

# **SIA ATTACHMENT B2**

## **Bonnyrigg Partnerships**



### **Phase 2**

## **Bonnyrigg Community Engagement Feedback**

September 2007

# Contents

<b>Executive Summary .....</b>	<b>1</b>
<b>1. Community Information Days .....</b>	<b>2</b>
1.1. Overview .....	2
1.2. Feedback Cards .....	3
1.3. Results .....	3
1.3.1. <i>Roads</i> .....	4
1.3.2. <i>Parks</i> .....	5
1.3.3. <i>Home Designs</i> .....	5
1.3.4. <i>Stage 1</i> .....	6
1.3.5. <i>Project So Far</i> .....	6
<b>2. On-Estate Doorknock Survey.....</b>	<b>7</b>
2.1. Doorknock Survey Demographics.....	9
2.2. Doorknock Survey Results - Quantitative.....	11
2.2.1. <i>Awareness of the Project</i> .....	11
2.2.2. <i>Level of Support for the Project (beginning of survey)</i> .....	11
2.2.3. <i>Roads</i> .....	12
2.2.4. <i>Parks</i> .....	12
2.2.5. <i>Attached Homes</i> .....	13
2.2.6. <i>Stage 1</i> .....	14
2.2.7. <i>Project Overall (end of survey)</i> .....	14
<b>3. Qualitative Results Summary: Community Information Days and Doorknock Survey.....</b>	<b>16</b>
3.1. Overview .....	16
3.1.1. <i>Overall Project</i> .....	16

3.1.2.	<i>Roads</i> .....	19
3.1.3.	<i>Parks</i> .....	20
3.1.4.	<i>Home Designs</i> .....	21
<b>4.</b>	<b>Bonnyrigg Plaza Displays</b> .....	<b>25</b>
4.1.	Overview .....	25
4.2.	Bonnyrigg Plaza Display Demographics .....	25
4.3.	Bonnyrigg Plaza Display Feedback Results.....	27
4.3.1.	<i>Overall Summary</i> .....	27
4.3.2.	<i>Roads</i> .....	28
4.3.3.	<i>Parks</i> .....	29
4.3.4.	<i>Home Designs</i> .....	30
4.3.5.	<i>Stage 1</i> .....	31
4.3.6.	<i>Project So Far</i> .....	32
<b>5.</b>	<b>Private Owners Meeting</b> .....	<b>34</b>
5.1.	Overview .....	34
5.2.	Feedback Results.....	34
<b>6.</b>	<b>Community Consultation Workshop</b> .....	<b>35</b>
6.1.	Overview .....	35
6.2.	Workshop Demographics .....	35
6.3.	Workshop Feedback Results .....	36
6.3.1.	<i>Parking &amp; Outdoor Storage</i> .....	36
6.3.2.	<i>8 Metre Wide Small Street</i> .....	37
6.3.3.	<i>Fencing Preferences</i> .....	37
6.3.4.	<i>Ventilation for Bathrooms and Kitchens</i> .....	37
6.3.5.	<i>Uses of Balconies for First Floor Homes</i> .....	38
6.3.6.	<i>Opinion on Model Home Facades</i> .....	38

6.3.7. Frustration with Consultation Process .....	38
<b>7. Consultation with Aboriginal Residents .....</b>	<b>39</b>
7.1. Overview .....	39
7.2. Feedback Results.....	39
<b>8. Bonnyrigg High School Youth Workshop.....</b>	<b>40</b>
8.1. Overview .....	40
8.2. Feedback Results.....	42
8.2.1. Overall Summary.....	42
8.2.2. Roads .....	42
8.2.3. Parks .....	43
8.2.4. Home Designs.....	44
8.2.5. Stage 1.....	44
8.2.6. Project So Far.....	45
<b>9. Recommendations.....</b>	<b>46</b>
9.1.1. Home Types and Design .....	46
9.1.2. Parking and Outdoor Storage .....	46
9.1.3. Safety and Security.....	47
9.1.4. Seniors' Precinct.....	47

## Executive Summary

Throughout Phase 2 JSA conducted a range of consultation and communication activities to disseminate information and gather feedback from the community about the revised plans for the redevelopment of the Bonnyrigg estate. Our strategy during August was to disseminate information and obtain feedback from those in the community and surrounding suburbs whom we had not yet accessed. We used a variety of feedback mechanisms including qualitative data capture as well as more structured (yet simple) feedback forms to provide some quantitative data.

Phase 2 of community consultation in Bonnyrigg was launched with the release of the revised plans for the redevelopment at the Community Information Days on the 3 and 4 of August. The Information Days were followed immediately by a week long doorknock survey of estate, which was successful in bringing information to and obtaining feedback from many people who are unable or less likely to come to a consultation event.

We also held a variety of displays of the revised plans in the Bonnyrigg Plaza shopping centre on selected Thursdays and Saturdays throughout August. Based on our experience with the displays during Phase 1, we utilised the BCEs to staff the display with us to provide additional access to the materials for a range of language groups. The use of the BCEs was extremely valuable in further disseminating the information to the estate community and especially non-English speakers from surrounding suburbs.

We conducted a consultation workshop with the community in the main community languages in the weeks following the Information Days and the doorknock survey to provide feedback from the initial consultations in Phase 2, and to further discuss the revised plans for the redevelopment by exploring some of the trade-offs and design solutions to issues and objections raised by the community about the plans.

In addition, special sessions were each held with the existing private owners on the state, Aboriginal families on the estate, young residents of the estate attending Bonnyrigg High School, and seniors on the estate.

We would like to thank Gwenda Darling from the Department of Housing for her help in organising the coffee session for Aboriginal families, and Sharon Borg from the Bonnyrigg High School for her assistance with organising the youth workshop.

# 1. Community Information Days

## 1.1. Overview

On 3 and 4 August, Bonnyrigg Partnerships (BP) held Community Information Days for the community and stakeholders to view the revised plans for the Bonnyrigg estate renewal. Similar to the Community Information Days held in April, a scripted tour of the storyboards was delivered to attendees in the main community languages by the Bilingual Community Educators (BCEs) contracted by the Department of Housing (DoH). In addition, experts from the Bonnyrigg Partnerships Design Team from Becton Property Group, Urbis JHD and EDAW actively participated at feedback stations and answered technical questions.

Prior to the event, all estate residents were mailed a letter with an invitation to the event and a summary information sheet, *What Bonnyrigg Partnerships Heard You Say about Our Plans So Far*. This information sheet served as a report back to the community on what BP heard during the events and displays held during the first phase of consultation. The letter and information sheet was translated for the main community languages. All estate residents and those in immediately surrounding suburbs also received a letterbox flyer about the event. In addition, the BCEs invited estate residents to the event via ring-arounds conducted in the days preceding the event. The event was also included as a community announcement during SBS radio programming in the main community languages.

Over the two days, residents from 159 households attended the event. These households were mainly on-estate public tenants and private owners, though there were some who attended from surrounding suburbs. Attendees were handed a simple feedback card upon arrival and were encouraged to complete it as they toured the storyboards and viewed the models.

Comments from attendees were also captured on butcher's paper by BP staff at 4 feedback stations during the tour – Roads, Parks, Home Designs and Stage 1. Respondents were encouraged to express both what they like about the plans and any questions or concerns they may have.

JSA analysed the quantitative results from the comment cards and the qualitative comments received both at the feedback stations and from staff de-briefing sessions.

## 1.2. Feedback Cards

The feedback cards were used to capture respondents' feelings and opinions of the roads, parks, home designs, stage 1 and the project so far. The feedback cards were designed to be as easy to understand as possible for non-English speakers and those with low literacy levels. The symbols gave few options for feedback on the plans – happy, not happy, mixed feelings and not sure.





















Overall, what do you think about....				
Roads				
Parks				
Home Designs				
Stage 1				
The project so far...				

Figure 1.1: Phase 2 Community Consultation Feedback Card

## 1.3. Results

171 feedback cards were received, as more than one member of some of the 159 households in attendance completed a feedback card. The figure below shows the overall results from the feedback cards.

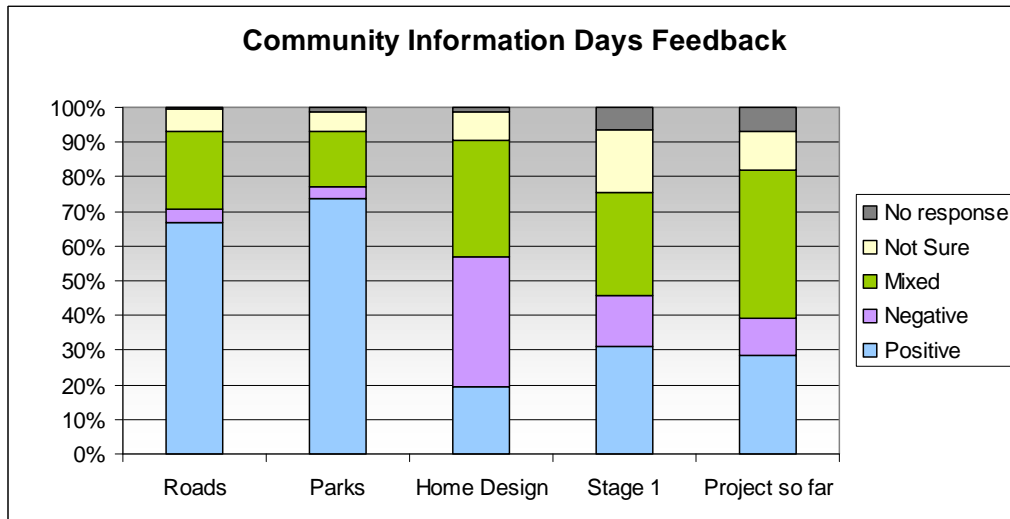


Figure 1.2: August Community Information Days – Feedback Card Results Summary

As shown in Figure 1.2, most people were generally positive (or happy) with few (4%) negative (or unhappy) responses about both roads and parks. More people expressed negative (or unhappy) (37%) and mixed feelings (34%) about the proposed home designs. It appears that many people remain undecided or have mixed feelings about the project as reflected in the responses towards the Stage 1 project plan and the project so far.

### 1.3.1. Roads

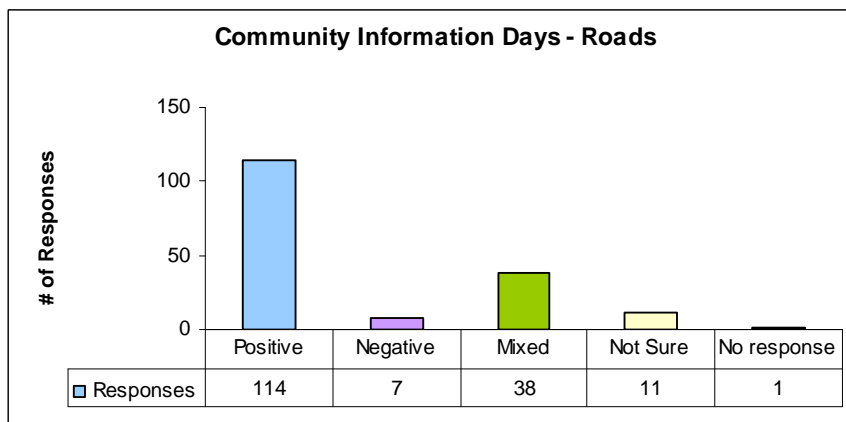


Figure 1.3: August Community Information Days Feedback Card Results - Roads

### 1.3.2. Parks

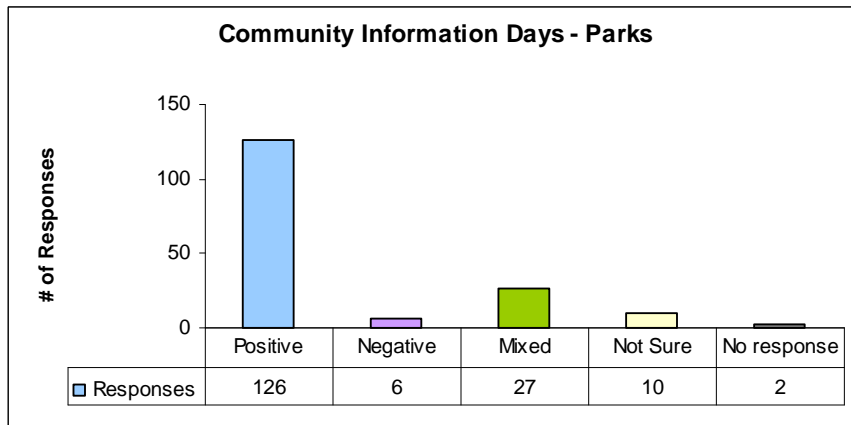


Figure 1.4: August Community Information Days Feedback Card Results - Parks

### 1.3.3. Home Designs

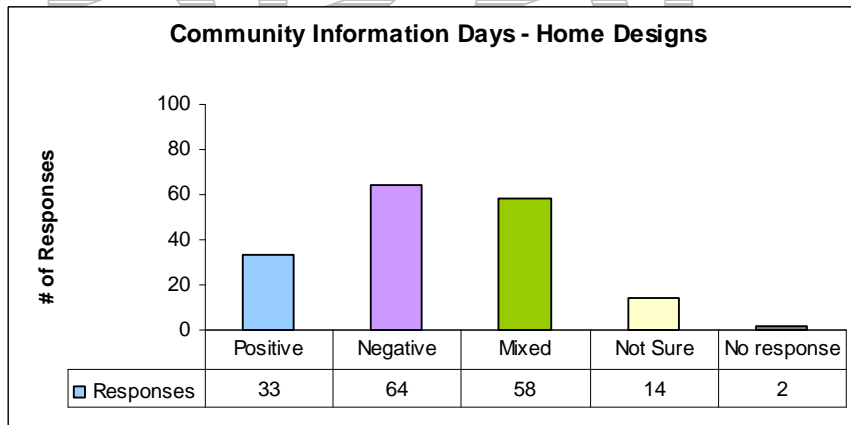


Figure 1.5: August Community Information Days Feedback Card Results - Home Designs

Figure 1.5 shows the response to the home designs, as displayed at the event via floor plans shown on storyboards and also two large models showing a 4-plex and 6-plex. There remains a strong feeling of uncertainty and displeasure about the plans for the home designs. Whilst this displeasure is undoubtedly the result of a range of issues associated with the project, there remains significant concerns about attached homes - especially the 4 and 6 sets of attached homes where families will be positioned in either a ground floor home with a yard or a first floor home with a balcony.

