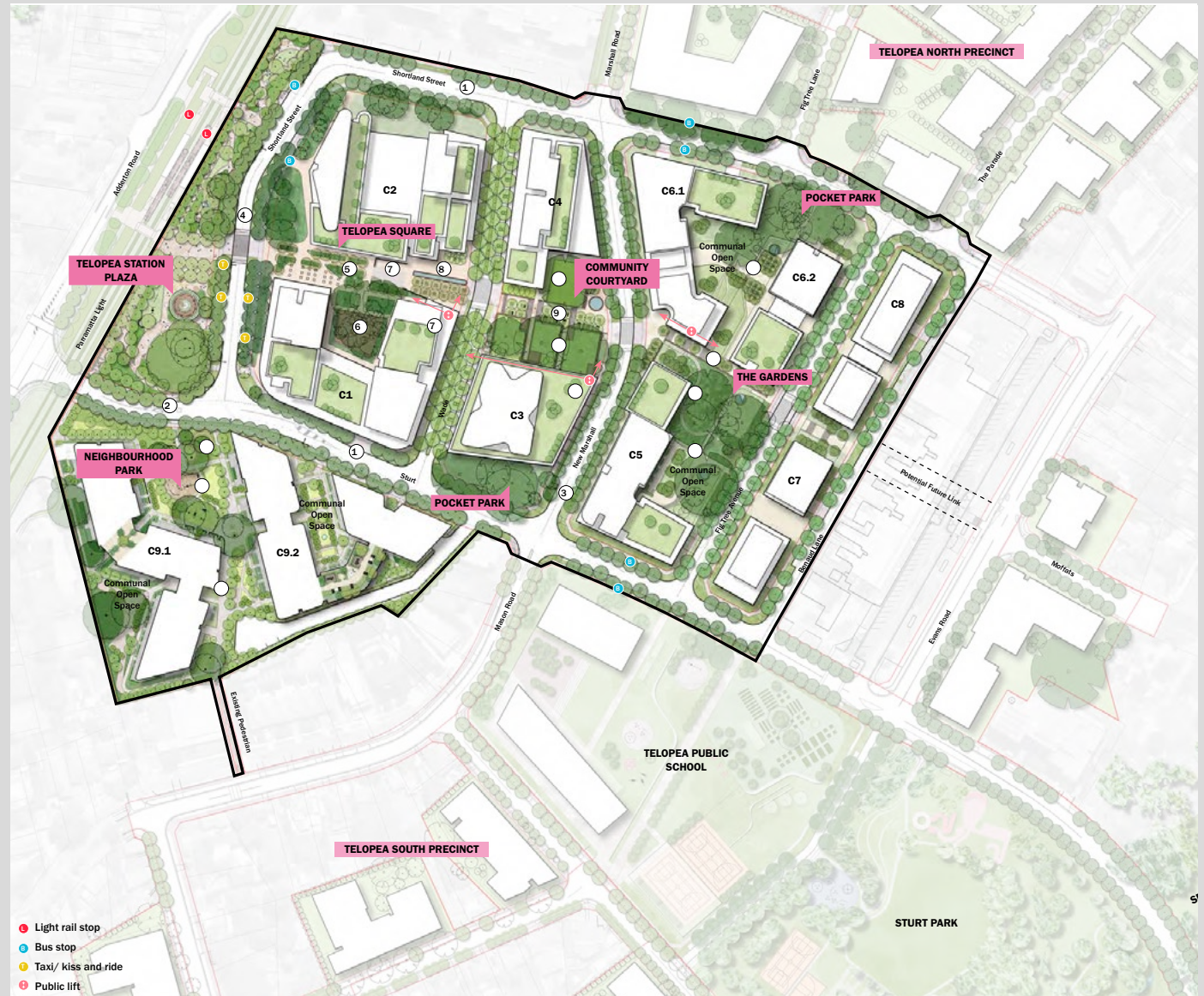
Starting with a green pedestrian spine linking the shops to the light rail.





THE CORE

A series of new parks created around existing trees.

