

# TELOPEA MASTER PLAN

## Community Engagement Summary Report

FEBRUARY 2017



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## ▶▶▶ INTRODUCTION

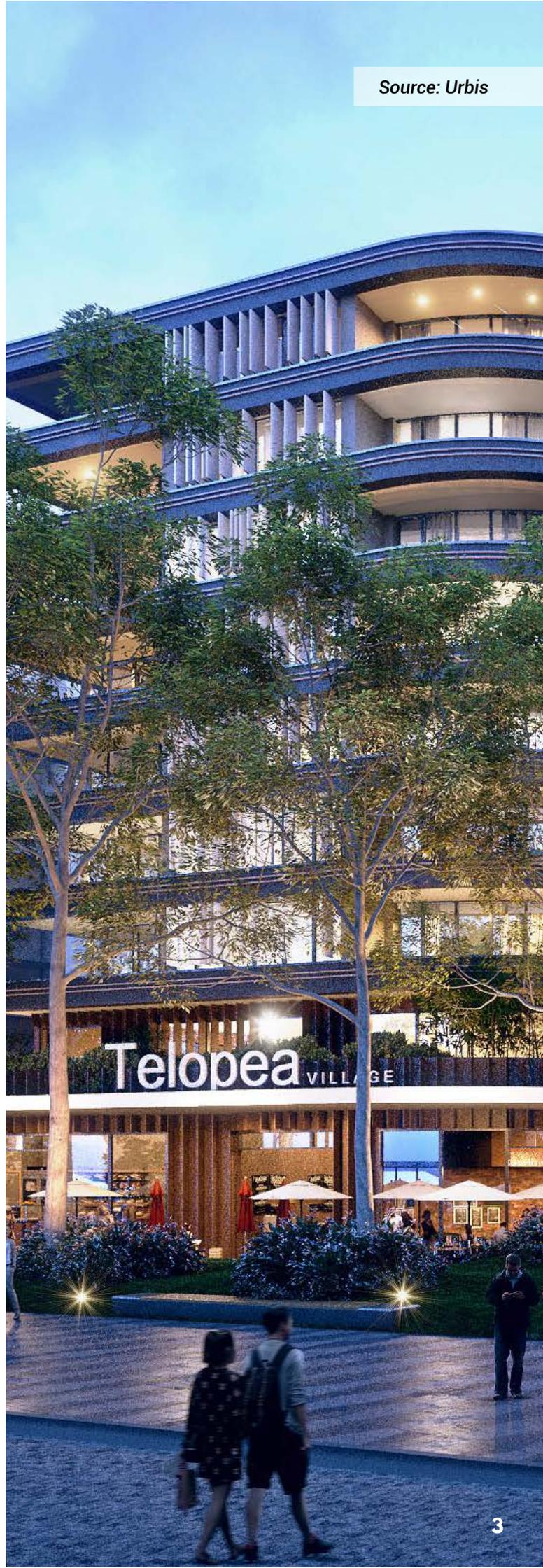
This report outlines the key points and themes identified during the community and stakeholder engagement program undertaken to inform the Telopea Master Plan.

## ▶▶▶ BACKGROUND

The Telopea Master Plan was prepared by Land and Housing Corporation (LAHC) in partnership with City of Parramatta Council (CoP).

The master plan guides growth and development in Telopea over the next 20 years which will include a mix of new and more social, affordable and private housing. The master plan aims to build on Telopea's key attributes to create a vibrant mixed community anchored by the new Parramatta Light Rail Service. It will be a blueprint of how the area can be transformed to better meet community needs, improve the amenity and infrastructure and provide a financially viable outcome for land owners.

A project team, led by Urbis, was appointed by LAHC to prepare the master plan. Straight Talk and JBA, as part of the project team have led the community engagement throughout the development of the master plan. Consultation was undertaken to ensure the communities views were considered during the master planning process.



## ▶▶ STAGE ONE

In March and April 2016 the project team undertook extensive consultation with the community to understand key issues about Telopea and how the master plan could address these issues.

Events were advertised via a letterbox drop, local newspaper advertisements and posts to City of Parramatta Facebook page.

The following workshops, meetings and pop up stalls occurred during the first stage of the consultation program.