### 1.3.4. Stage 1

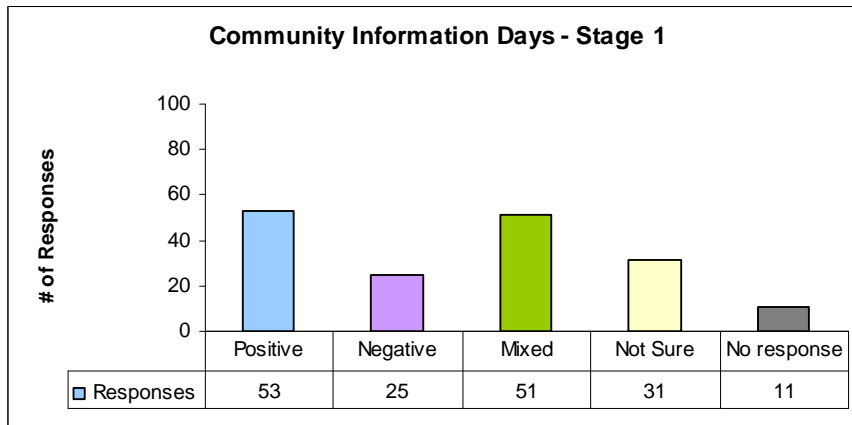


Figure 1.6: August Community Information Days Feedback Card Results - Stage 1

### 1.3.5. Project So Far

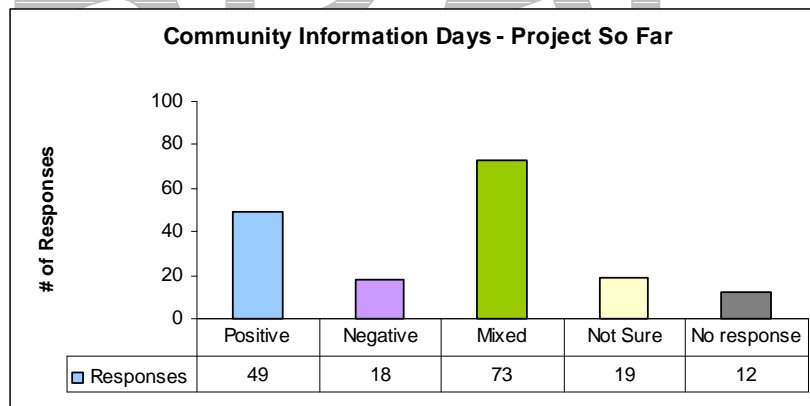


Figure 1.7: August Community Information Days Feedback Card Results - Project so far

Results from both Stage 1 (Figure 1.6) and Project So Far (Figure 1.7) show that whilst some people are decidedly negative about the project, there are many who are positive and accepting, with an even larger number of people who report having mixed feelings about the redevelopment.

Further results from the qualitative data captured, such as responses about the main things residents like or have concerns about for the plans for new roads, parks, home designs, plans for Stage 1 and project so far are reported in Section 3.

## 2. On-Estate Doorknock Survey

In the week following the Community Information Days (7 – 10 August 2007), with the assistance of the DoH BCEs, DoH and St George Community Housing teams, JSA conducted a doorknock survey of public and private residents across the Bonnyrigg estate.

The aim of the doorknock survey was to capture feedback and disseminate information about the revised plans for those who did not attend the Community Information Days and who may be less likely or unable to attend other consultation events. The full list of on-estate residences classified by language spoken at home was obtained from DoH. Residents' names were not supplied, to maintain confidentiality. The list was limited by removing households that attended the 3 and 4 August Community Information Days, as these households would have already received information on the revised plans and would have hopefully completed a feedback card at the event.

The final list of residences was targeted by a doorknock survey conducted by teams consisting of pairs of the above listed personnel. The street groupings targeted each day were based on the "neighbourhood precincts" used by DoH for housing management portfolios. Lists of residences were allocated to pairs of staff based on the language spoken at home. Each BCE was paired with an English speaker.

The streets around the earlier Stages of the proposed redevelopment were targeted on 7 and 8 August 2007, including Reeves Crescent and Bunker Parade. The other areas of the estate were door-knocked on 9 and 10 August, including a sampling of private residences in Louise Place and Emma Close.

The doorknocks were conducted from mid morning to early afternoon. The interview and survey was estimated to require 20 – 40 minutes at each household. If residents were not at home or unavailable to be interviewed, a bag with information in English about the revised plans was left at the home. Translated materials were not available at the time.

Residents were shown a series of storyboards and provided with information about the revised plans. Residents were asked a series of questions, commencing with preliminary questions about whether they had heard about Bonnyrigg Partnerships' plans for the renewal of Bonnyrigg, their overall response to what they heard so far, and whether they had attended any of the activities conducted by BP in the preceding months. Further responses were sought about the specific plans for roads, parks, attached homes and Stage 1. Demographic information was collected. Residents were

also able to pass on any household needs which required special follow up. This information was recorded on a “pull-off sheet” and provided to the relevant personnel for follow up.

Residents were invited to view the revised plans at 1 Kennedy Way, and to see the models of the 4 and 6 attached homes at the Bonnyrigg Partnerships Information Centre. However, it must be noted that only about ten residents took up this offer.

The results of analysis of the doorknock feedback forms are provided in detail in the following sections. Demographic information is reported in Section 2.1. Section 2.2 contains an analysis of quantitative information gathered, eg overall response to plans viewed. The qualitative data, such as responses about the main things residents like about the plans for the new roads/new parks/attached homes/plans for Stage 1, is reported on in Section 3.

DRAFT

## 2.1. Doorknock Survey Demographics

A total of 97 surveys were conducted with on-estate residents during the 4 days. The following figures provide information on the basic demographics of those surveyed.

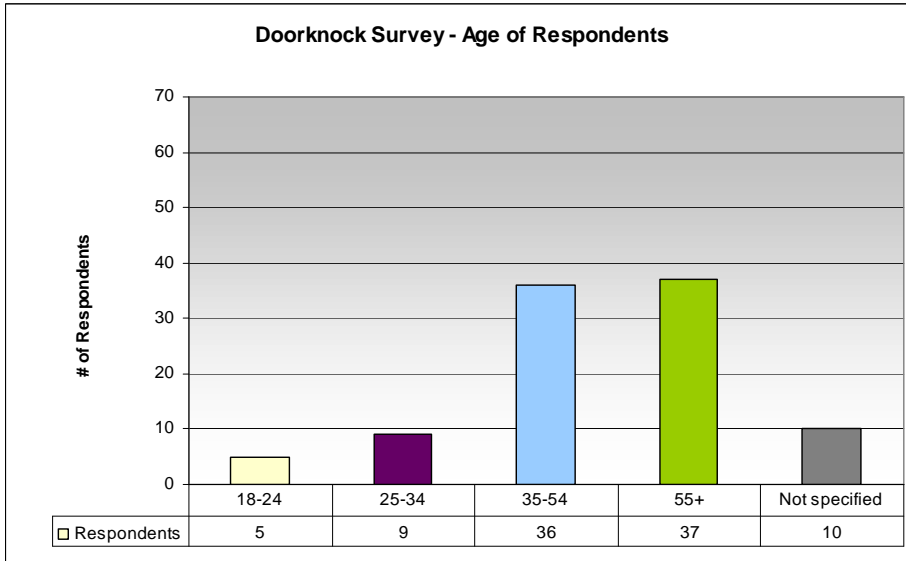


Figure 2.1: Doorknock Survey Demographics - Age of residents surveyed

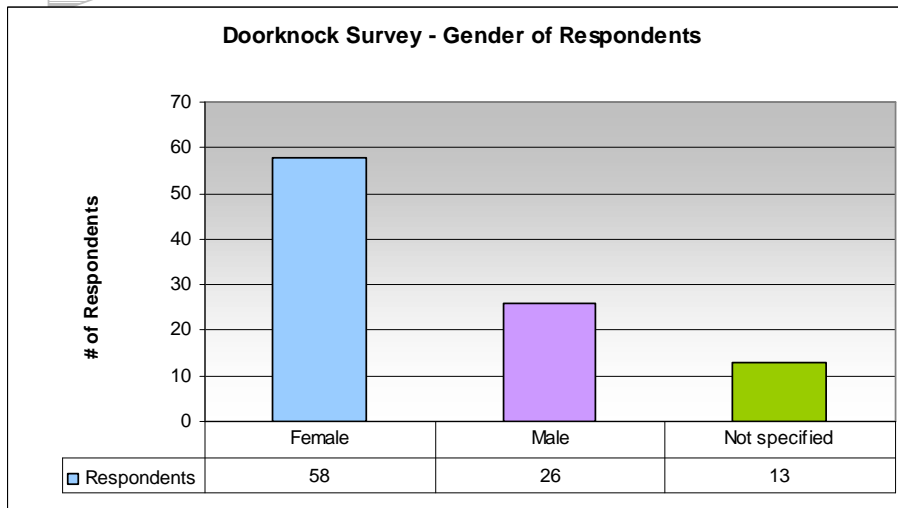


Figure 2.2: Doorknock Survey Demographics - Gender of residents surveyed

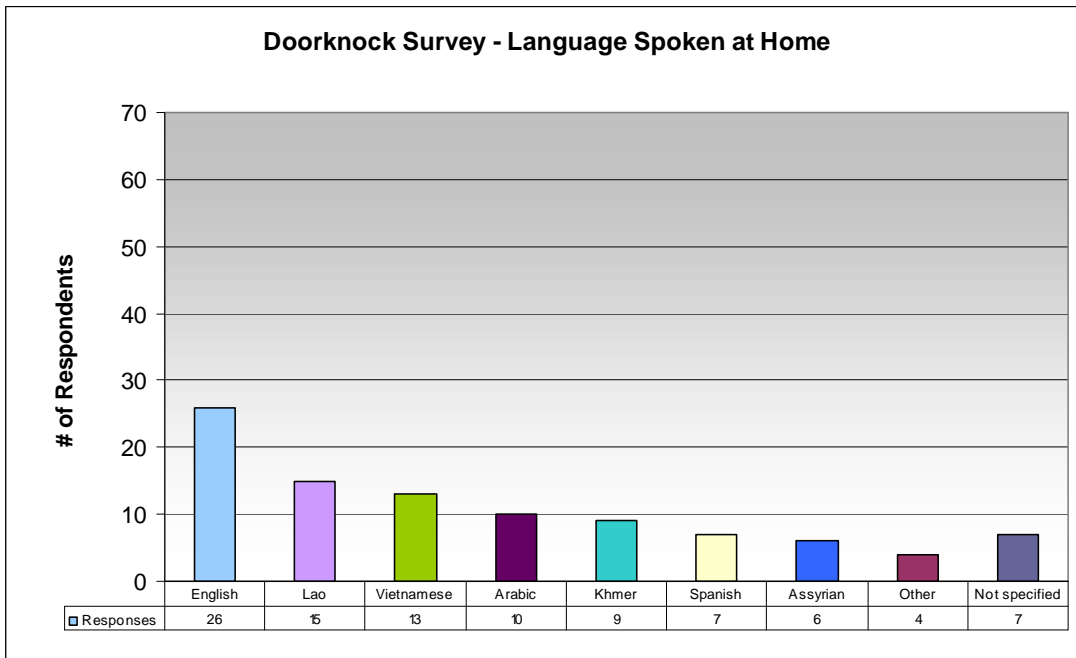


Figure 2.3: Doorknock Survey Demographics – Language spoken at home

## 2.2. Doorknock Survey Results - Quantitative

### 2.2.1. Awareness of the Project

At the beginning of each interview, respondents were asked about their awareness of the redevelopment project. As the figure below shows, most people surveyed had heard about the project while a few people have not heard about the project or were unsure.