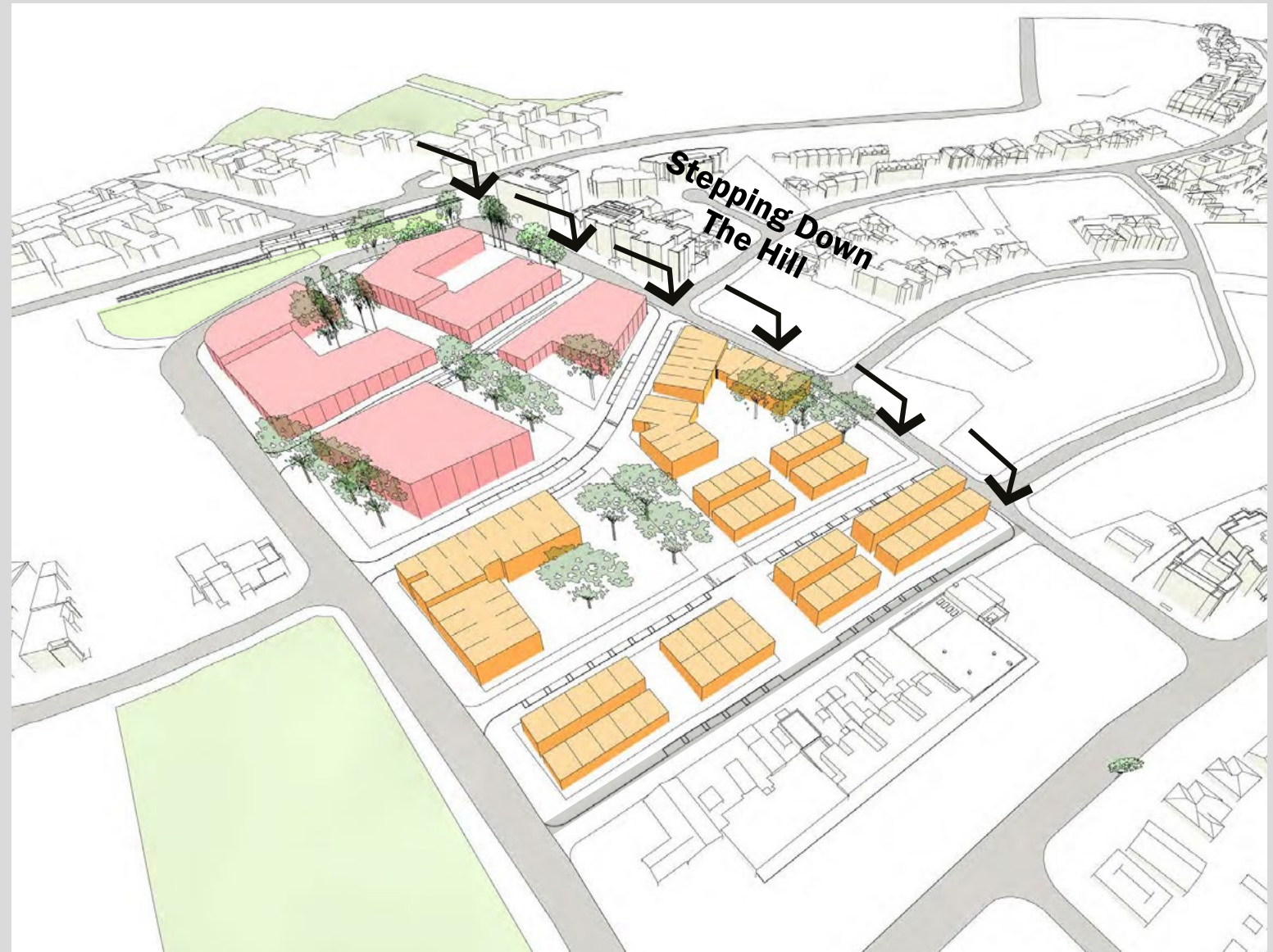






THE CORE

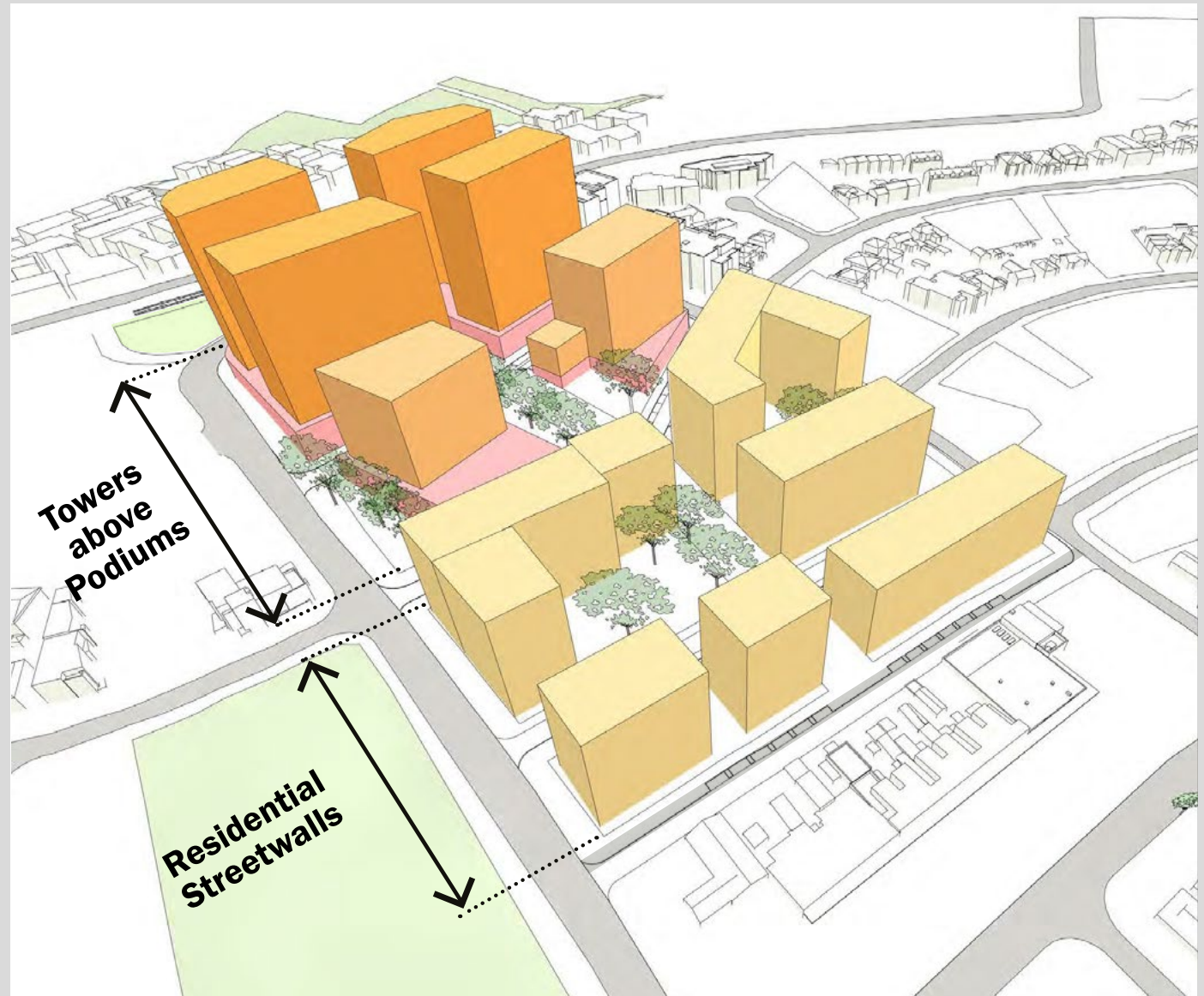
Human scale streets that are open and surrounded by lower podium structures.





THE CORE

Building heights reduce down the hill to integrate with surrounding houses.





THE CORE



THE NORTHERN PRECINCT

- ◆ 3 storey townhouses
- ◆ 5-8 storey apartment buildings
- ◆ Stage 2 - Likely to commence 2028