DATE	TIME	LOCATION	STAKEHOLDER GROUP	TYPE OF ENGAGEMENT
14 March 2016	2.30pm – 3.30pm	City of Parramatta	Community Housing Providers	Meeting
16 March 2016	2.30pm – 4.30pm	Wade Towers, Telopea	TRED Community Leaders Group	Workshop
17 March 2016	5.30pm – 6.30pm	City of Parramatta	Ward Councillors	Presentation
18 March 2016	11am – 1pm	Dundas Area Neighbourhood Centre	Telopea Connections	Workshop
29 March 2016	5.30pm – 7.30pm	Dundas Area Neighbourhood Centre	Retail business owners	Workshop
31 March 2016	7am – 9am	Telopea Train Station	Commuters and passers by	Pop up stall
	11am – 1pm	Dundas Area Neighbourhood Centre	Retail land owners	Workshop
1 April 2016	3.30pm – 6.30pm	Wade Tower Gardens	LAHC tenants	Barbecue
2 April 2016	10am – 2pm	Waratah Shops	Local residents	Pop up stall
7 April 2016	11.30am – 2.30pm	Community garden, Telopea	LAHC tenants	Barbecue
8 April 2016	6pm – 8pm	Hume Housing, Sturt St	Hume customers	Barbecue

## ▶▶ STAGE ONE ENGAGEMENT SNAPSHOT





## ▶▶ STAGE ONE

The key issues raised by the community during the first stage of consultation included:

- ▶ **Connectivity:**  
Difficulty with moving around the area due to topography.
- ▶ **Traffic and transport:**  
Concern about traffic from increased development, as well as the need for more parking in the area.
- ▶ **Retail:**  
Feeling that the area is unsafe and there needs to be a greater variety of retail shops. Mixed views on moving the retail precinct to the Light Rail.
- ▶ **Sturt Park:**  
Underutilised because there are inadequate facilities and it is unsafe.
- ▶ **Community facilities:**  
Strong sentiment that a new community centre is required and that it should be incorporated into the retail hub.
- ▶ **Safety:**  
The area is safe during the day, but unsafe at night. Feeling that there is a high level of anti-social behaviour.
- ▶ **Design, height and density:**  
Feeling that the area needs more character. There were mixed views on the scale of development, and some concerns that the area will eventually become overdeveloped like Carlingford and Parramatta.

## ▶▶ STAGE TWO

Following the first stage of the engagement process, a draft master plan was presented to the community in August and September 2016.

The aims of the second stage of engagement were to:

- ▶ Explain how issues raised in Stage One have been addressed and included where possible into the master plan.
- ▶ Provide opportunities for all stakeholders to participate and offer feedback.
- ▶ Ensure tenants understand relocation processes and timeframes.



## ▶▶▶ STAGE TWO CONSULTATION ACTIVITIES

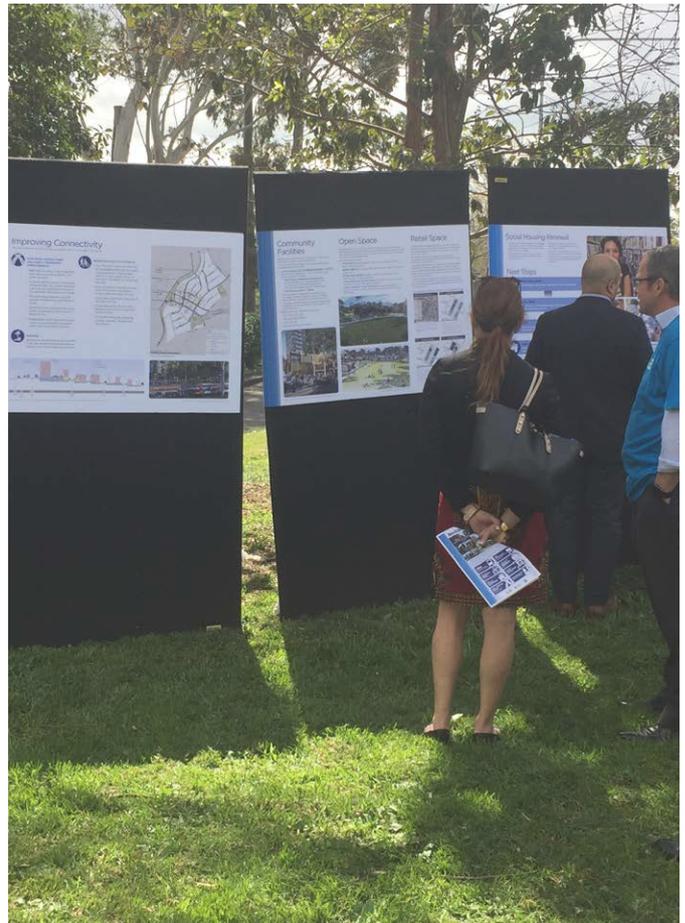
The following workshops, meetings and pop up stalls occurred during the second stage of the consultation program.