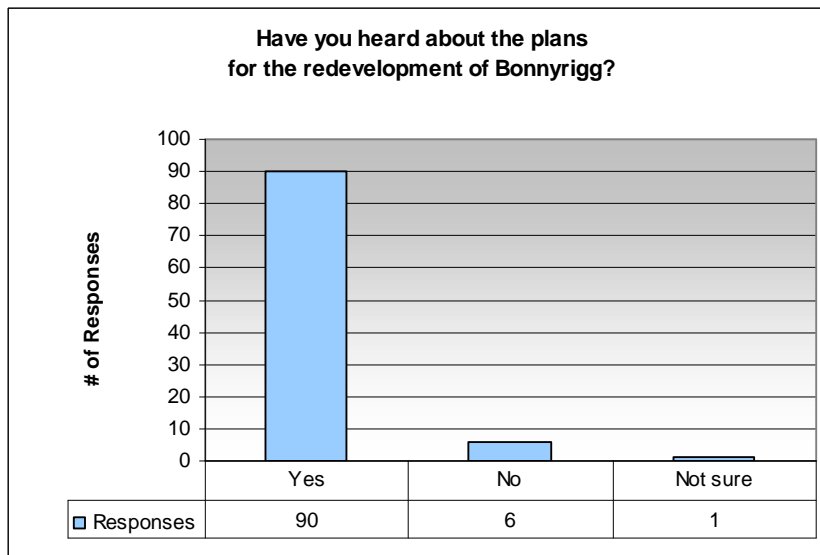


Figure 2.2: Doorknock Survey Results – Awareness of the Project

### 2.2.2. Level of Support for the Project (beginning of survey)

Respondents who have heard about the redevelopment project were asked about how they generally feel about the project based upon the information they have received and what they have heard so far. Figure 2.3 shows the level of support for the project when asked at the beginning of the survey. Many of the respondents expressed positive feelings about what they have heard about the project so far, with fewer respondents expressing decidedly negative feelings towards the project. Many respondents (n=31) expressed mixed and unsure feelings towards the redevelopment project.

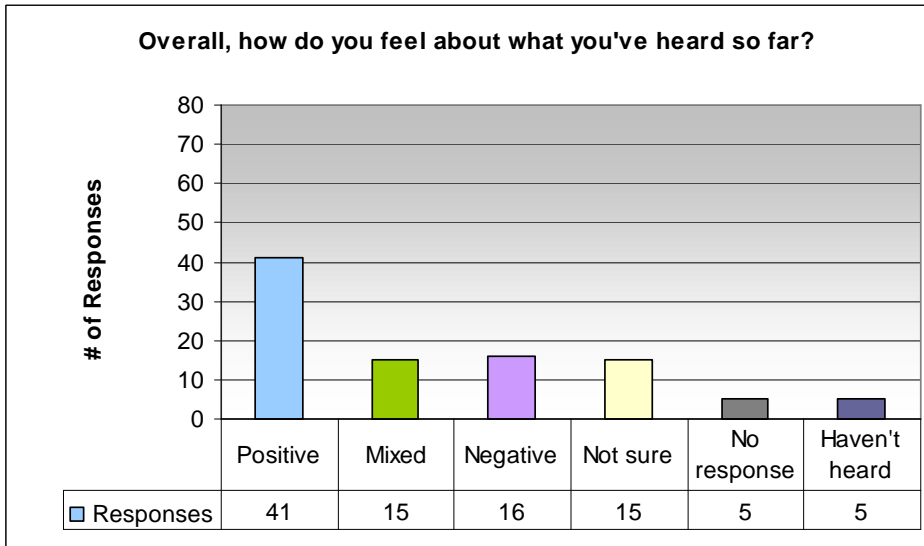


Figure 2.3: Doorknock Survey Results – Level of Support for the Project (beginning of survey)

### 2.2.3. Roads

Results show a strong level of support for the plans for new roads, with few respondents expressing negative, mixed or uncertain feelings towards the plans.

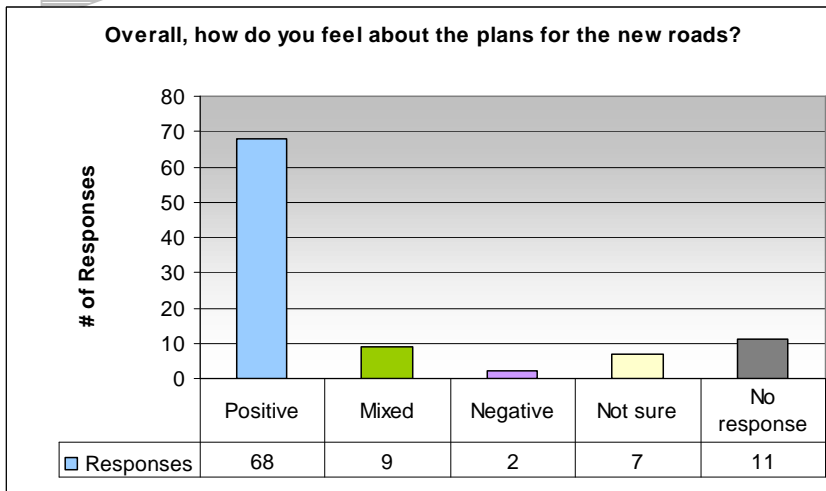


Figure 2.4: Doorknock Survey Results - Roads

### 2.2.4. Parks

Results show the strong level of support many have for the plans for the new parks.

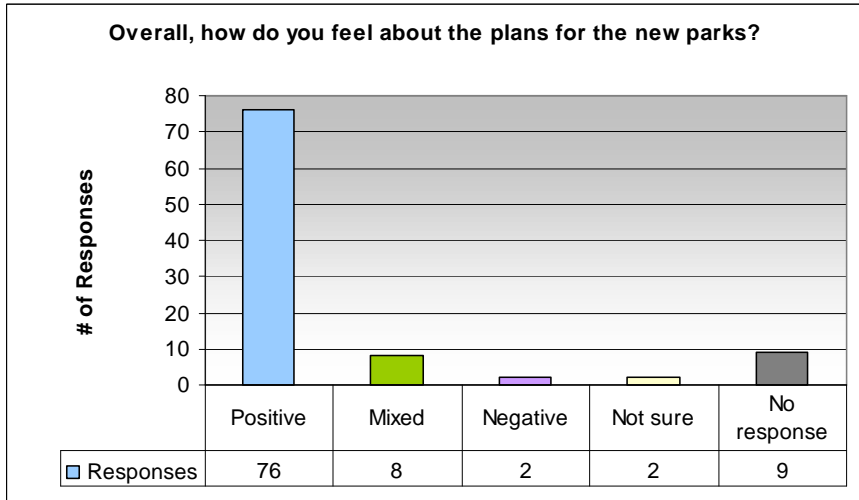


Figure 2.5: Doorknock Survey Results - Parks

### 2.2.5. Attached Homes

Respondents were asked specifically about their opinion of the designs and plans for the attached homes, as results from earlier consultations indicated that there is strong support for the detached home plans. Whilst many responses indicate a positive response for the plans (n=30), many expressed negative feelings towards the plans (n=20), and a large number of the responses indicate mixed feelings or uncertainty (n=36). These results are in some ways deceptive as some survey forms show a tick for 'positive', qualitative comments supplied expressed concerns or displeasure for the plans.

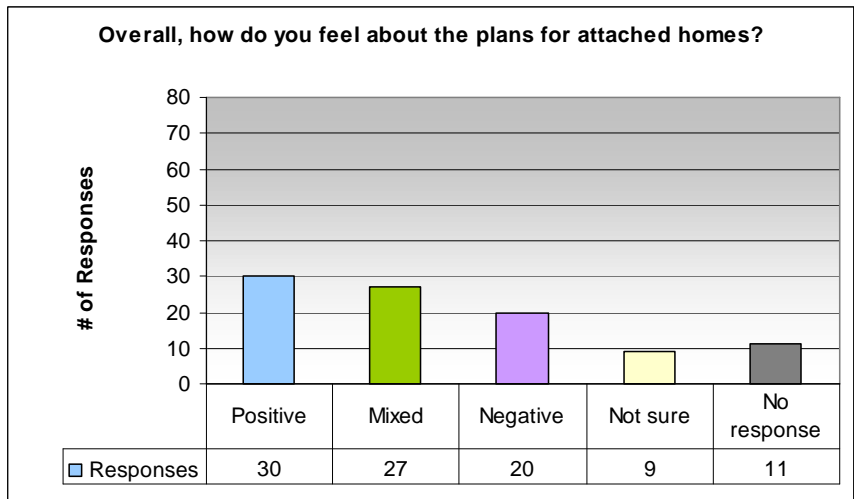


Figure 2.6: Doorknock Survey Results - Attached Home Designs

### 2.2.6. Stage 1

Many respondents (n=46) indicated positive feelings for the plans for Stage 1, with few expressing negative feelings (n=6). Some respondents expressed mixed feelings or uncertainty about the Stage 1 plans (n=26).

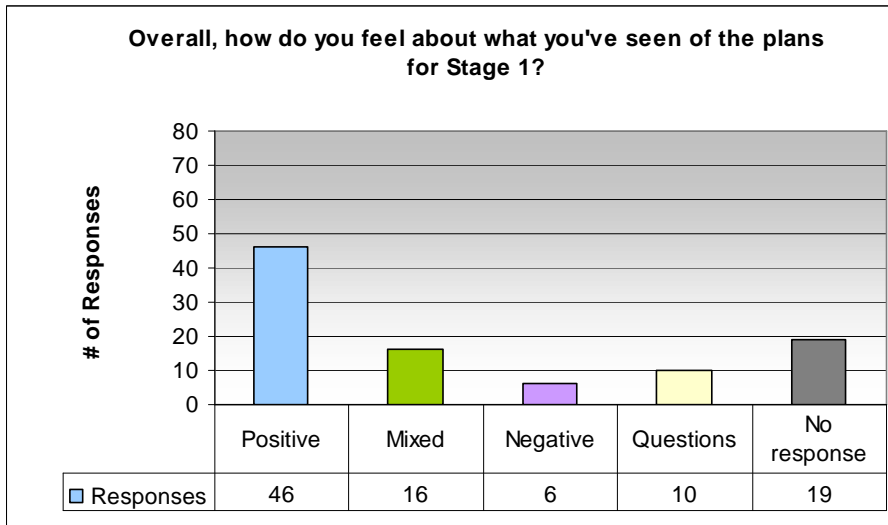


Figure 2.7: Doorknock Survey Results - Stage 1

### 2.2.7. Project Overall (end of survey)

Respondents were asked at the end of the survey how they feel about the plans for the project overall. Many respondents (n=45) expressed positive feelings about the project, while few (n=5) expressed negative feelings. Again, it is important to note that many respondents expressed mixed feelings or uncertainty about the project overall (n=36).

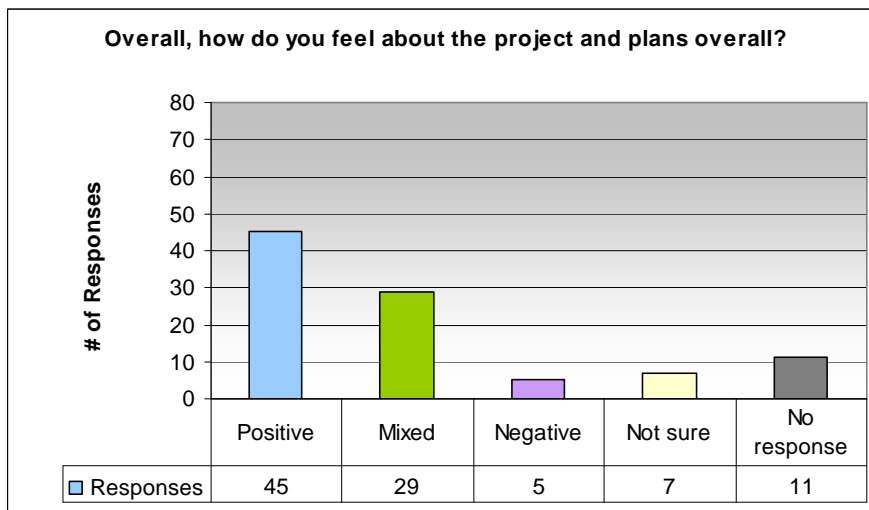


Figure 2.8: Doorknock Survey Results - Project & Plans Overall (end of survey)

The following figure shows an overall summary of the results of the main topic areas.

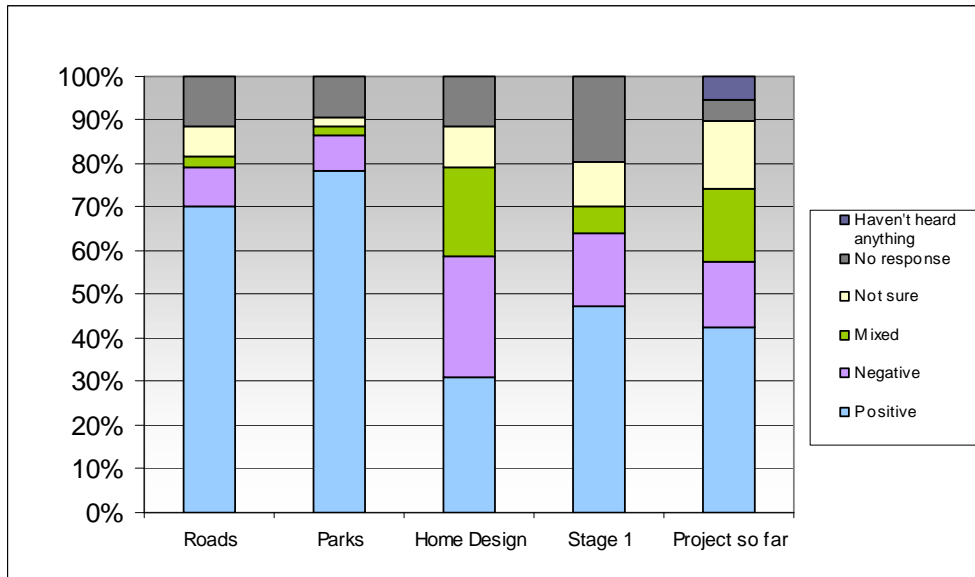


Figure 2.9: Doorknock Survey Results – Overall Summary

This figure shows clearly the distinction between the strong positive feelings expressed about the plans for roads and parks versus the plans for the attached homes. This high level of support for the roads and parks coupled with the uncertainty and/or displeasure expressed about the proposed home types appears to temper the level of support expressed for Stage 1 and the project overall.

