

# PATHWAYS RESIDENCES

LONGUEVILLE

*Delivering Excellence In Aged Care And Community Wellbeing*

17 October 2016

Dear Participant,

## FINAL RECORD OF COMMENTS - COMMUNITY INFORMATION SESSION

On behalf of Pathways Residences and Urban Concepts I would like to thank you participating in the Community Information Session held on Tuesday 20th September 2016, to present the Planning Proposal for the proposed Residential Aged Care Facility and Community Wellbeing Precinct that Pathways Residences would like to develop at 274-274a Longueville Road and 4-18 Northwood Road, Lane Cove.

Please find attached the Final Record of Comments arising from the event. I would like to advise that we did not receive any requests to amend the Draft Record that we issued to all participants on the 5th October 2016. The Final Record will be placed onto the project website and will be included in the report that we prepare for submission to Lane Cove Council as part of the Planning Proposal documentation. I would also like to advise you that the PowerPoint design presentation we used at the session has been uploaded onto the project website.

On behalf of Pathways Residences, Urban Concepts and the consultancy team I would like to thank you for your participation and your interest in the project.

Yours faithfully



Belinda Barnett

Director

Urban Concepts

## Final Record of Comments

arising from the

## Community Information Session

Held on 20th September 2016

at the 'The Diddy', Longueville Sporting Club

Prepared for

**Community Participants**

Prepared by

**Urban Concepts**

September 2016

## Disclaimer

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

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# Community Information Session

Tuesday 20 September 2016

Urban Concepts advises that 80 people participated in the Community Information Session

## Comments Recorded during Question Time

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

QUESTION	COMMENT/QUESTION	CONSULTNT RESPONSE
1.	The only way for Northbound traffic to access the site is through Woodford/Arabella Street. So this thoroughfare will cop all the traffic?	<u>Graham Pindar, Traffix</u> This is going to be the case with any development on this site for entering traffic originating from River Road and exiting traffic destined to River Road West and Longueville Road. How we are managing this is by proposing an aged care and small ancillary retail development to lower the impacts on traffic. This is one of the best land uses for the site from a traffic perspective.
2.	What is the ceiling height from the floors?	<u>Gabrielle Morrish, GMU Design and Architecture</u> There is a range of ceiling heights. On the ground level it will be 4 metres and that's mainly to be able to get Council's garbage trucks through. The other 3 levels have a 3.5 metre floor to ceiling height. The floors below street level are about 3.25 metres.
3.	Access from the city must come through Woodford/Arabella Streets and access north must go the same way. There is only one lane in Woodford Street because there are cars parked both sides. Arabella/Northwood Road is a hair pin bend and there are accidents all the time.  We just can't take any more traffic. It is a bus route as well.	<u>Graham Pindar, Traffix</u> The net increase in traffic in relation to what is currently on that site is about 10 vehicles per hour in the morning (in and out combined) and 30 per hour in the evening (in and out combined). Those trips are dispersed across all the available accesses. When you work the forecasted numbers through the network the increase to traffic on this section of road is not that significant. The environmental goal that the RMS sets, which is the desirable amenity on any residential street is 200 vehicles per hour. None of the roads we have looked at exceed this threshold.  There are certainly challenges on this route such as the tight hair pin bend you referred to and there definitely needs to be discussions with RMS to come up with some solutions to this existing problem. I would be surprised if RMS were not already aware of it. We will keep liaising with the RMS.