DATE	TIME	LOCATION	STAKEHOLDER GROUP	TYPE OF ENGAGEMENT
11 August 2016	2.30pm – 3.30pm	City of Parramatta	Community Housing Providers	Presentation
18 August 2016	2pm – 3.30pm	Dundas Area Neighbourhood Centre	Teloepa Connections	
25 August 2016	10.30am – 12pm	Hope Connect	Retail Business and Land Owners	
	2pm – 3.30pm	Wade Towers	TRED Community Leaders Group	
	5pm – 7pm		LAHC tenants	Barbecue
27 August 2016	10am – 2pm	Teloepa Public School	Local residents	Pop up stall at Teloepa Fair
30 August 2016	6.30pm – 8pm	Dundas Area Neighbourhood Centre	Local residents	Community meeting hosted by Dr Geoff Lee
31 August 2016	11.30am – 12.30pm	Hope Connect	Hope Connect staff	Presentation
2 September 2016	1pm – 3.30pm	Dundas Area Neighbourhood Centre	Local residents	Community meeting hosted by Dr Geoff Lee
7 September 2016	12pm – 2pm	Polding place	LAHC tenants	Barbecue
8 September 2016	6pm – 8pm	Hume Housing, Shortland Street	Hume customers	
10 September 2016	10am – 1pm	Waratah Shops, Benaud Place	Local residents	Pop up stall

## ▶▶ PROMOTION OF EVENTS

The consultation events were promoted via:

- ▶ Emails to Family and Community Services, CoP and Community Housing Providers
- ▶ Letter box drop to LAHC residents
- ▶ Letter box drop to private residents
- ▶ Letters sent from Dr Geoff Lee's office
- ▶ Personally addressed letter to business and land owners
- ▶ Post on Parramatta City Council Facebook page on Monday 29 August 2016
- ▶ Advertisement in the Parramatta Advertiser on Wednesday 17 August 2016
- ▶ Posters around Telopea in LAHC buildings