### 3. Qualitative Results Summary: Community Information Days and Doorknock Survey

#### 3.1. Overview

The following tables provide a comprehensive summary of the comments captured on butcher’s paper at the 3 and 4 August Community Information Days and the qualitative comments captured through the doorknock survey of the Bonnyrigg estate. The tables are colour-coded to highlight the difference between those themes or groupings of comments that are positive or supportive (yellow) and those that are largely comprised of concerns and questions (blue).

##### 3.1.1. Overall Project

		3 - 4 AUGUST INFO DAYS	7 - 10 AUGUST DOOR KNOCK SURVEY	
	THEME	# COMMENTS		COMMENTS SUMMARY
<b>OVERALL PROJECT</b>				
Positive	IMPROVED PERCEPTION OF SUBURB	1	4	<p>Redevelopment will lift the whole area.</p> <p>Will lessen the stigma of a "public housing estate".</p>
Concerns	ALLOCATIONS & HOUSING MANAGEMENT	0	9	<p>New houses won't solve the problem of "bad apples" (eg. problem neighbours).</p> <p>Concern that only 4 detached homes in Stage 1 is not enough.</p> <p>Question about which types of families allocated to ground and first floor homes?</p> <p>Worries about "junkies" and being allocated near people who "drink and do drugs".</p> <p>Support for project will depend on whether "you have good or bad people".</p>

Concerns	NEIGHBOURS	10	17	<p>Several comments captured expressing concern about living in an attached home with problem or "bad" neighbours.</p> <p>Concerned about losing existing neighbours.</p> <p>Concern that private neighbours could be a problem and unable to do much about it.</p> <p>Feel that if you have a good neighbour it will be all right.</p>
	OVERCROWDING	6	8	<p>Some concern for the overall increase in density and the concentration of people in attached homes that may lead to disputes.</p> <p>Area will be busier, cramped and crowded - which will lead to more stress and social problems.</p>
	PARKING	20	8	<p>Strong concerns about the lack of parking both on and off street across the estate.</p> <p>Concern that not enough parking is provided near the parks.</p> <p>Concern for people parking in 8 metre wide streets and on verges.</p> <p>Concern about quantity and safety of open car spaces on roads for residents with multiple cars and visitors.</p> <p>Parking in streets will need lines.</p> <p>Concern that there will not be enough room for wheel-chair access into cars.</p>

Concerns	SECURITY & SAFETY	41	21	<p>Strong concern about shared entrance for first floor homes of 6-plex. How will safety of this entrance be ensured?</p> <p>Concern about "break and enters" due to shared roof space and access to balconies and rear entrances.</p> <p>Concern about how parks will be safer than they are now (eg. inability to control "problem" neighbours, needles in play areas, etc).</p> <p>Concern for safety of cars if allocated an open car space or if required to park on street.</p> <p>Concern for safety of children around water features in park.</p> <p>Concern that trees and bushes will not provide places for people to hide behind.</p>
	SOCIAL IMPACT ASSESSMENT	31	21	<p>Concern about when decisions will need to be made about staying or leaving the estate.</p> <p>Concerns about whether private homes will sell and what may happen if they don't.</p> <p>Concern for safety during construction works.</p> <p>Concern that there won't be enough new homes for all tenants moving out of Stage 1.</p> <p>Loss of trust for DoH as some feel the plans do not reflect what they were told at beginning of the project.</p> <p>Community is bored with too much consultation.</p> <p>Lots of memories in current house and sad about moving.</p> <p>Concern that this project is "selling off housing" and there will not be enough for poor people.</p>
	SENIORS PRECINCT	4	0	<p>Desire for Seniors' Precinct to be built earlier, as many would prefer to move straight into seniors' accommodation instead of enduring multiple moves.</p> <p>Concern about stairs and modifications for seniors living in attached homes.</p>

	SINGLE STOREY DETACHED	2	3	<p>Concern that no single storey detached homes are included in the revised plans, especially a concern for families with disabilities.</p> <p>Preference for single-storey homes versus two-storey.</p>
	PRIVATE OWNERS	2	1	Specific concern about maintenance and upkeep of roadway behind property.

### 3.1.2. Roads

		3 - 4 AUGUST INFO DAYS	7 - 10 AUGUST DOOR KNOCK SURVEY	
	THEME	# COMMENTS		COMMENTS SUMMARY
	<b>ROADS</b>			
Positive	ROAD CONNECTION (POSITIVE)	13	34	<p>Strong support for improved road connections throughout the estate.</p> <p>Feeling that design encourages safety and will allow people can walk down the streets peacefully.</p> <p>Will be easier for the police to access area.</p>
	STREETSCAPE	20	3	<p>Like that the houses will face the street.</p> <p>Like the increased number of trees that will be planted along the streets.</p>
Concerns	ROAD CONNECTION (NEGATIVE)	0	7	<p>Some unhappy that cul-de-sacs are being removed, as they are viewed to be safer for children.</p> <p>Concern about traffic impacts on Edensor Rd and other main roads.</p> <p>Concern that width of Tarlington is not currently wide enough to fit a bus, car and 2 parking spaces.</p>

	SMALL STREET	16	8	<p>Concern that the 8 metre wide street is too narrow and will lead to car accidents.</p> <p>Concern for safety since no footpath.</p> <p>Concern that all garages and carports will face the "back lane", suggest that some could be positioned in the front of the house.</p> <p>Prefer parking along the side of house.</p>
	TRAFFIC	7	2	<p>Concern about increases in traffic due to more people living in the estate.</p> <p>Desire for new stoplights and round-abouts to be added.</p>
	BUS	4	1	<p>Question about whether bus services will increase.</p> <p>Question about whether there will be new bus shelters.</p> <p>Desire for sheltered bus stops.</p>

### 3.1.3. Parks

		3 - 4 AUGUST INFO DAYS	7 - 10 AUGUST DOOR KNOCK SURVEY	
	THEME	# COMMENTS		COMMENTS SUMMARY
	<b>PARKS</b>			
Positive	PARK AMENITIES	46	45	<p>Strong support for the park designs.</p> <p>Love lots of parks where people can go for a walk close to home.</p> <p>Like the large areas with children's playground and places to exercise and be active.</p> <p>Like the location for the new community centre, good to move it away from the shops.</p> <p>Like sports fields, BBQ areas, seating, trees, change rooms, bridges over creek.</p>

	CYCLEWAY & PATHS	8	11	<p>Many people mentioned that they do not drive, so they are happy with the development of a good cycling and path network.</p> <p>Cycleways and paths look good for kids.</p> <p>Looks like there will be enough room on paths for prams.</p> <p>Concern for conflicts on paths between bicycles and pedestrians.</p>
Concerns	MAINTENANCE	31	5	<p>Concern for how parks will be kept nice and well maintained.</p> <p>Question about who will be responsible for park maintenance - FCC or BP?</p> <p>Concern about maintenance and upkeep of public spaces along roads, especially regarding trees.</p>
	PUBLIC TOILETS	8	4	<p>Concern for safety of public toilets.</p> <p>Don't like that some parks do not have toilets.</p> <p>Concern for how the public toilets will be maintained and looked after.</p>
	PEOPLE WITH DISABILITIES	1	0	<p>Desire for parks to have facilities and amenities for people with disabilities.</p>
	SECURITY / LIGHTING	10	4	<p>Desire for adequate lighting in parks, especially along pathways for added safety.</p> <p>Desire for sensor lighting near car parking areas.</p>

### 3.1.4. Home Designs

		3 - 4 AUGUST INFO DAYS	7 - 10 AUGUST DOOR KNOCK SURVEY	
	THEME	# COMMENTS CAPTURED		COMMENTS SUMMARY
	<b>HOMES</b>			
Positive	NEW HOMES	2	5	<p>Many people happy that they will receive a new home to live in.</p> <p>"Happy with whatever they do. I'll get a new house."</p>

	HOMES FACING STREETS & PARKS	0	2	Like how homes will look out over streets and parks.
	MULTI-STOREY / ATTACHED HOMES (POSITIVE)	2	10	Home designs look: nice, safer good. "Attached homes don't bother me." Homes will suit a lot of people. Nice to have neighbours around.
Concerns	MULTI-STOREY / ATTACHED HOMES (NEGATIVE)	16	40	Concern about living in a multi-storey attached homes and apartments. Concern that home types don't suit older people, families with children or families with many visitors. Concern for increased neighbour disputes due to density. Concern about safe exit during a fire for first floor homes. Do not like the prevalence of attached homes versus detached homes. Concerns about stairs. Especially do not like 6-plex designs. Previous experience living in attached housing was very negative.
	PREFER DETACHED AND/OR 2 ATTACHED HOMES	2	25	Stated preference for a detached or 2 attached homes. Detached homes viewed as safer for children and better for families.

Concerns	GARAGES	53	13	<p>Strong concerns about equity of mix of garages, carports and open spaces.</p> <p>Many stated that all homes should have lock-up garages.</p> <p>Concerns for safety of cars without a garage.</p> <p>Concern about location of garages at the back of homes with access via the 8 metre street regarding safety.</p> <p>Concern about lack of covered path or connection between garage to house, especially for 6-plex homes.</p> <p>Concern about length of distance from garage to entrance of home, especially for 6-plex homes.</p> <p>Don't like how homes will look out over garages.</p>
	SEPARATE TOILET	20	6	<p>Desire for toilet to be separated from bath and laundry.</p>
	SAFETY / WINDOWS	21	1	<p>Strong disapproval for the wind-out window presented at the 3 &amp; 4 August event. Many felt that this type of window was not preferred due to safety and security concerns, as well as the lack of ventilation provided.</p> <p>Some expressed desire for security screens on windows and doors, while others mentioned fly screens.</p>
	VENTILATION	9	3	<p>Concern about lack of ventilation to bathrooms, toilets and kitchens on some floor plans where windows are not shown.</p> <p>Doubts that range hoods in kitchens and exhaust fans in combined bath, laundry and toilet will be sufficient for ventilation.</p>
	YARDS	9	7	<p>Concern that first floor dwellings in attached homes do not have yards.</p> <p>Feeling that this is not equitable, especially if the first floor home does not have a garage or sufficient space for drying clothes outside.</p> <p>Would rather have a backyard than big parks.</p> <p>Concerns for pets in small or no yards.</p>

	PRIVACY / NOISE CONCERNS	9	15	<p>Concern for privacy and noise between attached homes and within homes.</p> <p>Rooms located on opposite sides of attached wall between homes.</p> <p>Concern about lack of privacy for ground floor courtyards and yards if first floor overlooking.</p> <p>Need high fences for privacy.</p>
	PRIVATE OPEN SPACE (BALCONY)	2	0	Concern that 1st floor balcony is not large enough.
	POSITION OF BATHROOM	4	1	Dislike floor plans of 6-plex showing entry into home directly facing toilet and bathroom.
	POSITION OF LAUNDRY	8	3	<p>Dislike floor plans showing laundry located in combined toilet &amp; bathroom.</p> <p>Preference by some who commented for laundry to be located in kitchen.</p>
	STORAGE	3	0	Concern for lack of indoor and outdoor storage space, especially for those not allocated a garage or carport.
	SEPARATE SHOWER	1	0	Concern that shower should be separate from bath.
	CONSTRUCTION SYSTEMS	7	5	<p>Questions about ESD features in home designs (eg. Water tanks, solar energy, ways to save on energy bills via insulation).</p> <p>Like the "smart slab" demonstration.</p> <p>Walls appear to be thicker than current walls.</p>
	DRYING AREA	6	2	<p>Unsure of where drying areas are located.</p> <p>Concern about lack of outdoor drying space (eg. clotheslines) for first floor homes.</p> <p>Dislike that first floor homes may have to carry a basket of laundry downstairs to clothesline.</p>
	EXTRA TOILET	13	1	Desire for more than 1 toilet for homes, especially those with three or more bedrooms.
	FLOORING	7	1	Preference for tile, lino or timber flooring instead of carpet.
	FENG SHUI	1	0	Concern that front and back doors are in alignment, and stairs to first floor home should not go straight down to entry-level door.

## 4. Bonnyrigg Plaza Displays

### 4.1. Overview

JSA held multiple displays of the revised plans in Bonnyrigg Plaza on selected Thursday and Saturday afternoons in August.

- Saturday 11 August
- Thursday 16 August
- Saturday 18 August
- Thursday 23 August
- Saturday 25 August

With the language support provided by the BCEs, we are able to speak with and hear from more people than previously captured at Plaza Displays held during Phase 1 of consultation. It is important to remember that whilst we captured responses from 124 people, many more people stopped by the display to have a look at the maps and images, yet chose not to provide comment. Displays were held for four hour sessions either from 11.00am – 3.00pm in the middle of the afternoon, or later on Thursdays from 3.00pm – 7.00pm to capture some 'late-night' shoppers.