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4.	Is there a timeline for demolition? Shortest to longest length of time.	<u>Sue Francis, City Plan</u>  Unfortunately, our timeline is mostly in the control of Government. The first step is to submit the Planning Proposal and it is anticipated that it would take a minimum of 12-18 months for the required amendment to be made to the Lane Cove Local Environmental Plan. Then there is the development application process after that. We estimate 3 years until demolition.
5.	My mother is at Pathways Northbridge – I know the traffic problems. You say it is only a 10 car increase per hour. You are not addressing the issue of traffic management with Woodford and Arabella Street in your proposal. The small retail shops and staff must increase traffic movements. It must be more. Northbridge carpark is full every day.  We need to understand retail uses and trip rates.	<u>Graeme Skerritt, Pathways Residences</u>  In terms of the relative change in volumes, this development does not increase traffic substantially. Car parks are designed to meet their peak demand and the activities associated with this development occur throughout the day with visitations and with staff disbursed throughout the day as well. Based on our experience we also have a number of staff travelling to and from work by public transport.  <u>Graham Pindar, Traffix</u>  The trip rates given are Guidelines that are published by the RMS which are based on traffic surveys undertaken across the city metropolitan area of aged care facilities to arrive at an average rate. We will look at doing surveys at other Pathways developments to confirm that the RMS trip rates are accurate. The RMS also has trip rates for neighbourhood retail and we have applied these to come up with the numbers we have presented to you tonight.
6.	Has Traffix been to Woodford Street on a Friday evening and weekend with sporting events so you can understand what is happening?  How do we know what you are proposing is what we will get? You may on sell your site and we get a DA for something else. What guarantees do we have that we will get what you say?	<u>Graham Pindar, Traffix</u>  We have actually had automatic traffic counters down for a period of a week so we know exactly what goes on. The traffic data we have presented tonight is now 2 years old but in saying that it is unlikely it has changed much. The counters give flows on an hourly basis 24 hours a day, 7 days a week and they also have classification counters that record the types of vehicles such as buses, trucks. So we have a pretty good database. I think their might be a perception of high volumes of traffic in that street which are probably more associated with the speed of traffic. Because it is a rat run, vehicles generally drive at a higher speed, but this is more of a matter for Councils traffic committee in slowing traffic down. We are aware this is a problem and can imagine Council would be aware of these traffic issues as well. We will have a clear understanding once our new counts are completed.

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6. Cont.		<p><u>Sue Francis, City Plan</u></p> <p>The only zoning change we are doing is making 'seniors housing' a permissible land use with consent in the current B1 Zone. Neighbourhood shops are a current permissible use and can be applied to the site without change. The only thing we are adding is 'seniors housing', which generates less traffic.</p> <p>The heights and floor space ratios will only apply to the development of aged care facility on the site. So this should give you comfort as no other uses are permissible other than residential aged care.</p>
7.	Why not appease local residents by removing all retail?	<p><u>Graeme Skerritt, Pathways Residences</u></p> <p>We believe retail has a link to the current use of the site. At our other facilities it is important that our residents engage with the broader community. This is why we are proposing community services such as allied health care uses, a café and a wellness centre. We are not talking about retail with real estate agents or anything like that.</p>
8.	Is it a site specific change you are requesting?	<p><u>Graeme Skerritt, Pathways Residences</u></p> <p>That is correct. In terms of the retail component one of the things we came to realise at Sailors Bay and our other facilities is the engagement of our residents with the general community and we see that the ancillary elements such as allied health, the café, and wellness centre etc... as important for bring our residents together with the local community. They are also very much focused on providing day care which allows us to introduce people from the community to the facility.</p> <p>Having said all that I hear what you are saying about the traffic, the purpose of this event is to talk to the community and hear your views. It's not about what we think is right or wrong. It is about providing this opportunity for you to talk to us, express your views and ask our specialist team any questions you may have. All of your feedback will be taken on board.</p>
9.	<p>You have not defined to me what a RACF does and who the residents are, do they own/pay rent?</p> <p>We know Lane Cove is awaiting amalgamation.</p> <p>Bus routes have now changed because of the State Government.</p> <p>What proportion of residents are in my age group?</p>	<p><u>Graeme Skerritt, Pathways Residences</u></p> <p>That is correct. In terms of the retail component one of the things we came to realise at Sailors Bay and our other facilities is the engagement of our residents with the general community and we see that the ancillary elements such as allied health, the café, and wellness centre etc... as important for bring our residents together with the local community. They are also very much focused on providing day care which allows us to introduce people from the community to the facility.</p> <p>Having said all that I hear what you are saying about the traffic, the purpose of the event is to talk to the</p>

