

# Bonnyrigg Partnerships



Phase 2

## Bonnyrigg Community Engagement Feedback

EXECUTIVE SUMMARY

October 2007

# Contents

<b>Overview .....</b>	<b>1</b>
<b>1. Summary of Involvement .....</b>	<b>2</b>
<b>2. Summary of Findings .....</b>	<b>3</b>
<b>3. Summary of Key Areas of Support and Concern .....</b>	<b>5</b>
<b>4. Summary of Recommendations .....</b>	<b>8</b>

## Overview

Bonnyrigg Partnerships commenced Phase 1 of consultation with the community in late April 2007. The process for consultation adopted during Phase 1 was in accordance with the framework contained in the *Draft Communication and Consultation Strategy* developed by Bonnyrigg Partnerships in consultation with the Department of Housing.

In July 2007, JSA issued Bonnyrigg Partnerships with a review and analysis of Phase 1 consultation activities, *Phase 1 Bonnyrigg Community Engagement Feedback*. This report provided recommendations for a consultation strategy for Phase 2, to commence with the release of the revised plans for the redevelopment to the community. This strategy was further refined and agreed upon through consultation with Bonnyrigg Partnerships and the Department of Housing. The period for Phase 2 consultation was August and September 2007, with activities in August dedicated to the redevelopment plans and activities in September focused on housing management.

This report is a brief summary of the consultation activities conducted during Phase 2, including findings and recommendations. For a comprehensive analysis and review, please see JSA *Phase 2 Bonnyrigg Community Engagement Feedback Report – September 2007*.

A third phase of consultation will commence with the release of the plans to be lodged with the NSW Department of Planning and Fairfield City Council and will include the formal submission process.

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 Bonnyrigg High School for her assistance with organising the youth workshop.

## 1. Summary of Involvement

Throughout Phase 2, JSA conducted a range of consultation and communication activities to disseminate information and gather feedback about the revised plans for the redevelopment, with an emphasis on accessing those in the community and surrounding suburbs who had not yet participated.

Phase 2 was launched with the release of the revised plans at the Community Information Days on the 3 and 4 of August 2007. Residents from 159 households attended the event. Attendees were mainly on-estate public tenants and private owners, though there were some from surrounding suburbs.

The information days were followed by a doorknock survey of the estate, which was aimed at residents who are unable or less likely to participate. Each survey lasted between 20 – 40 minutes. If residents were not home or unavailable to be interviewed, information about the revised plans (in English) was left – as translated materials were not yet available. A total of 97 households were surveyed over four days.

The revised plans were displayed in the Bonnyrigg Plaza shopping centre on selected Thursdays and Saturdays throughout August. The Bilingual Community Educators (BCEs) provided language support, which enabled us to engage with more people than at previous displays held during Phase 1. A total of 124 people (both on and off estate residents) gave responses at the displays, with many more people stopping by to have a look at the maps and images but chose not to provide comment.

A community consultation workshop was held in the main community languages, to further discuss the revised plans by exploring some of the trade-offs and design solutions to issues and objections raised by the community about the plans – for example, the 8 metre wide small street for rear access to some homes in Stage 1. A total of 73 participants attended the consultation workshop.

In addition, special sessions were held with the existing private owners on the estate, Aboriginal families on the estate, young residents from the estate attending Bonnyrigg High School, and seniors on the estate. 16 private owners, 5 Aboriginal tenants from the estate, 38 young people from Bonnyrigg High School, and 12 seniors attended these special sessions to review and discuss the revised plans.

## 2. Summary of Findings

Throughout the consultations, we used a variety of feedback mechanisms including qualitative data capture (comments captured on butcher's paper), structured feedback forms and a doorknock survey for quantitative data capture. 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 simple options for feedback on the plans – happy, not happy, mixed feelings and not sure.

Results from the quantitative findings show that there are clear similarities from responses at all events, and some distinct differences of opinion. Across the range of activities where quantitative data was captured, the majority of respondents surveyed feel positive about the plans for roads and parks, with few negative (unhappy) responses captured.

There was a range of responses to the plans for home designs. More people expressed negative and mixed feelings about the proposed home designs, than expressed positive feelings. Whilst this displeasure may be the result of a range of issues to do with the project, there were significant concerns expressed about attached homes.