### 4.2. Bonnyrigg Plaza Display Demographics

Holding displays in the Bonnyrigg Plaza shopping centre has provided us with access to both on-estate residents and residents of surrounding areas.

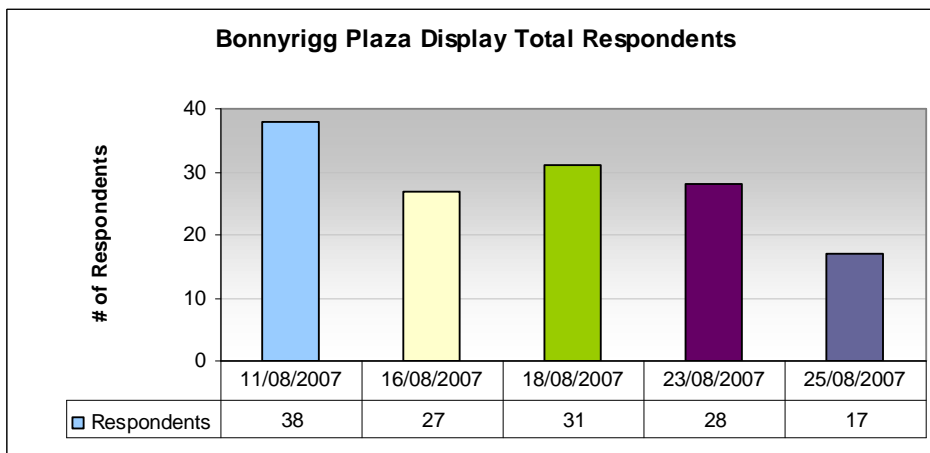


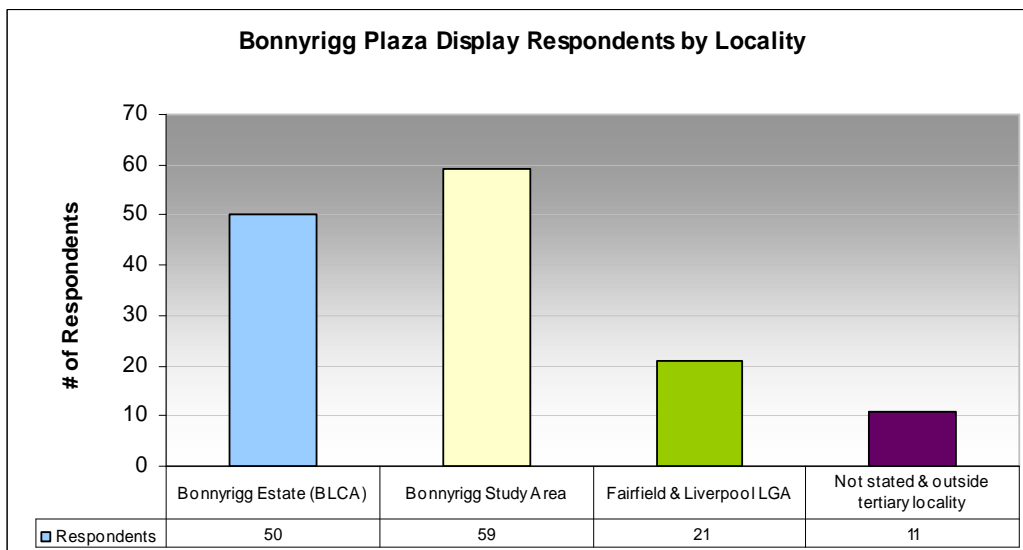
Figure 4.1: Bonnyrigg Plaza Displays – Total # of Respondents

The following table shows the range of suburbs around Bonnyrigg where respondents came from.

**Table 1: Bonnyrigg Plaza Displays – Range of Suburbs of Respondents**

Number of respondents		Number of respondents	
<b>Suburbs</b>		<b>Suburbs</b>	
Bonnyrigg (on-estate)	50	Cecil Park	1
Bonnyrigg (off-estate)	17	Busby	1
Bonnyrigg Heights	15	Fairfield	1
Edensor Park	11	Merrylands	1
Not stated	7	Parramatta	1
Mt Pritchard	7	Penrith	1
St Johns Park	5	Prairewood	1
Cabramatta	4	Smithfield	1
Bossley Park	3	St Clair	1
Cabramatta West	3	Wakeley	1
Canley Heights	3	Greenfield Park	1
Green Valley	2		
Liverpool	2	<b>Total # Respondents</b>	<b>141</b>
North Liverpool	1		

The following figure shows how the respondents can be classified by the three localities as defined in the Social Impact Assessment (SIA). These three localities include the Bonnyrigg estate as the primary locality, the Bonnyrigg study area including suburbs surrounding the estate as the secondary locality, and the Fairfield and Liverpool LGAs as the tertiary locality.



**Figure 4.2: Number of Respondents by Locality**

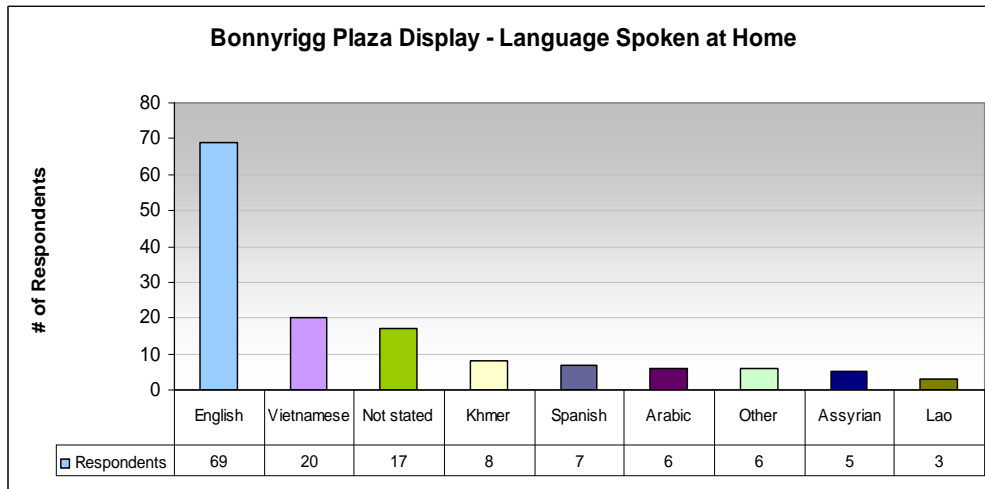


Figure 4.3: Respondents by Language Spoken at Home

Respondents who provided comments at the plaza displays were primarily English speaking (n=69). However, there were also many (n=49) non-English speakers engaged by the BCEs. The BCEs assisted with interviewing and discussing the plans in English as well as their language as required by the number of people visiting the display.

### 4.3. Bonnyrigg Plaza Display Feedback Results

#### 4.3.1. Overall Summary

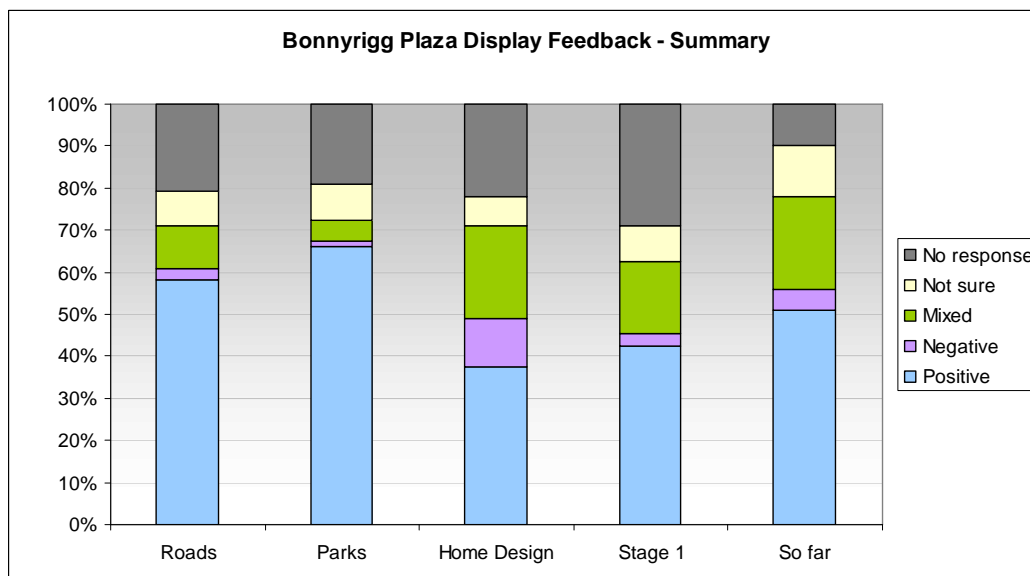


Figure 4.4: Bonnyrigg Plaza Feedback All Days – Summary

### 4.3.2. Roads

Strong support was expressed for the new roads, especially the connection across the estate and the development of the cycleway through the parks.

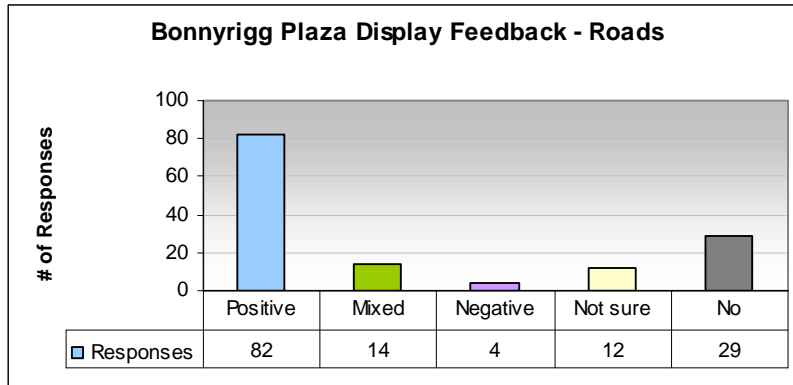


Figure 4.5: Bonnyrigg Plaza Feedback All Days – Roads

The following figure shows a comparison between the views expressed about the plans for the new roads by respondents who live 'on-estate' versus those living in surrounding suburbs or 'off-estate'.

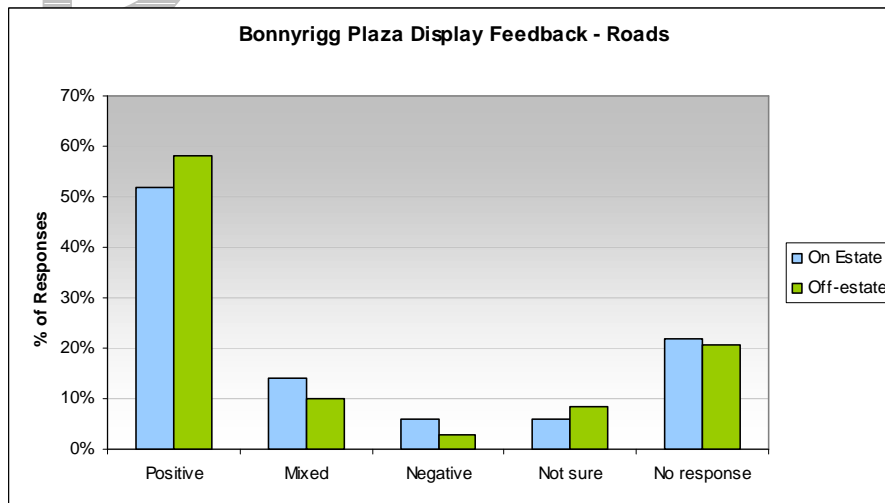


Figure 4.6: Bonnyrigg Plaza Feedback All Days – Roads (On & Off Estate)

While both groups show strong support for the plans for new roads, those off-estate respondents appear slightly more positive and less negative or mixed feelings about the plans.

While the overall feeling about the plans for the roads was positive, there were many concerns captured through comments regarding the perceived lack of both on and off-street parking for residents and visitors and worries about increased traffic through the estate.

### 4.3.3. Parks

Similar to what we heard from all Phase 2 consultation activities, respondents at the Bonnyrigg Plaza displays are also very positive about the plans for the new parks (n=93).