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9. Cont.		community and hear your views. It's not about what we think is right or wrong. It is about providing this opportunity for you to talk to us, express your views and ask our specialist team any questions you may have. All of your feedback will be taken on board.
10.	Why don't you have a roundabout on River Road? It would be beneficial to residents in Woodford and Arabella Streets and solve all your problems. Won't you look at this?	<p><u>Graham Pindar, Traffix</u></p> <p>That's a solution, unfortunately it's an expensive solution because acquisition of land would need to take place.</p> <p>It would be a large roundabout and significant land adjustments would need to take place in order for it to be accommodated.</p> <p>I am not saying we are not in favour of it, it may bring many advantages, however, other options and more discussions about this need to be undertaken with Council.</p>
11.	Changes under Seniors Housing are halved and you have doubled it. Why are you increasing FSR limits under the SEPP? Why do you have to change the SEPP?  Have you looked at cumulative traffic impacts of other Seniors Housing in the area?	<p><u>Sue Francis, City Plan</u></p> <p>As residential flats are permissible on the site the Seniors Housing SEPP establishes a non-refusal provision of 1:1. This is not a development standard. As such, the Seniors Housing SEPP does not establish a maximum FSR. This means that each Seniors Housing project under the SEPP is considered on its merits.</p> <p><u>Gabrielle Morrish, GMU Design</u></p> <p>For Pathways to create a sustainable development they need to put the number of proposed beds (130) on the site. The heights needs be higher to allow for the trucks to get through on ground level and for the increased floor to ceiling height that are required for the air conditioning units and services to be installed on the upper levels.</p> <p><u>Graeme Skerritt, Pathways Residences</u></p> <p>One of the things we are trying to do is not have trucks and cars parking on the street. This is the first facility we have actually done this to provide for garbage collection, other service deliveries and visitors to all be accommodated from within the site. There is also economic aspects. The Government is advocating for the size of a aged care facility to be bigger. We want to achieve this whilst producing a better design outcome for the community.</p> <p>Council has the strategic role to look at the cumulative traffic impacts of a development. We will work with Council to address this issue.</p>

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12.	<p>I'm all for the buildings and ideas. I don't see a problem with traffic. You are taking away the service station and the cars going into that area will be a lot less with your facility. All that is fabulous and I know your facilities are beautiful and I'm sure this site will be as well.</p> <p>Why is the Telstra tower staying? It is awful.</p> <p>It's not just the visual impact, it's the health impact.</p>	<p><u>Graeme Skerritt, Pathways Residences</u></p> <p>We'd also like this tower to be removed however, unfortunately the Telecommunications Act enables Telstra to keep the tower on the site. We have done some work to reduce the visual impact.</p> <p>If we could get rid of it we would but we can only reduce the visual impact of it.</p> <p>We don't have a firm proposal, it will need to be relocated but we are not sure where this will be at this stage. Further liaison will need to be undertaken with Telstra.</p>
13.	<p>I attended a previous meeting for the other Planning Proposal. We don't want cars turning into Arabella/Woodford Streets. Can you push the building back and put turn lanes in?</p>	<p><u>Graham Pindar, Traffix -</u></p> <p>The RMS are the consent authority for Northwood Road and the access principles we have are locked in. They've been inherited and that's what we have to work with. With accessibility you want to have as many movements as possible, however the RMS has not given support to allow motorists to turn right when leaving the site.</p>
14.	<p>It is a more sympathetic development compared to the last one but I think you are making the same mistakes by trying to tell us we don't have a problem. E.g. we don't get the less services that you imply. The traffic is also an issue with the right turn into Northwood Road – Arabella Street as it is dangerous. Woodford Road has parking either side.</p> <p>There is no alternative route for traffic to use but to go into Kenneth Street.</p> <p>Can you look again at the roundabout option?</p>	<p><u>Graeme Skerritt, Pathways Residences</u></p> <p>We are aware that traffic was always going to be an issue with this site. However, we can use our experience with running these facilities and we can use them as a model. What we are putting to you tonight in terms of traffic might not be the final outcome. There will be a stage where we will review this and might have to undertake an information process with the local community explaining what we based our numbers on and what we think the implications will be.</p>
15.	<p>What about remediation of the service centre site? The last Planning Proposal said there would be no problem.</p>	<p><u>Graeme Skerritt, Pathways Residences</u></p> <p>We are aware the site needs remediation. Service stations are obligated under the relative legislation to monitor their tanks. It will be addressed in the development application down the track.</p>