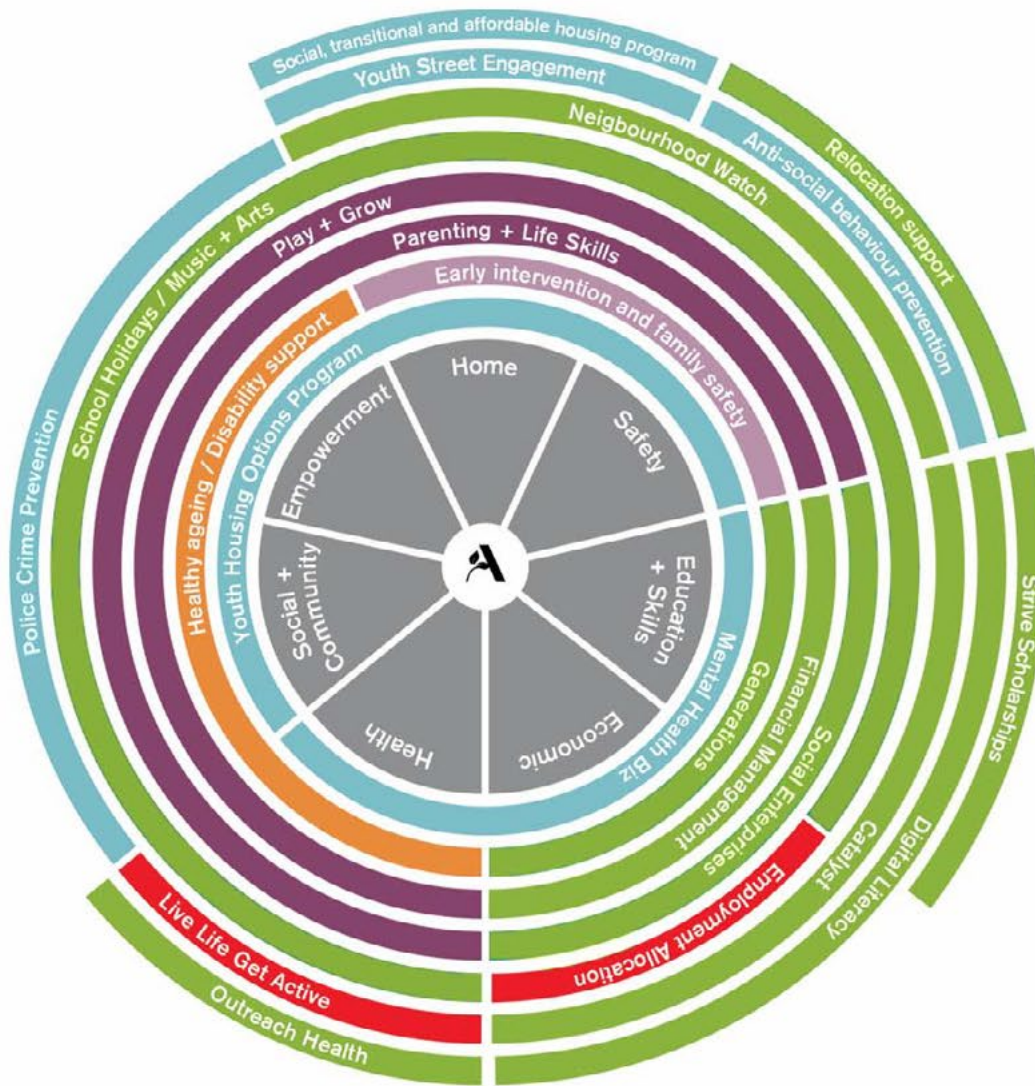


THE SOUTHERN PRECINCT

- ◆ 4-8 storey apartment buildings
- ◆ Stage 3 – Likely to commence after 2032



OUR DRAFT SOCIAL HOUSING OUTCOME FRAMEWORK



PROPOSED

- Hume
- Hope Connect
- Benevolent Society
- Frasers Property Australia

CURRENT

- Hume
- Hope Connect

FRASERS SUSTAINABILITY COMMITMENTS

COMMITMENT 1

- ◆ Deliver 5 Star Green Star Design & As Built v1.2 minimum for all residential buildings
-