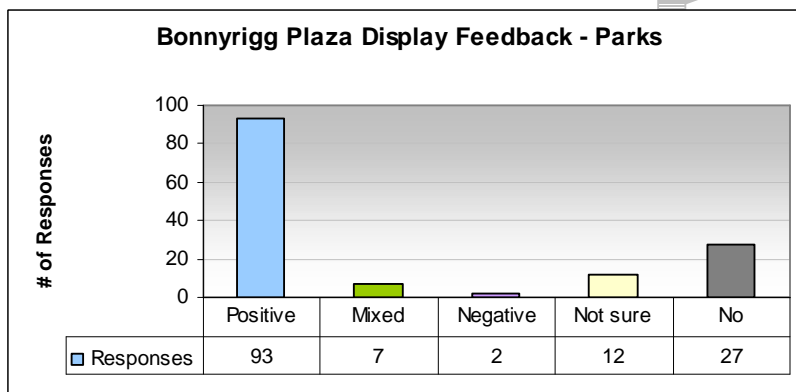


Figure 4.7: Bonnyrigg Plaza Feedback All Days – Parks

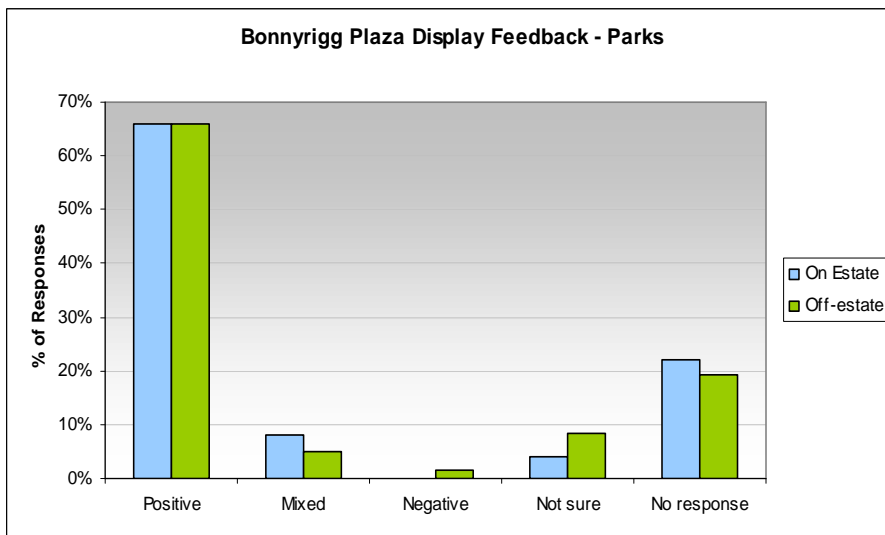


Figure 4.8: Bonnyrigg Plaza Feedback All Days – Parks (On & Off Estate)

Comments showed a high level of support for plans for increasing the facilities and amenities of the parks, and hope that the parks will be safer places to play for children. Some were concerned that unless the facilities are well maintained they could be ruined by vandalism.

#### 4.3.4. Home Designs

Many respondents (n=53) expressed positive feelings towards the home designs, especially the plans for the detached and 2 attached homes. Many also expressed mixed and uncertain feelings about the home designs (n=37), and some expressed negative feelings (n=16).

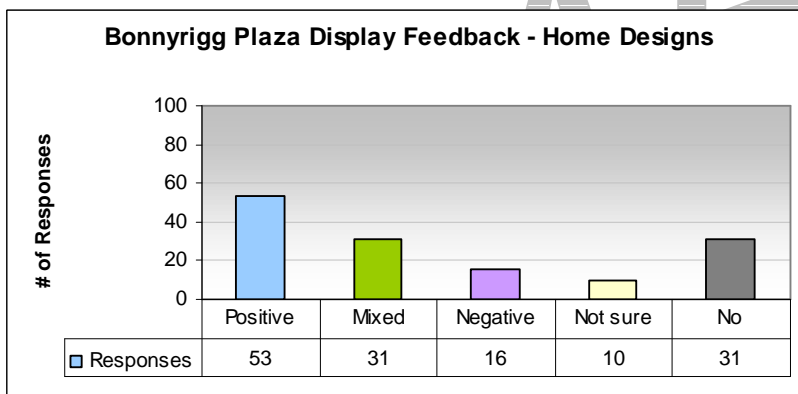


Figure 4.9: Bonnyrigg Plaza Feedback All Days – Home Design

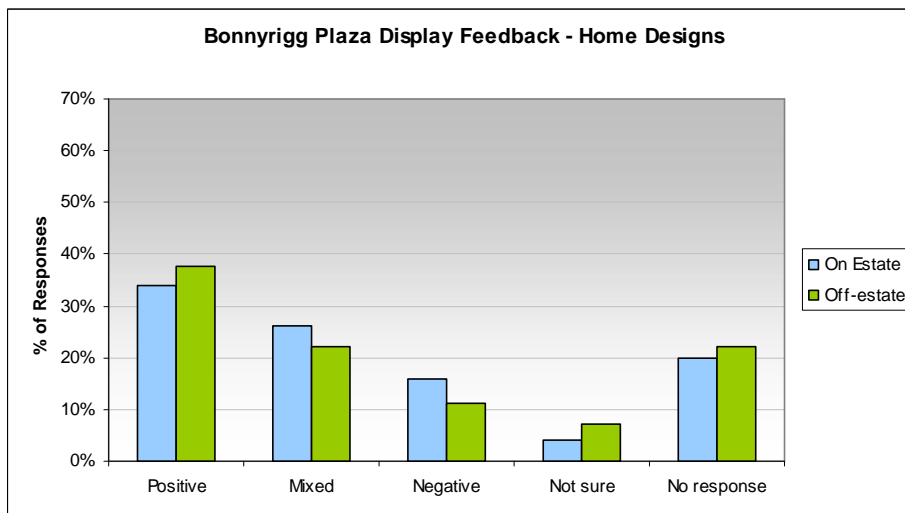


Figure 4.10: Bonnyrigg Plaza Feedback All Days – Home Designs (On & Off Estate)

The comments captured reinforce the views about home designs that have been expressed at other consultation events and the doorknock survey. Respondents

showed support for the outlook of homes to parks and that there is a mix of home types planned. However, concerns were expressed about noise and privacy in attached home types and the absence from the plans of any single storey detached homes. Similar concerns were also captured about the potential of having a problem neighbour in the attached home types, especially the 4 and 6 attached homes. One respondent felt that the housing types proposed may not work for the estate population based on the current social problems experienced.

#### 4.3.5. Stage 1

The comments received about the Stage 1 plans were often positive (n=60), with few negative (n=4) and others expressing mixed feelings and uncertainty (n=36). As many respondents were simply passing by the display while doing their shopping, many did not stay long to complete the full feedback interview. As a result, many did not provide a response on this topic (n=41).

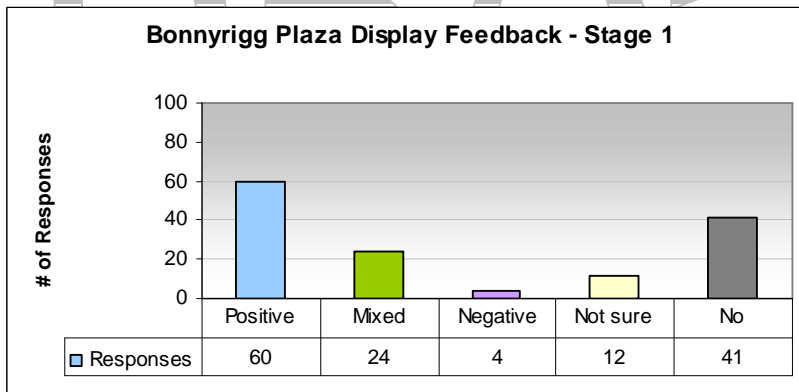


Figure 4.11: Bonnyrigg Plaza Feedback All Days – Stage 1

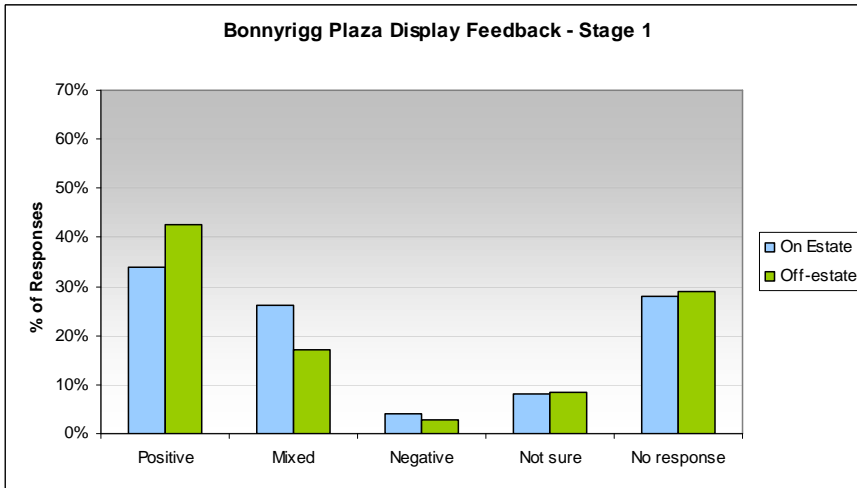


Figure 4.12: Bonnyrigg Plaza Feedback All Days – Stage 1 (On & Off Estate)

#### 4.3.6. Project So Far

Many of the respondents expressed a positive response about the project so far (n=72), while many have mixed feelings (n=31) or are unsure (n=17).

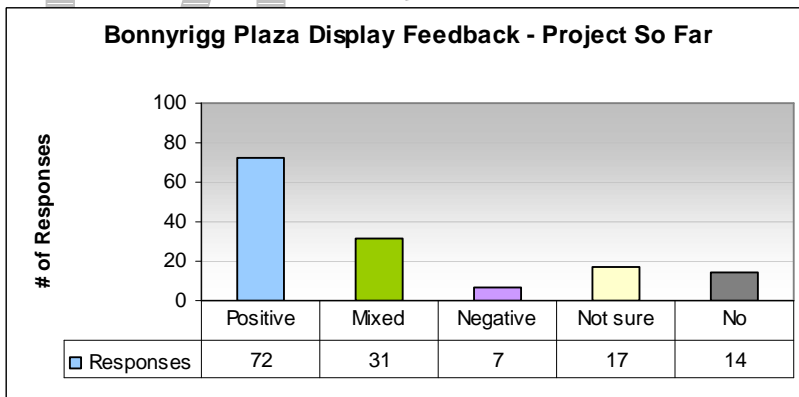


Figure 4.13: Bonnyrigg Plaza Feedback All Days – Project so far

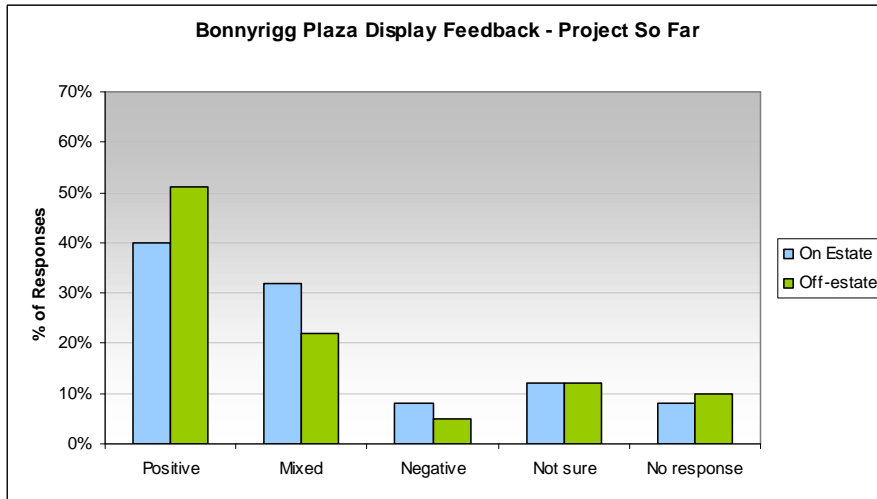


Figure 4.14: Bonnyrigg Plaza Feedback All Days – Project so far (On & Off Estate)

When on and off estate responses are compared, we see that a higher proportion of off-estate residents hold positive views of the project, with fewer negative and mixed feelings.

Comments captured reflect an optimistic view of the redevelopment and the possibility of the project to “lift the whole area” and “improve social behaviour and attitude of people”. Many hope that new businesses will come to the area and that people from surrounding areas will be attracted to live and settle in Bonnyrigg.

However, other comments show that others are less optimistic about the project. Some feel that the increased density of the area will only lead to increased social problems, especially if the same residents (eg some problem tenants) are allowed to live in the new housing. As one respondent said, *“You can redevelop all you like, but you can’t change people.”*

There were also concerns expressed about the surrounding areas and the feeling that the new development will do little to impact the culture and feeling of the area. For example, *“The new dwellings will not change the attitude and culture of some of the communities around Bonnyrigg when it comes to break-ins, theft, et cetera.”*

Alternatively, many visitors to the display inquired about new home prices and expressed an interest in living in the new Bonnyrigg.

## 5. Private Owners Meeting

### 5.1. Overview

On 16 August 2007, BP held a special session for private owners at St Johns Park Bowling Club to review the revised plans. JSA staff led the group through the storyboards for the revised plans, with assistance from a Vietnamese interpreter who translated the information for nearly half of the attendees. Comments and questions were captured on butcher's paper. Attendees also completed the feedback card used at the 3 and 4 August Community Information Days.

### 5.2. Feedback Results

A total of 16 respondents completed feedback cards. The following figure details the results from the feedback cards.