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16.	The parking spaces do not sound like enough. I take your point that there is an existing problem – but I feel that the last Planning Proposal said there wasn't a problem but you need to recognise there is an existing problem and work from that position.	<u>Graeme Skerritt, Pathways Residences</u>  We don't have a significant impact on the community, however we do recognise that there may be issues currently in the road system in this area. We aim to comply with RMS and look at how we can address the concerns raised in this forum and by Council.
17.	Traffic going into the service station is easy traffic. When that service station is gone most traffic will come from River Road and do the Arabella street route so we will get a lot more traffic.	<u>Graham Pindar, Traffix</u>  We have not taken that traffic entirely off the network. We have removed 20% off the traffic that we consider to be 'local traffic' which is traffic that is associated with the service station and the car repair facility as well.
18.	I run the community Facebook page 'In the Cove'.  This is some feedback we received about this project.  You are building this through a well-known blackspot. I would not let my mother/daughter walk across this road.  Parking is a major concern. People will not use buses because we don't have enough. So you will have to look at another way for people to get to your facility.  Have you looked at St Peters aged care?  Your 3pm shift is a shocking time with mothers collecting their children from school.  Your website is not up and your email is not working.	<u>Belinda Barnett, Urban Concepts</u>  Your comments are noted. We will visit your website and Facebook so we understand what is being said about the project in the broader community. Thank you for bringing your website to our attention.  The website and email is working. If you are experiencing difficulty need to reset your computer history as it is recognising the holding 'coming soon' page we previously had in place.
19.	It is interesting you have compared the previous proposal to this proposal. With regard to height you say 3 levels but it is actually 4 levels. You are clearly aware you have a problem with bulk and scale.  All of Longueville Road is 2-3 storeys. 4 storeys is not appropriate. I would like to see 2 storeys. I appreciate the setback but not having the height more	<u>Sue Francis, City Plan</u>  The comparison of height is to give you a measure of what was previously proposed. This development is proposing 3 levels from the street frontage with a 3 metre setback and a widened footpath compared to the previous development which proposed 5 storeys at the street frontage without a setback. The 3 storey level is maintained through the development, with an additional storey further setback at the back of the development.

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19. Cont	than 3 storeys is important to me.	
20.	<p>Parking – We have a lack of street parking. The only people who stop in this area are going to the vet. We thought the last proposal of 175 spaces was insufficient.</p> <p>In terms of 3 storeys, nothing in Longueville Road is 3 storeys so this is still more.</p>	<p><u>Graham Pindar, Traffix</u></p> <p>Our intention is to follow the Council's Development Control Plan. However, because it's a guideline we do have the ability to advance an argument for more or in some cases less parking. The approach will most likely take is to undertake surveys of existing Pathways facilities because they are very similar to what is proposed here in the way they operate, the profile of activity and staffing levels.</p> <p><u>Sue Francis, City Plan</u></p> <p>The current height control is 9.5 metres so it's permissible to go to three storeys within that. You would also expect from an urban design perspective that a centre would have a scale different from the surrounding residential area. This is mainly because retail normally has a higher ceiling height and you want people to be aware that they are in a centre because it's providing local facilities. It is quite normal for a centre to be one or two storeys higher than the surrounding residential buildings.</p>