## ▶▶ STAGE TWO ENGAGEMENT SNAPSHOT



**12** EVENTS



**450**  
ATTENDEES



**120**  
FEEDBACK FORMS  
COLLECTED



**15**  
FORMAL WRITTEN  
SUBMISSIONS



**17**  
SPECIFIC MASTER PLAN  
EMAIL ENQUIRIES



**400**  
DROP INS TO  
MASTER PLAN OFFICE

## ▶▶▶ STAGE TWO FEEDBACK RECEIVED

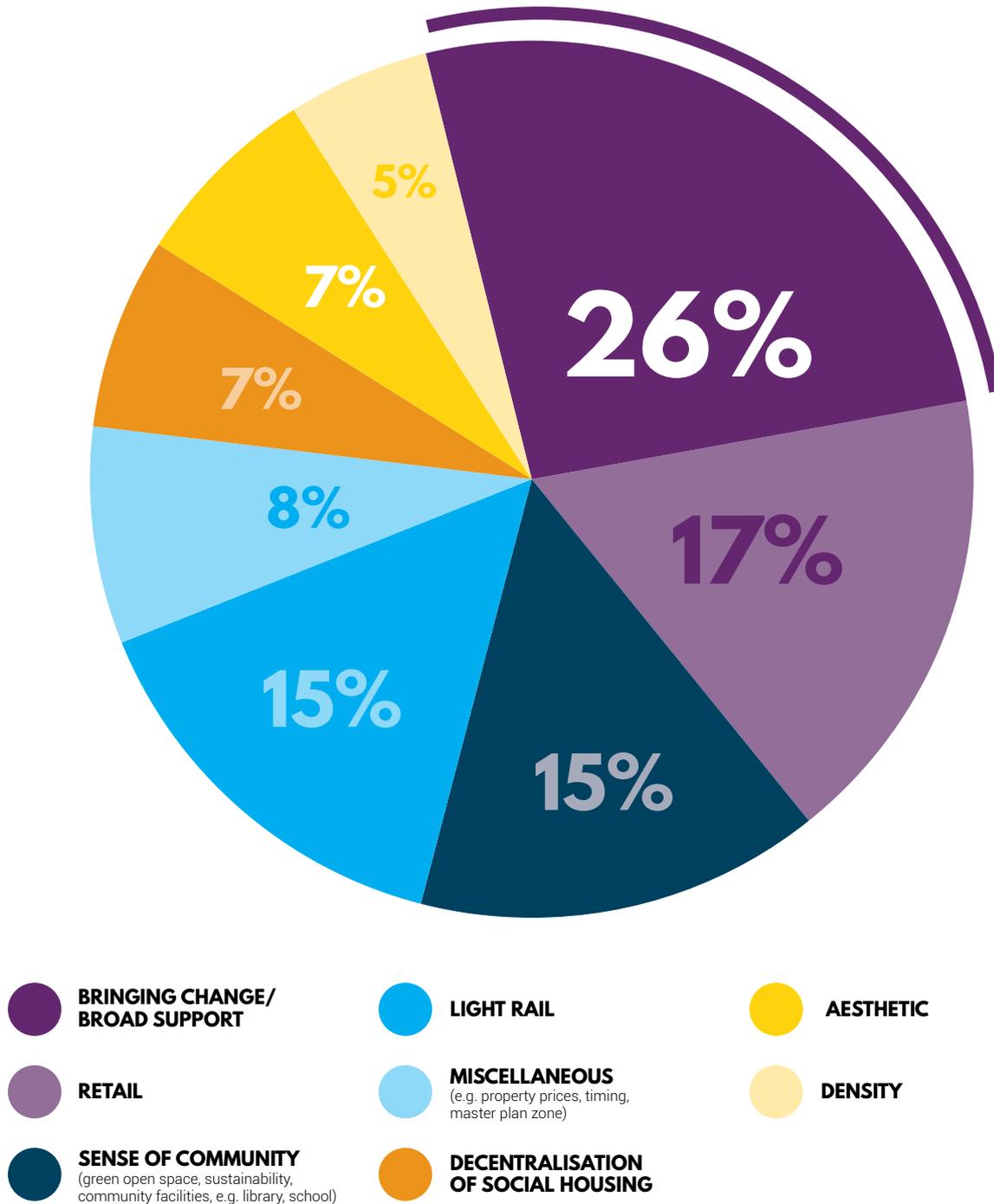
The table below provides a high level summary of the key issues raised throughout Stage Two. Issues have been broadly grouped into the following themes:

ISSUE	COMMENTS
Supportive of master plan	<ul style="list-style-type: none"> <li>▶ Happy to see renewal in Telopea</li> <li>▶ Telopea is run down and in need of renewal</li> <li>▶ Proposed heights are welcome</li> <li>▶ Supportive of new community facilities</li> <li>▶ Excited to see new development in the area</li> <li>▶ Hope to see an increase in numbers at the school</li> <li>▶ Mix of social and private housing will improve morale, culture and self-esteem of social housing residents</li> <li>▶ Consider increasing some heights and density in peripheral area</li> <li>▶ Supportive of 70/30 spilt</li> <li>▶ Proposed new crossing at Adderton Road will improve connectivity in the area</li> </ul>
Traffic	<ul style="list-style-type: none"> <li>▶ Concern about increase in traffic in the area and that roads will not be able to support additional cars because of the narrow width</li> <li>▶ Would like to see traffic lights at Evans Road/Pennant Hills Road intersection</li> </ul>
Height	<ul style="list-style-type: none"> <li>▶ Consider the extent of low rise apartment zone within the north-east of the master plan area</li> </ul>
Retail	<ul style="list-style-type: none"> <li>▶ Happy to see an upgraded shopping precinct</li> <li>▶ Waratah shops are in need of renewal</li> <li>▶ Would like a large supermarket in Telopea</li> <li>▶ Happy to see shops at the top of the hill near light rail and plaza</li> <li>▶ Would like to see shops remain in the same location</li> </ul>
Parking	<ul style="list-style-type: none"> <li>▶ New affordable housing does not have enough parking</li> <li>▶ Concern that this plan will not allow for adequate parking</li> <li>▶ Would like to see commuter parking at light rail stop</li> </ul>
Light Rail	<ul style="list-style-type: none"> <li>▶ Supportive of Light Rail</li> <li>▶ Would like to see Light Rail extended to Epping</li> </ul>
Overdevelopment	<ul style="list-style-type: none"> <li>▶ Concern that Telopea will turn into Parramatta</li> <li>▶ Concern that wildlife will be disturbed</li> <li>▶ Concern that there will be an oversupply of units in the area</li> </ul>
Tenant relocation	<ul style="list-style-type: none"> <li>▶ Concern about relocation process</li> <li>▶ Would like assurance that tenants will be able to return to Telopea</li> <li>▶ Would like to see other estates that have undergone this process, such as Riverwood</li> <li>▶ Concern that pets will not be allowed into new apartments</li> </ul>

