

Riverwood Renewal

Frequently Asked Questions

Riverwood Estate

What is happening in Riverwood?

The NSW Land and Housing Corporation (LAHC) is working with the community to renew the Riverwood estate.

After community consultation over the last five years, LAHC has finalised and submitted a rezoning proposal and master plan to the Department of Planning and Environment (DPE) to change the planning rules that control what can be built within the Riverwood estate.

Over the next 15 to 20 years the redevelopment will replace LAHC's ageing dwellings with new social and private housing together with community facilities, services and around 5 hectares of parks, community gardens, and plazas.

The renewal will deliver around 2,800 additional dwellings, helping to address the growing and changing housing needs in the area. This is part of a program to deliver more modern social housing homes in the Canterbury-Bankstown and Georges River areas.



The renewal area is bounded by Killara Avenue, Union Street, Kentucky Road, Washington Avenue and Belmore Road.

The renewal will create a safe, active and integrated community with a mix of modern social and private housing, together with shops, community facilities, parks and open spaces.

DPE has placed the rezoning proposal on public exhibition for community feedback until Sunday 11 September 2022.

Why is Riverwood estate being renewed?

The social housing in Riverwood estate was built in a different time for a different need.

Most of the social housing in Riverwood estate was built in the 1960s and 1970s. These homes are nearing the end of their intended lifespan, are increasingly difficult to maintain and do not meet modern design, accessibility or environmental standards for housing. Renewing Riverwood estate will provide suitable housing that meets modern accessibility, sustainability and design standards.

The demand for social housing is changing.

Most of the social housing within Riverwood estate is in multi-storey walk up units with no lifts or modifications for tenants with higher needs. These dwellings are unsuitable for older residents and residents with limited mobility. Current priority demand for social housing in the local area is highest for those who need smaller and accessible homes, particularly older people. . Renewing Riverwood estate will provide more accessible homes and assist in housing those most vulnerable at the top of the NSW Government's priority waitlist.

Renewing Riverwood estate will provide better facilities for the whole community.

Renewing Riverwood estate will create a vibrant and connected community with modern, accessible housing and improved access to transport and open spaces. Providing more open space, better community facilities and shops local can make it easier to do everyday things, like grocery shopping and meeting up with friends.

Riverwood has already been identified by state and local governments as a suitable location to increase housing supply, diversity and affordability. Riverwood is well served by public transport.

The proposed renewal will revitalise the area, helping to make it a highly desirable place to live, with better social and economic outcomes for both current and future residents. Residents of the additional homes will support local businesses and shops, strengthen the Riverwood town centre and stimulate further commercial and retail development in the area.

Renewing Riverwood estate will provide:



A mix of social and private housing



Better social and economic outcomes for current and future social housing residents



New, well-designed housing that meet accessibility standards



A range of modern, quality housing to suit different lifestyles

The planning process

LAHC has asked DPE to change the planning rules which control what can be built at Riverwood estate. LAHC has prepared a rezoning planning proposal and draft master plan, which are the formal documents needed to make this change.

A planning proposal asks to change the rules for what can be built. A master plan shows where new buildings, streets, parks and community facilities could be located.

These plans are now on public exhibition and the community is invited to view them and provide feedback through a formal submission to DPE. The public exhibition is open until 11

September 2022. During this time, LAHC will be sharing information to help the community better understand the proposal and how to provide feedback to DPE.

DPE will consider community feedback when deciding if it recommends the Minister for Planning and Homes approves the proposed changes. See below timeline for more information.

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Timeline

The Riverwood estate renewal is a long-term project which will be delivered in stages over the next 15 to 20 years.

This timeline outlines what has happened so far, what is happening now, and when we expect the project to be delivered.

We are committed to providing the community with regular updates throughout this time.

2016-2021

- Consultation with key stakeholders and the community to prepare the first master plan
- Extensive community consultation on the first master plan
- Preparation of technical studies and supporting documentation

2022 – WE ARE HERE

- Rezoning proposal and master plan are placed on public exhibition for feedback
- DPE will assess the rezoning proposal

2023 – 2024

- DPE will make a decision on the rezoning proposal
- If the rezoning proposal is approved, LAHC will seek a delivery partner to renew the LAHC owned properties, as well as the supporting infrastructure including roads, parks, and community facilities

Late 2024 - 2025

- Development applications will be prepared and submitted in this time. There will be further community consultation during this process
- The first stage of relocation for social housing residents is likely to begin from late 2024

2026 - 2027

- Development applications for first stage of renewal are expected to be approved in this time
- First stage of construction

2028 – 2043

- Further stages of relocations for social housing tenants
- Preparation of further development applications
- Construction of new housing, parks and infrastructure

What is a rezoning proposal?