COMMITMENT 3

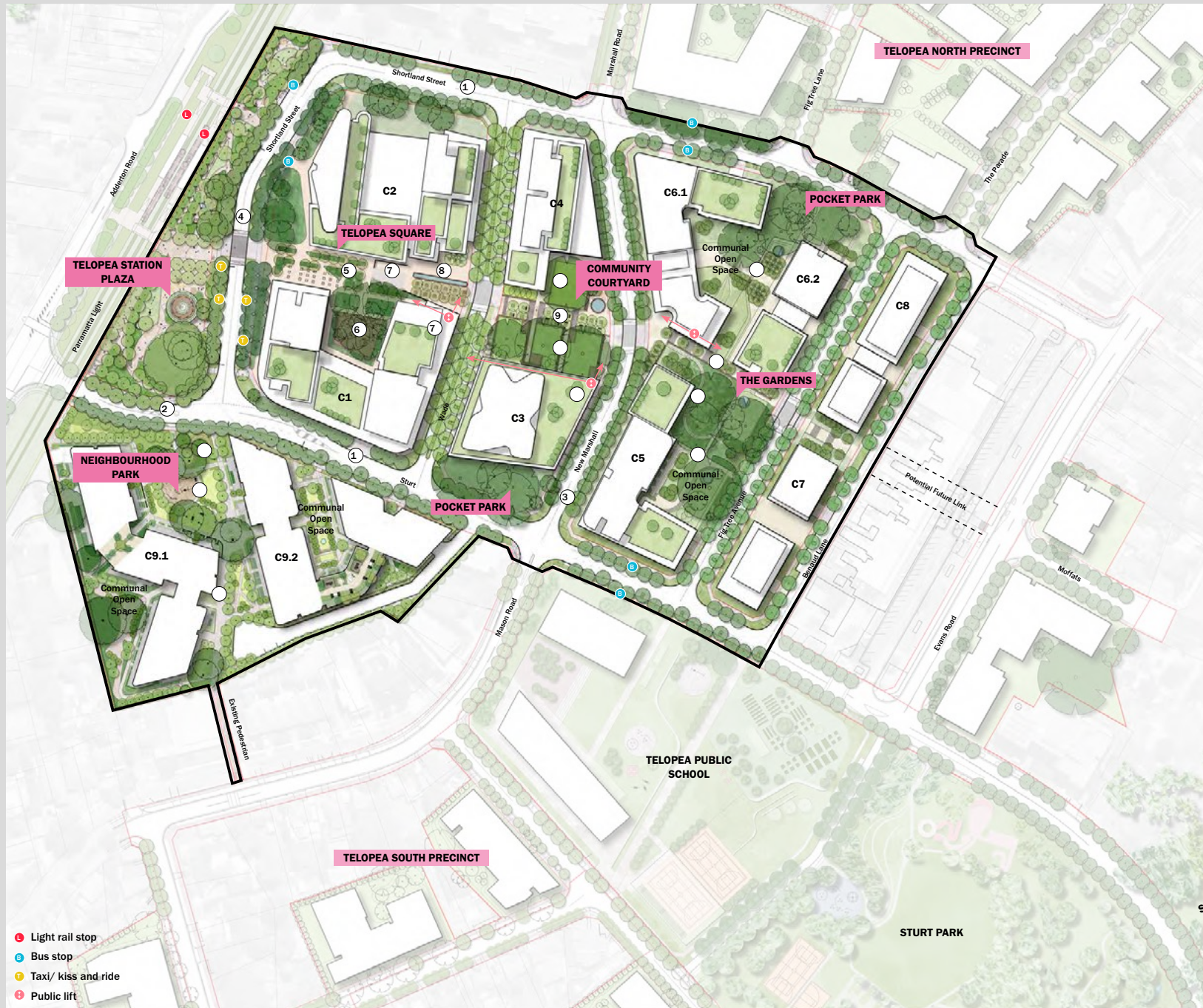
- ◆ Deliver a carbon neutral integrated infrastructure solution via 'Real Utilities'

COMMITMENT 2

- ◆ Deliver 6 Star Green Star Communities v1.1 for the precinct
-

COMMITMENT 4

- ◆ Deliver a WELL Community certification for the precinct



HAVE YOUR SAY

Q&A AND FEEDBACK SESSION

- ◆ Submit questions using the 'Q&A' button at the bottom of the window
- ◆ You may also provide written feedback after the webinar by sending an email to telopearenewal@wsp.com

STAY IN TOUCH

WE LOOK FORWARD TO HEARING YOUR THOUGHTS AS WE CONTINUE PLANNING FOR THIS IMPORTANT REDEVELOPMENT

- ◆ Call 1800 161 384
- ◆ Email telopearenewal@wsp.com
- ◆ Please submit your feedback to the project team by **24 March 2021**



THANK YOU
& QUESTIONS

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