## ▶▶▶ STAGE TWO FEEDBACK RECEIVED

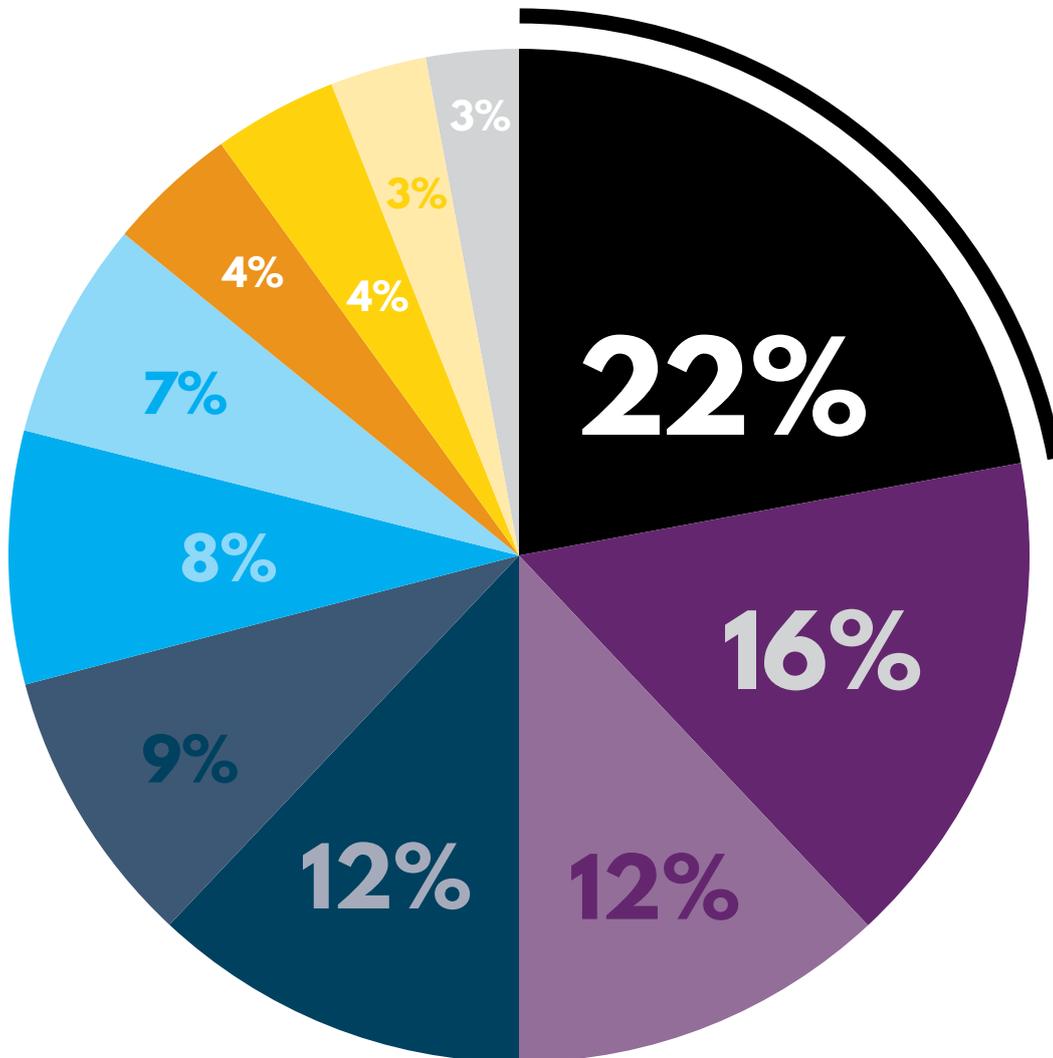
Participants were asked to provide feedback on aspects of the master plan they like and dislike. The graphs below represent the most common themes received throughout the engagement process.