A rezoning proposal is a document that asks to change the rules for how land can be developed and used. This process is called rezoning and includes asking DPE to change the zoning and development controls outlined in the local environment plan (LEP).

What is an LEP?

An LEP is a planning document that sets out the rules for how land can be developed and used. LEPs help to guide planning decisions by setting out the zoning and development controls that apply to a particular place.

What is a master plan?

A master plan is a document that shows where new buildings, streets, parks and community facilities could be located.

Where can I view the documents?

Visit www.planning.nsw.gov.au/riverwood to view the rezoning proposal and masterplan

How can I provide my feedback?

You can make a formal submission in the following ways:

Visit: www.planning.nsw.gov.au/riverwood

Email: riverwood@planning.nsw.gov.au

Write to: Att: Director Metro East and South
Department of Planning and Environment
Locked Bag 5022
Parramatta NSW 2124

When is construction likely to start?

Should the rezoning proposal be approved, it is likely that construction of infrastructure to support the estate renewal will begin in 2026 and continue over the next 15-20 years.

Community engagement

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How has the community been involved in the process so far?

LAHC have been planning for the renewal of Riverwood estate since 2016. Extensive community consultation has been carried out, local service providers, councils and state government agencies since 2016. To date, we have had more than 500 individual points of contact with community members and stakeholders who provided ideas.

The outcomes of this engagement have helped shape the master plan and rezoning proposal, and the design has evolved in response to each round of community consultation and feedback.

In 2017, we engaged with the community regarding a draft master plan which aimed to deliver around 6,000 dwellings. As a result of community feedback, we are proposing about 3,900 dwellings - 2,100 fewer dwellings than originally proposed.

Building heights have been lowered from 20 storeys in the original draft master plan, down to a maximum of 12 storeys in three locations as now proposed.

To date, feedback has supported the proposed amount of open space, provision for retail and community facilities, improved streets and connections to Salt Pan Creek Reserve and Riverwood Public School so these have all been retained in the plan.

In response to community feedback, the plans include:



Lower building heights with 3 sites having a maximum of 12 storeys



Parks, green spaces and community gardens



A range of homes to encourage a variety of household types to the areas



Connected bike and walking paths and improved streets

How is the community being engaged now?

During the current public exhibition LAHC is providing information through a range of channels such as newsletters, briefings, online and in-person information sessions, newspaper advertising, posters, social media, and website. Information has also been translated into several languages for residents from non-English speaking backgrounds.

LAHC is providing details of the plans, answering questions and encouraging people to provide feedback directly to DPE. LAHC is not collecting formal feedback on behalf of DPE but we will share a summary of what we heard after the exhibition closes.

Delivering a mix of housing

Why is LAHC proposing to include private housing in the redevelopment of the Riverwood estate?

LAHC is working with the private, non-government and community housing sectors to renew social housing estates, creating communities where social housing blends with private housing. This approach provides social and private housing residents with better access to transport and employment, along with improved community facilities and open spaces.

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The benefits of mixing social and private housing are clear. In NSW, mixed tenure renewal projects have resulted in safer communities with strengthened educational outcomes, improved community facilities and programs, and more positive health outcomes.

How much social housing will the project deliver?

A key component of NSW Land and Housing Corporation's (LAHC) work is building mixed tenure communities that integrate social and private housing across NSW. New social housing is well designed and is intended to be indistinguishable from the other private housing in the area.

When renewing concentrated areas of social housing, LAHC looks to create socially diverse communities, a variety of housing types, more open green space, improved community facilities, better road networks with transport links, and improved retail spaces.

LAHC's objective is to maximise social housing outcomes as part of a mixed tenure estate renewal. We will be aiming to have around 30% social housing and 70% private housing across the Riverwood estate to create a socially diverse community and realise the positive outcomes we have seen on other estate renewal projects including housing, education and employment outcomes, and reduce, crime and anti-social behaviour. This is consistent with Future Directions, the NSW Government's policy basis for renewing social housing which outlines a target of 30% of housing delivered through mixed-tenure communities across NSW. The balance of housing will be private housing.

Based on the master plan and rezoning proposal, 30% of housing would be around 1,000 homes which would replace the social housing numbers currently located within the Riverwood estate.

The final housing mix will be subject to the approval of the rezoning proposal and engagement with industry during the tender process to appoint a delivery partner.