When on and off estate responses are compared, there are a higher proportion of off-estate residents who express positive views of the project, with lower levels of negative and mixed feelings expressed. Comments captured reflect an optimistic view of the redevelopment by off-estate residents and the possibility of the project to “*lift the whole area*” and “*improve social behaviour and attitude of people.*” However, some are concerned that the increased density of the area may lead to social problems and neighbour disputes.

Private owners report a much higher degree of mixed feelings about the plans for roads. This is mainly due to concerns about the loss of cul-de-sacs, proposed road widths and parking. Similar to other respondents, private owners are extremely supportive of the plans for parks with a similar level of ambiguity and negative feelings towards the plans for home designs, Stage1 and the project so far.

Whilst some people feel negatively 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. Young people in particular expressed a high level of mixed feelings and more of a “*wait and see*” attitude towards the project.

### 3. Summary of Key Areas of Support and Concern

The following two tables provide a summary of the main issues of support and concern captured during Phase 2 Consultation. The tables are colour-coded to highlight the difference between those themes or groupings of comments that are positive and supportive (yellow) and those that are largely comprised of concerns and questions (blue).

<b>Key Areas of Support</b>	
<b>Theme</b>	<b>Comments Summary</b>
<b>Park Amenities</b>	Like the large areas with children's playground and places to exercise and be active. Like sports fields, BBQ areas, seating, trees, change rooms, bridges over creek.
<b>Road connection</b>	Strong support for improved road connections throughout the estate. Feeling that design encourages safety and will allow people to walk down the streets peacefully.
<b>Cycleway &amp; Paths</b>	Many people mentioned that they do not drive, so they are happy with the development of a good cycling and path network. Concern for conflicts on paths between bicycles and pedestrians.
<b>New Homes</b>	Many people happy that they will receive a new home.
<b>Improved perception of suburb</b>	Redevelopment will lift the whole area. Will lessen the stigma of a "public housing estate."

<b>Key Areas of Concern</b>	
<b>Theme</b>	<b>Comments Summary</b>
<b>Garages</b>	<p>Strong concerns about equity of mix of garages, carports and open spaces.</p> <p>Concerns for safety of cars without a garage.</p>
<b>Security &amp; Safety</b>	<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.</p>
<b>Parking</b>	<p>Strong concerns about the low level of parking both on and off street across the estate, relative to current situation.</p> <p>Concern about quantity and safety of open car spaces on roads for residents with multiple cars and visitors.</p>
<b>Multi Storey/ Attached Homes</b>	<p>Concern about living in a multi-storey attached homes and apartments – due to privacy and noise.</p> <p>Concern for increased neighbour disputes due to density.</p>
<b>Drying area</b>	<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>
<b>Storage</b>	<p>Concern for lack of indoor and outdoor storage space, especially for those not allocated a garage or carport.</p>
<b>Separate Toilet</b>	<p>Desire for toilet to be separated from bath and laundry.</p>
<b>Small Street</b>	<p>Concern that the 8 metre wide street is too narrow and will lead to car accidents.</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>
<b>Yards</b>	<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>

Key Areas of Concern	
Theme	Comments Summary
<b>Seniors precinct</b>	Desire for Seniors' Precinct to be built earlier, as many would prefer to move straight into seniors' accommodation instead of enduring multiple moves.
<b>Allocations &amp; housing management</b>	<p>Question about which types of families allocated to ground and first floor homes?</p> <p>Several comments captured expressing concern about living in an attached home with problem or "bad" neighbours.</p>

## 4. Summary of Recommendations

The following is a summary of the recommendations made to the Bonnyrigg Partnerships Design Team, based on the feedback collected during Phase 2 of community consultation and our professional perspective as social planners. For a complete list of recommendations see *JSA Phase 2 Bonnyrigg Community Engagement Feedback Report – September 2007*.

- 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.
- Address 8 metre wide “small street” issues – break up garages by moving some to side of homes or front entry.
- Where possible, separate toilets from bathrooms for all homes.
- Provide a secure and adequate space for clotheslines and outdoor drying areas for both ground floor and first floor homes.
- Where possible, provide additional visitor and overflow parking – consider angle parking around parks and possible relocation of some tree bays.
- Provide detail on how safety and maintenance of parks, open space, and nature strips will be ensured and who has responsibility.
- Endeavour to move the development of the Seniors’ Precinct forward to accommodate for older people earlier and avoid multiple moves.