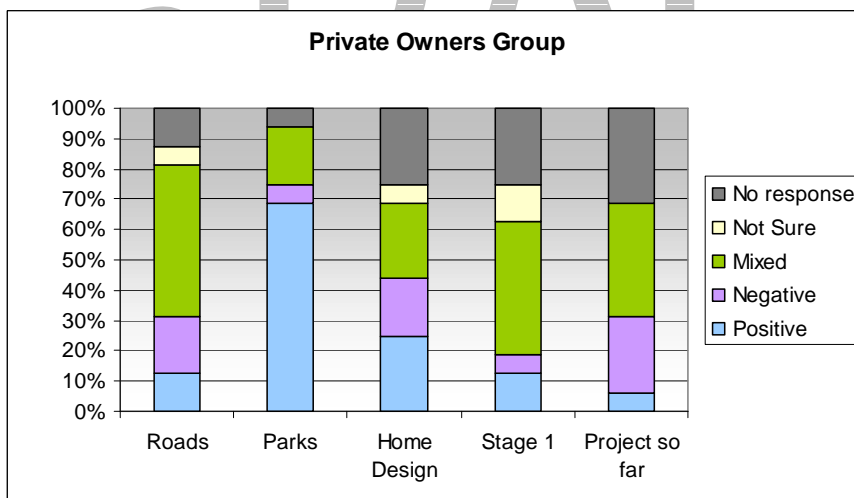


Figure 5.1: Private Owners Group Meeting – Feedback Card Results

Based on the results from the feedback cards, there is clearly less support for the proposed road plan amongst the private owners than other respondents (namely public tenants and off-estate residents), based on feedback captured through the other consultation activities during Phase 2. Many private owners are disappointed and concerned about the loss of some of the cul-de-sacs, which will be replaced by through roads. They are concerned about the increase in traffic and potential loss of amenity and safety for children playing that the cul-de-sacs currently provide.

Private owners present at the meeting were concerned that the proposed road widths, namely the 8 metre and 15 metre streets, appear too narrow. They also expressed concern about the positioning of all garages at the back of the properties.

Many also felt that the amount of on-street and off-street parking provided will not be sufficient for the increase in population of the new community. The private owners also expressed concern that as a result of insufficient parking, residents and visitors might park in front of their homes or on their nature strips.

Some expressed disappointment that they have not yet seen what the new homes will look like from the outside. Many are very concerned about how their homes will look and fit in with the new homes built in their areas, with some wondering whether the new homes will look "suitable for Asian cultures".

It is important to note that there was the feeling expressed - by both English and Vietnamese speaking - that the private owners have raised many issues of concern to Bonnyrigg Partnerships so far during the consultations and that they are not seeing any changes to the plans nor negotiations with them about their concerns. As one participant stated, "*this does not bode well for us for the rest of the redevelopment.*"

## **6. Community Consultation Workshop**

### **6.1. Overview**

JSA held a community consultation workshop on 21 August 2007 at the Bonnyrigg Public School. The workshop was delivered by the BCEs in the main community languages (Assyrian, Arabic, English, Khmer, Lao, Spanish and Vietnamese) in the morning, with a repeated session for English and Vietnamese speakers in the evening.

The purpose of the workshop was to provide the community with: an additional opportunity to review and discuss the revised plans, a report back from the feedback received from attendees at the 3 and 4 August Community Information Days, and an opportunity to explore some design solutions and trade-offs related to some controversial aspects of the design – for example, the 8 metre wide small street for rear access to some homes in Stage 1.

### **6.2. Workshop Demographics**

A total of 73 participants attended the workshop. There was attendance from each of the main language groups.

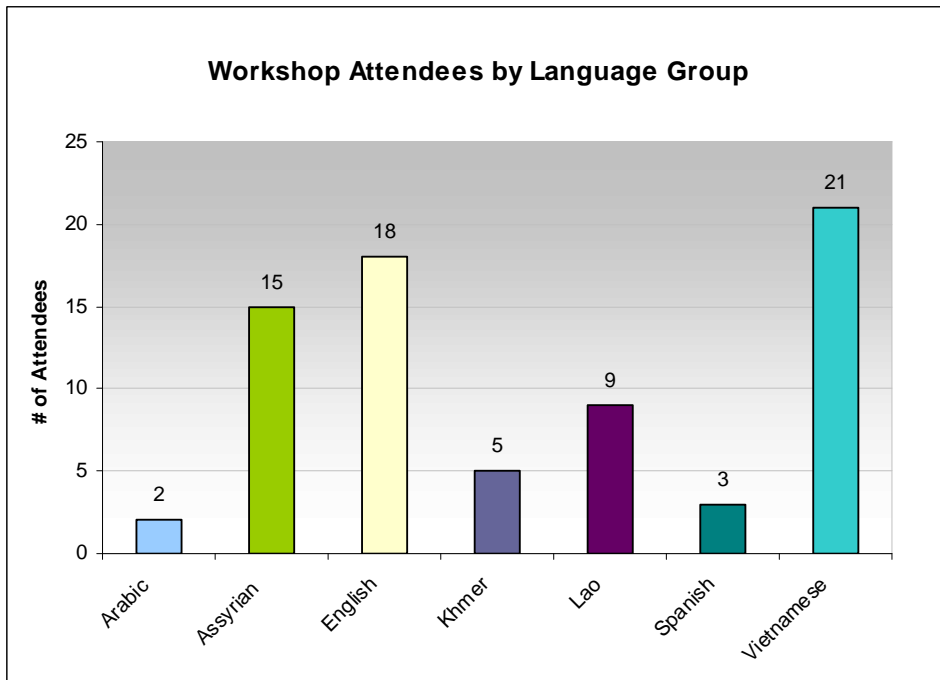


Figure 6.1: Workshop Attendees by Language Group

### 6.3. Workshop Feedback Results

Overall the comments received at the consultation workshop reinforce the views, both expressing support and concern, that we have captured through other consultation events and activities. The following sections aim to provide a brief summary of the qualitative feedback received at the workshop.

#### 6.3.1. Parking & Outdoor Storage

- Off-street parking in garages and carports is widely preferred to on-street parking options.
- There is a strong preference for lockable garages as opposed to carports due to increased storage space.
- Many felt that every house should have outdoor storage area for items that are not suited for indoor storage, such as automotive and lawn care products.
- Need disabled access from garage or carport to house.
- There is concern for the security of on-street parking for extra cars and visitors.

- Some question how extra off-street car spaces for overflow parking (if offered) will be allocated. Some suggested removing the proposed tree bays to increase parking space.

### **6.3.2. 8 Metre Wide Small Street**

- Concern about possibility of car accidents when reversing out of garages and car spaces due to narrow width of the road.
- Concern about people parking in the 8 metre street and blocking access for others.
- Concern about rubbish dumping and drug deals happening in the 8 metre street.
- Suggestion that the 8 metre streets be one-way only.
- Some would trade-off the view of the park for garage and carports to be located at front of house to avoid need for back lanes.
- Some felt that the surveillance over the small street could be improved during the day if some balconies had a view over the area. However, the preference would be for the balcony to overlook the park as opposed to the small street at the rear of the house.

### **6.3.3. Fencing Preferences**

- Preference for slated metal or timber fencing at front of house that is see-through with more solid type of fencing at rear – if designed to deter climbing.
- Some do not like the metal fencing – as dogs could get out and bite passerbys.
- Avoid hedges and planted vegetation that is too dense that can shield people hiding behind.
- Some felt that if allocated a slated fence, they would have the option to increase ones own privacy by planting additional trees and shrubs.

### **6.3.4. Ventilation for Bathrooms and Kitchens**

- Many are concerned about possibility of not having a kitchen window. Kitchens must have a window for ventilation – due to strong odours from certain ingredients and meals prepared.
- Strong preference for bathrooms to have a window.

- Feeling that if the development is supposed to be environmentally friendly, the requirement of homes to use of exhaust fans is not energy efficient.

### 6.3.5. Uses of Balconies for First Floor Homes

- Need adequate screening between balconies of neighbours for privacy.
- Balcony position should be determined by aspect for maximum sunlight.
- Drying areas need to be properly positioned for maximum sunlight to optimise drying.
- Concern about where drying area will be for first floor homes.
- Some mentioned that the DoH banned drying clothes on balconies, wonder if this will still apply.

### 6.3.6. Opinion on Model Home Facades

Bonnyrigg Development (BD) provided plans for the facades of the model 4-plex home to be built in Bonnyrigg in early 2008 for use at the consultation workshop to gather input on the design.

- There is general interest across all groups to see the homes built.
- Support for model homes that will allow residents to see what the new homes will be like, *“A person can’t really tell what it will be like until you go inside and see the rooms. On paper it is very hard to tell.”*
- Support for the corrugated metal roof. Many felt that the corrugated metal roofing will not only look nice, but is also much safer when compared to tiled roofs which are sometimes associated with break and enters where the tiles are removed for access to the home. Concern that metal roofing is well insulated and ventilated to reduce heat.
- Concern about the stairs at the front entry to three of the four homes – access for those unable to climb stairs.

### 6.3.7. Frustration with Consultation Process

Some expressed disappointment and frustration with the consultation process generally. Some feel that the community was told things at the beginning of the consultation process with the DoH and FCC that are not reflected in the plans to date. As one participant said, *“We were told on site visits that the trade-off between loss of*

*yards and increased parks would be larger and more spacious indoor living areas. While we are now hearing that the insides of homes will be about the same size as the homes we are currently living in.”*

Moreover, some felt that many of the things the community has expressed a desire for throughout consultations have not been accommodated for (eg, lockable garages for all homes). Some feel that the homes will be built for a low price and it does not matter what the community prefers.

## **7. Consultation with Aboriginal Residents**

### **7.1. Overview**

On 22 August 2007, JSA and DoH held a special coffee session for Aboriginal tenants at the DoH office at 1 Kennedy Way. Attendees included 4 staff members from the DoH Specialist Project Team, 2 representatives from JSA, 1 from St George Community Housing, and 5 tenants of the estate. The aim of the forum was to listen to the tenants and respond to their specific questions and concerns about the redevelopment project both related to the revised plans and design, staging and rehousing or housing management.

### **7.2. Feedback Results**

At the forum, tenants shared stories about their personal experiences as a resident of the Bonnyrigg estate and their concerns and questions about the redevelopment. One resident expressed concern about the numerous inspections required of the property. Much of the conversation focused on the trouble and difficulty tenants have experienced regarding maintenance of their homes by the DoH. Some felt that AHO (Aboriginal Housing Office) homes are significantly better maintained than DoH homes and have long wished to transfer into AHO housing because of this reason.

Comments about the redevelopment echo comments captured at other consultation events including:

- Concern about new and potentially “problem” neighbours.
- Concern about safety and security of homes and potential to access house from neighbour’s balcony.
- Concern about adequacy of outdoor clothes drying space for all homes.

- Questions about compensation for items added to current homes, plus finishes and items provided in the new homes (eg blinds).
- Questions about the Seniors' Precinct and ability to have family members come and stay for a visit.
- Concerns expressed about trees being removed to build the 2 model homes early next year.
- Mention of certain trees of significance for some individuals and families – especially the large tree on Bradfield Crescent.

In addition, one participant expressed the feeling that despite the consultation activities and views expressed by the community the plans are largely finalised. As he said, *“Good luck with all of that, but I know that no matter what I say my input isn't going to matter – these are the plans.”*

## 8. Bonnyrigg High School Youth Workshop

### 8.1. Overview

JSA held a workshop with young people in the library of the Bonnyrigg High School on 28 August 2007. The aim of the workshop was to both find out what the students already knew about the project, inform them of where the plans are up to, answer questions that they have, and to identify outstanding concerns they have about the redevelopment project.

We held two sessions with the students. The first session was for Year 9, 10 and 11 students who are residents of the Bonnyrigg estate and who participated in the previous workshops conducted by the DoH and FCC in 2005. The second session was for all Year 7 students who are residents of the estate, plus the Year 8 students who are residents of the estate and participated in the previous workshops.

The students in each session were divided into four groups that spent time at four stations based on the main project topic areas – Roads, Parks, Home Designs and Staging & Stage 1. JSA representatives staffed the four stations with assistance from an Urban Designer from Urbis JHD. The sessions began by asking the students to record both 'what they have heard about the project so far' and 'what they would like to know' onto butcher's paper. The small groups of students were then led in a discussion at each of the stations about the revised plans for each topic by the staff with the use of storyboards and the 4-plex model. The students were encouraged to

share their views on the plans, whether positive or negative. The students also completed the feedback cards used at the 3 and 4 August Community Information Days.

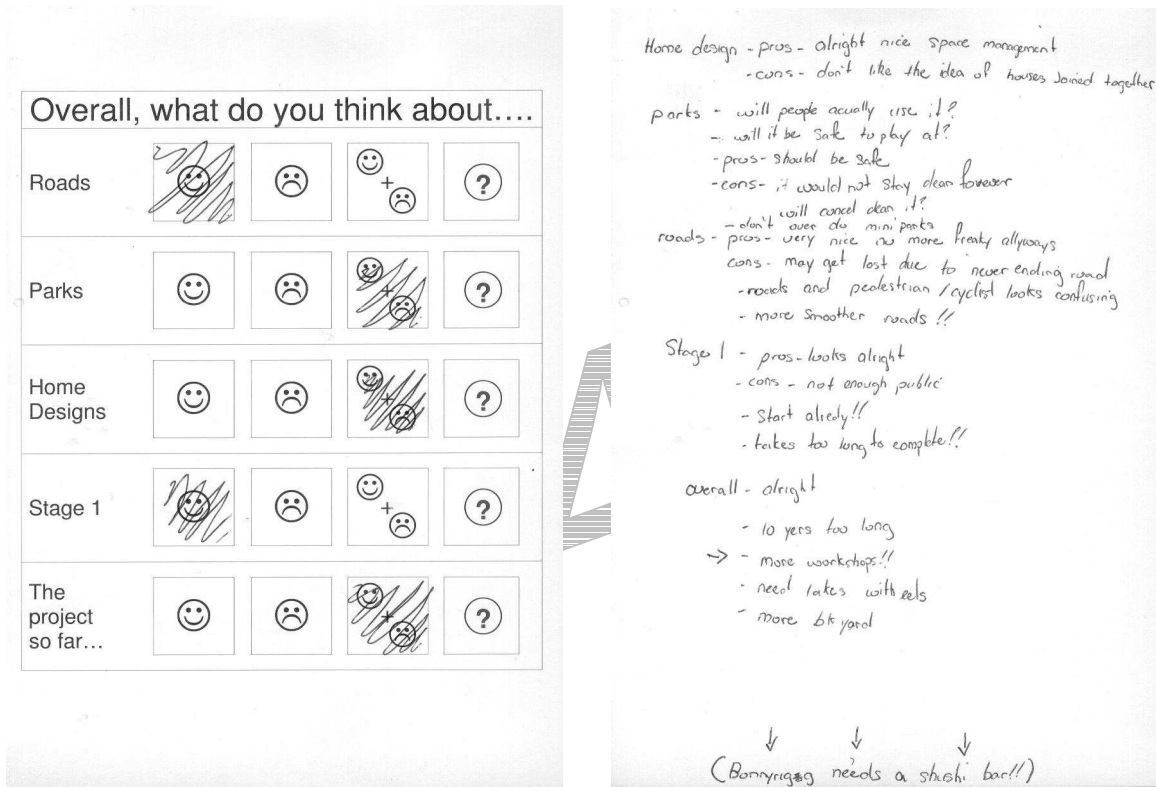


Figure 8.1: Example of completed feedback card from high school workshop.