If the master plan is approved, detailed plans will be developed to determine the proposed housing mix and we will share these in future updates.

Why isn't the project delivering affordable housing?

LAHC's objective is to maximise social housing outcomes as part of a mixed tenure estate renewal and is targeting 30% of the renewed housing to be delivered as social housing. Any affordable housing would come at a reduction in social housing that can be delivered within the Riverwood estate.

It is important that the future private housing within the Riverwood estate contributes no less than 70% of all housing as the sale of the private housing funds the delivery of the new social housing, infrastructure, parks and community facilities.

Will the social and private housing be similar in size and look?

The social and private housing will be designed and built to the same high and will be a mix of 1, 2 and 3-bedrooms to cater for different people's needs.

LAHC worked closely with the Government Architect to develop the [Good Design for Social Housing](#) requirements, which will be implemented in future design for Riverwood estate. All social housing will also be built to at least the Silver Level Standard of the [Liveable Housing](#)

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[Design Guidelines](#), providing improved accessibility for older people and people with disabilities.

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Housing and built form

What kind of housing will be built?

A range of apartments and terrace housing will be built, with a mix of 1, 2 and 3-bedrooms, designed to cater for different people's needs. There will be a mixture of social and private housing of the same high-quality design and street appeal.

All apartment buildings will have access to communal open spaces and gardens for residents to enjoy.

How tall will the buildings be?

Riverwood estate would be divided into two residential neighbourhoods, the *Roosevelt Urban Park Precinct*, which is in the south-east corner of the estate, and the *Garden Apartment Precinct*, which is on the north-west of the estate.

Roosevelt Urban Park Precinct will be an extension of the Riverwood town centre and will range from 3 to 12 storeys in three locations. The higher rise apartments will be built in areas that maintain privacy and natural light for neighbouring homes.

Garden Apartment Precinct will include residential apartments with front gardens, communal open spaces and some with rooftop gardens. The apartment buildings will range in height from 3 to 6 storeys. Apartments next to Salt Pan Creek Reserve will be a maximum of 4 storeys.



Who will build the proposed infrastructure and housing?

Should the proposal be approved, LAHC will be seeking a delivery partner to provide the supporting infrastructure and new housing on LAHC land. Procuring a delivery partner will start in 2023 and take around 18 – 24 months.

New housing on privately owned land will only be delivered if the existing owners choose to redevelop their land.

Community facilities and services

Will there be a community centre?

The plan includes up to 4,800m² of non-residential floor space. This could be used for a small supermarket, child care centre, cafe, and other community spaces.

The Riverwood Community Centre, which is next to the adjoining the Riverwood estate, will continue to operate and service the local community. Development contributions will be collected and used by Council to fund expanded community facilities (eg. library, recreational facilities, etc) throughout the rest of the Canterbury Bankstown LGA.

How will increased demand for regional services be addressed?

LAHC will continue to engage with government agencies including the NSW Department of Education, Transport for NSW and NSW Health, and non-government service providers throughout the renewal process to help shape future staging and delivery of services.

Will the plans include shops, cafes and other services?

LAHC is seeking approval to change the planning rules which control what can be built at Riverwood estate. This includes requesting changes that enable shops, cafes and other services to be built in the new neighbourhood.

How much green space will be available?

The Riverwood estate renewal will have approximately 5 hectares of open space, which is about the size of 10 football fields.

This will include 6 new parks and 2 existing parks (Kentucky Road Reserve and Salt Pan Gardens). All residents in the renewal area will be within 200m walk to open space and will not have to cross more than one road to get there.

The new parks include:

- Roosevelt Park which would service the needs of the wider Riverwood community. The large central lawn would offer a welcoming green space, including an informal sports field and gym equipment
- Community Garden Park which would include a new community lawn next to the existing community garden
- Community Park which would be a community garden (similar to Karne Street Reserve)
- Civic Plaza which would include sports courts and informal seating, providing opportunities for weekend markets and art installations
- Community Greenway which would provide open space between Riverwood Public School and Roosevelt Park, featuring play areas, seats and gathering areas.
- Salt Pan View which would be an open space leading into Salt Pan Creek Reserve.

Supporting social housing residents

How will existing social housing residents be supported to relocate during the redevelopment?

The Riverwood estate renewal is a long-term project that will be delivered in stages over the next 15 to 20 years.

LAHC, Department of Communities and Justice (DCJ), Aboriginal Housing Office (AHO) and St George Community Housing will work together to support existing residents throughout the relocation process.