### WHAT DO YOU LIKE ABOUT THE MASTER PLAN?



## ▶▶▶ STAGE TWO FEEDBACK RECEIVED

WHAT DO YOU DISLIKE ABOUT THE MASTER PLAN?



**PARKING/TRAFFIC**

**DEVELOPMENT PROCESS**

**DENSITY**

**MISCELLANEOUS**  
(e.g. master plan zoning location, cost of living, construction)

**RELOCATION**

**LIGHT RAIL**

**AMOUNT OF SOCIAL HOUSING**  
does not address current issues in social housing stock management

**ACCESSIBILITY**

**RETAIL**

**OPEN SPACE & TREES**

**BROAD DISLIKE**

## ▶▶▶ CONCLUSION

This report provides a succinct consolidated summary of the key points and themes identified throughout the stakeholder and community engagement process to inform the preparation of a master plan for Telopea.

Consultation activities included meetings and workshops with key stakeholders, barbecues with LAHC tenants, pop up stalls in various locations and community meetings hosted by Dr Geoff Lee.

### STAGE ONE

Stage one revealed that although there was broad consensus that Telopea is run down and needs renewal, there were some mixed views about how to achieve renewal in the area and a limited understanding, or acceptance, of the development drivers needed to facilitate private investment and bring about positive change.

Generally, local residents (both public and private) were supportive of relocating the retail to another part of the site, whereas business and landowners were somewhat fearful of the retail centre moving.

There was some scepticism from both public and private residents about the State Government's commitment to developing the master plan and Parramatta Light Rail.

All feedback identified was provided to Urbis who used it to help develop the draft master plan.

### STAGE TWO

The draft master plan was presented to the community in August and September 2016. There was general consensus that the plan

would bring much needed change to Telopea.

There was strong support for the proposed mix of social and private housing; however a small number of private residents expressed concern in the increase in social housing.

The majority of residents were pleased to see the new community facilities integrated with the retail precinct.

The proposed locations for the taller buildings were supported, as was the location of the new retail precinct. However, a number of residents were concerned by the increase in traffic to the area and the apprehension that there would not be enough parking spaces to cater for an increase in residential development.

Many private residents would like to see the proposed heights increased, particularly the three to four storey low rise apartment zone.

Although the proposed Light Rail stop was welcomed, the majority of residents expressed concern and disappointment that the route will not extend to Epping.

Again, there was some mistrust from both social and private residents that the master plan will actually be delivered.

The number one issue raised by tenants was the relocation process and whether tenants would be able to return to Telopea. A number of tenants said they did not want to leave, and would rather be relocated into a newly built home in Telopea.

All feedback received at the workshops, meetings, pop up stalls, email address and project office has been provided to Urbis and LAHC for consideration into the final master plan.



## NEXT STEPS

The master plan will be finalised by the end of 2016. Following this, a rezoning process will occur. There will be plenty of further opportunities for the community and stakeholders to be involved and provide feedback. Relocations of social housing tenants will not occur before late 2017.

Prior to completion, the master plan will be evaluated by an independent Expert Review

Panel. Following this, it will be finalised by the end of 2016 and will include feedback received by the community, stakeholders and the Expert Review Panel.

Following this, the rezoning process will occur. There will be many opportunities for the community and stakeholders to be involved and provide further feedback.

Relocations of social housing tenants will not occur before late 2017.





# **APPENDIX A**

## **Community Feedback and Project Team Responses**