Table 2: Bonnyrigg High School Workshop - Participants

	Number of Participants
<b>Bonnyrigg High School</b>	
Year 7	9
Year 8	10
Year 9	11
Year 10	4
Year 11	4
<b>Total # Participants</b>	<b>38</b>

## 8.2. Feedback Results

### 8.2.1. Overall Summary

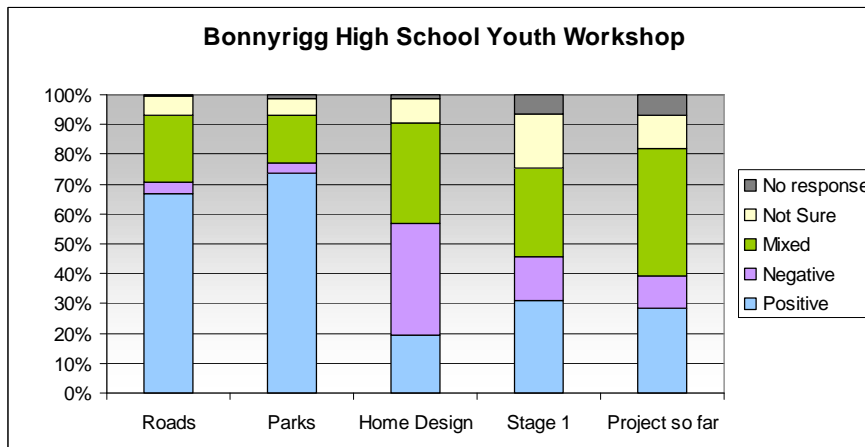


Figure 8.2: Youth Workshop Feedback – Overall Summary

### 8.2.2. Roads

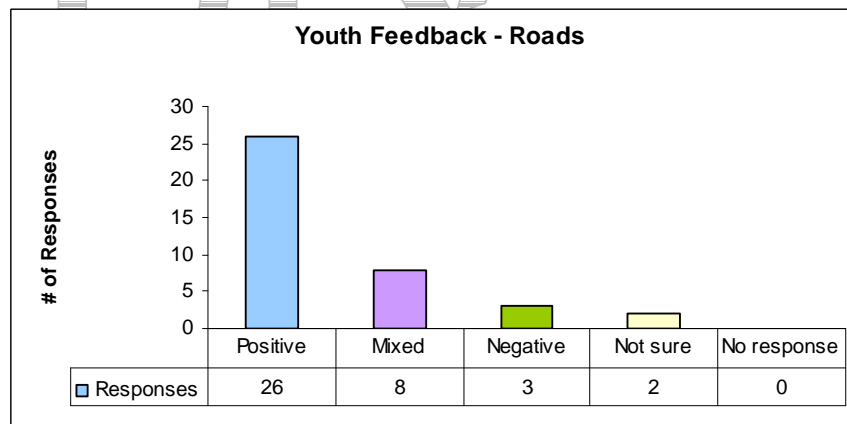


Figure 8.3: Youth Workshop Feedback – Roads

Students expressed very positive reactions towards the road plans. Some were especially pleased to see the removal of, what one student called the “*freaky alleyways.*”

### 8.2.3. Parks

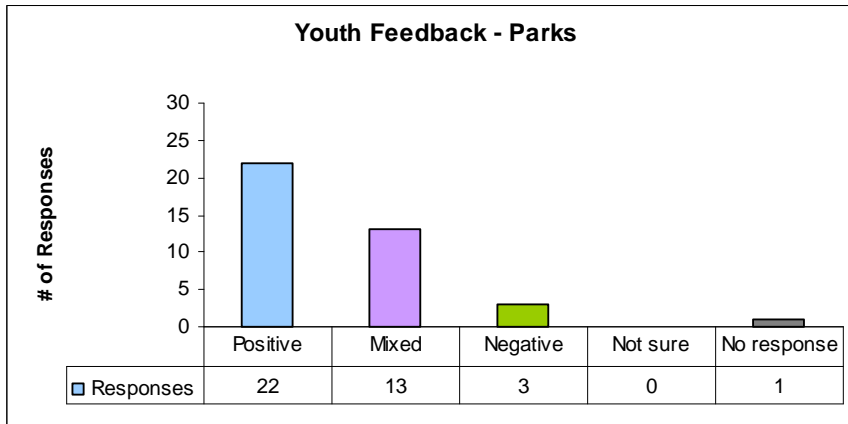


Figure 8.4: Youth Workshop Feedback – Parks

Many young people expressed positive feelings towards the plans for parks (n=22). Students suggested:

- Shelters for the basketball courts
- Outdoor theatre
- Chinese and Japanese themed gardens
- Toilets for every park - though concern was expressed about how to stop drug use from happening in change rooms and toilets.
- That the designers do not try and put too many facilities into the smaller parks, *“Don’t over do the mini-parks.”*

There were concerns expressed about how public art and new facilities will be maintained and avoid being destroyed by vandalism. Some proposed daily clean-ups of the parks. Some were also not impressed with the creek through the centre of the estate, and expressed concern that it will become a place for drug taking, drinking and rubbish dumping.

### 8.2.4. Home Designs

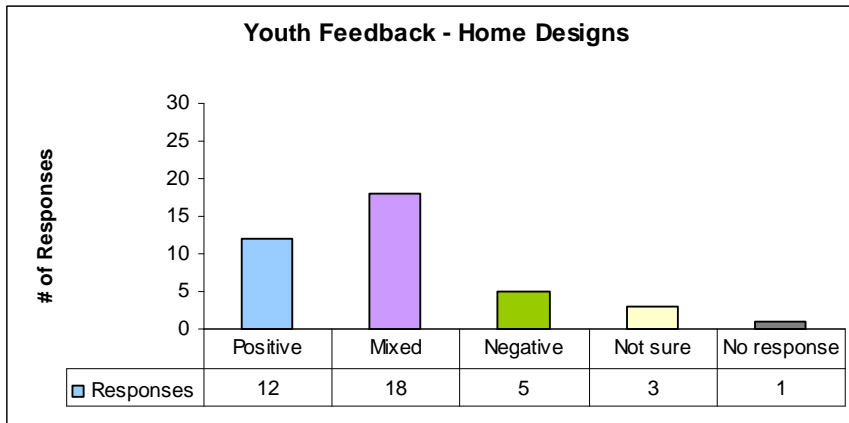


Figure 8.5: Youth Workshop Feedback – Home Designs

Students expressed some positive and mixed feelings about the home designs. While many agreed that the home designs look nice, they expressed concern about the levels of privacy and noise that may result from the designs (especially attached homes). Many students expressed concern about the lack of yards for some homes, and what they perceive to be very small yards for homes with yards.

### 8.2.5. Stage 1

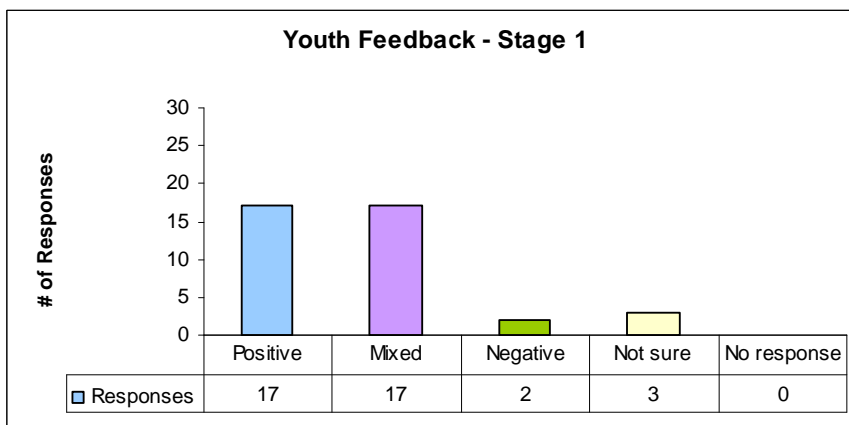


Figure 8.6: Youth Workshop Feedback – Stage 1

Students expressed mainly positive or mixed feelings regarding the plans for Stage 1. Some felt that project will take too long to complete, and would like the project to begin soon. There was concern captured that there is not enough public housing provided.

### 8.2.6. Project So Far

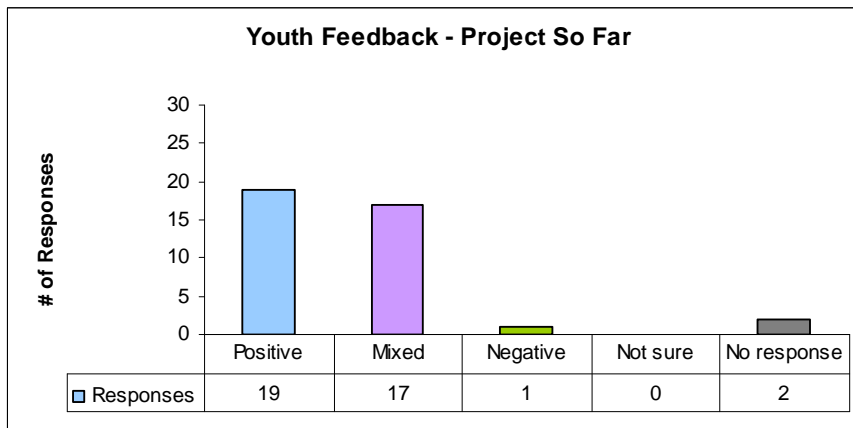


Figure 8.7: Youth Workshop Feedback – Project So Far

There were many positive responses to the project so far, but clearly for the young people there are a lot of mixed feelings and perhaps a “wait and see” attitude towards the project. There were concerns captured that the higher density will lead to more traffic and an increase in crime.

## 9. Recommendations

Based on the feedback collected during Phase 2 of community consultation and our professional perspective as social planners, we recommend to the Bonnyrigg Partnerships Design Team the following recommendations.

### 9.1.1. Home Types and Design

- Provide a sufficient number of adaptable homes – ensure that all ground floor dwellings are adaptable and able to be made ‘accessible’ (i.e. ensure that adaptable homes are spread across all home types and stages).
- Provide 10 single story detached homes with 3, 4 and 5 bedrooms for families where multiple members have disability or high support needs, and possibly for selected large families with ‘social issues’.
- If possible, provide fly screen doors and fly screen for windows on all homes.
- Where possible, separate toilets from bathrooms for all homes.
- Where possible, separate bath and shower for all homes.
- Provide some home designs with non-alignment of doors.
- Provide adequate exhaust fans for bathrooms if windows are not possible.
- Provide a secure and adequate space for clotheslines and outdoor drying areas for upstairs 4 and 6-plexes for both ground floor and first floor homes.
- Where possible separate laundry area from bathroom and toilet.

### 9.1.2. Parking and Outdoor Storage

- If possible, provide lockable garages for all dwellings, or otherwise lockable and totally secure carports.
- Provide adequate outdoor lockable storage for items including, tools, tyres, oil, lawnmower, whipper-snipper, either separately or as part of garage or carport, especially for first floor homes without a yard.
- Relocate some garage for 6-plexes to reduce distance to home entry.
- Address 8 metre wide “small street” issues – break up garages by moving some to side of homes or front entry.
- Where possible, provide additional visitor and overflow parking – parking is likely to be inadequate and highly contentious (in reality if not according to

Council DCP requirements) – consider angle parking around parks and possible relocation of tree bays.

### **9.1.3. Safety and Security**

- Demonstrate security of shared entrance to 6-plex.
- Provide detail on how safety and maintenance of parks, open space, and nature strips will be ensured and who has responsibility.
- Provide adequate fencing for security and privacy at back and side of homes.

### **9.1.4. Seniors' Precinct**

- Endeavour to move the development of the Seniors' Precinct forward to accommodate for older people earlier and avoid multiple moves.
- Develop a local allocations strategy for the public apartments to be built adjacent to private retirement village to allocate ONLY to those tenants over 55.