Tenancy managers (eg. DCJ, AHO and St George Community Housing) will appoint a 'Relocation Officer' who will meet with residents in the coming years to understand their housing needs, and to find a suitable property that meets individual housing needs.

When will relocations start?

Relocations for social housing residents will be staged over a number of years to minimise community impact and are not anticipated to start before late 2024.

Can social housing residents return to the Riverwood estate?

Residents will be able to express their interest in returning to the Riverwood estate if they continue to meet the eligibility criteria.

Relocation could be into vacant properties in the surrounding area, or at the Riverwood estate as new social homes are delivered.

When will I know more about the relocations process?

Residents will be provided with more information on relocation plans and guidelines in 2024 and will receive at least 6 months' notice before having to relocate.

We are committed to keeping the community informed as the relocation plans are developed, and supporting residents throughout the lifespan of the estate renewal.

Information for private property owners

What happens to privately owned land in the estate?

The privately owned land within the estate is also subject to the change to the planning rules. Private land owners may choose to redevelop in accordance with the rezoning proposal and master plan but may also choose to retain their homes as they are.

Will my property be acquired or developed?

No. LAHC and Council will not be acquiring or redeveloping private land.

People and heritage

How will you meet the needs of First Nations Australians?

LAHC is committed to supporting and enhancing outcomes for the Aboriginal and Torres Strait Islander peoples in the community. We will implement the NSW Government's *Connecting with Country* draft framework across the project to acknowledge, respect and celebrate the integral role that Aboriginal culture and heritage plays in the area.

In line with consultation requirements, Artefact, on behalf of LAHC has produced an Aboriginal Cultural Heritage Assessment Report (ACHAR). This report was prepared in consultation with the First Nations community. Additional engagement and consultation will be carried out during the design and implementation phases of the project. This engagement will focus on an oral history approach resulting in a far richer understanding of local Aboriginal history.

LAHC will also prioritise Aboriginal procurement and workforce participation during construction and seek to create more job opportunities for the local Aboriginal community.

Kentucky Road Reserve has been identified as having Aboriginal significance. How will it be protected?

LAHC has committed to ensuring that the *Connecting with Country* draft framework is incorporated in the future design and development of Riverwood estate's renewal. A framework will be developed specifically for Riverwood estate, which will include a range of collaborative measures, including working groups and ongoing consultation with the *Government Architect NSW* and local councils to reinforce connection with Country across all future stages of the development.

Managing the environment

How will the renewal consider environmental factors?

The proposed changes to the planning rules will enable environmentally sustainable design to address the effects of climate change and urban heat.

The proposal seeks to retain as many healthy, large trees as possible, and more trees will be planted to ensure cool paths, play areas and leafy, shaded streets. This includes 30% tree canopy coverage across the site, and also a 50% retention of existing high value trees.

Sustainability measures included within the rezoning proposal include

- Achievement of a 5-star Green Star rating, both for Communities and Buildings
- Ensure the application of NABERS for all future apartment development at the site
- Application of BASIX to all future applicable development at the site;
- Further engagement with energy providers to review opportunities for precinct wide energy distribution
- Prioritisation of electrical infrastructure for all new buildings, to minimise reliance on gas and assist towards broader net zero objectives for the Study Area.
- sustainable water cycle management across the site, including stormwater management, flood mitigation and the incorporation of WSUD measures

across the Study Area.

The proposed new planning controls will require the use of hard-wearing materials that can withstand climatic extremes, including wind, rain and temperature extremes.

Future plans will include details on noise mitigation, water saving, and energy efficiencies.

Will all buildings and open spaces in the estate have enough access to sunlight?

All proposed buildings, roads and open space have been tested as part of the rezoning proposal to ensure compliance for access to sunlight for the differing uses in the spring equinox and winter solstice.

Traffic and transport

How will increased traffic be managed?

The road layout will be improved to enhance traffic flow and connectivity in the estate. Roosevelt Avenue will be widened to create more space for cars, pedestrians and cyclists. Kentucky Avenue, Union Street and Hunter Street will also be widened to improve traffic flow.

A recognised entry point to the Study Area would be provided on Belmore Road with a turning lane to facilitate the right turning movement into the Riverwood estate, which would minimise interruption to the through movements on Belmore Road.

Differing options have been considered and modelled to test the most efficient outcomes for traffic movement both on and off site, and this includes for intersection upgrades in surrounding areas of both the Canterbury-Bankstown and Georges River LGAs.

Tree-lined streets and footpaths will connect residents to parks and community spaces, such as Roosevelt Park, Salt Pan Creek Reserve, Riverwood Public School, shops and services. New bike paths, footpaths, street lighting and landscaping will support pedestrians and cyclists to move around easily.

The traffic and transport assessment has been prepared by adopting a Movement and Place approach where site constraints and opportunities have been identified to set the frame for the vision and objectives to ensure they are strategically aligned and deliver the intended traffic and transport outcomes.

How will residents access public transport?

70% of all residents will be within 800m walking distance of Riverwood train station. Proposed changes to bus services will mean that all residents will be within 200m walking distance of a bus stop.

What car parking will be provided?

Underground basement parking will be provided for residential apartment buildings and future shops along Belmore Road. On-street car parking will be provided on all streets, except for laneways.

Around 4,000 parking spaces are proposed on-site, which is a reduction in terms of cars per household across the Riverwood area, but is consistent with providing the anticipated parking need. This level of

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parking on site is unlikely to impact parking on surrounding streets outside the masterplan area, and construction workers will be discouraged to park in neighbouring streets.

Land and Housing Corporation

About the Land and Housing Corporation

The NSW Land and Housing Corporation (LAHC) is a self-funded Public Trading Enterprise governed by the Housing Act 2001, and is part of the NSW Government's Department of Planning and Environment (DPE).

We address the emerging need for social housing across NSW by building more and better social housing that responds to the needs of residents now and into the future.

Our new social housing is designed to be modern, fit-for-purpose and located close to vital community services like schools, shops, medical services, public spaces and transport links.

What does Land and Housing Corporation do?

NSW Government's Land and Housing Corporation is growing and managing the supply of the right types of housing, at the right time, in the right areas, for people in need in our communities. We manage the largest housing portfolio in Australia, with over 125,000 properties.

Why does LAHC redevelop social housing?

The demand for social and affordable housing is increasing, with more than 50,000 NSW households waiting for social housing. The private market is increasingly unaffordable for people on low incomes, and people in social housing tenancies are staying longer.

Building enough homes to address an ongoing need is the biggest challenge for LAHC and that's why our business model is so important. LAHC is self-funded, and needs to generate its own income to build new social housing and maintain the properties we already have. We spend around \$1 million every day just to maintain our homes so this requires close financial management.

We generate some income through rent, but this doesn't cover the cost to manage, maintain and grow our portfolio. To raise more revenue in a self-funded business model, we divest high-value properties or properties that are expensive to maintain, such as heritage buildings, so we can use that money to build more modern homes that are fit-for-purpose.

The properties we sell include older homes, and sometimes land lots and new private dwellings built by our delivery partners as part of mixed developments. This allows us to raise enough money to fund the construction of new fit-for-purpose homes.

Selling older homes to build new ones is also important to make sure our homes meet the needs of our residents. The residents of today don't have the same needs as those from the 1950s or 60s when a lot of social housing was built. Today, almost 60% of our tenants are over 60 years old and there are fewer families and more single person households. That's why we replace our older family homes with new homes built specifically for the people that will live in them.

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To find out more about our story please visit our website via the QR code or visit <https://www.dpie.nsw.gov.au/land-and-housing-corporation>



What else is going on in the area?

In addition to the proposed renewal of Riverwood estate, we have delivered around 550 additional social homes in the Canterbury-Bankstown and Georges River local government areas in the past 5 years, and we are continuing that commitment with an additional 600 new social homes planned for the next 5 years.

Who maintains social housing properties?

Social housing homes are managed by NSW Department of Communities and Justice (DCJ) or a Community Housing Provider.

The houses are provided with planned maintenance services to keep tenant homes in good condition and ensure consistent maintenance standards across the state. All tenants are responsible for taking care of their property and reporting any maintenance needs to DCJ or their Community Housing Provider as soon as possible.

Most of the maintenance work is undertaken by local tradespersons and local disability providers, as well as Aboriginal-owned businesses, who play an important role in the delivery of property maintenance and garden services.

These local contractors manage call outs, and track and follow up maintenance issues in their area, improving efficiency and response times.

How does LAHC manage antisocial behaviour?

While the majority of social housing tenants are good neighbours and law-abiding people, there are a small number of tenants whose antisocial behaviour puts the safety and security of their neighbours at risk.

DCJ have an established Antisocial Behaviour Policy in social housing properties across NSW, to better protect tenants and the wider community. This ensures tenants engaging in anti-social behaviour are held accountable.

More information can be found at <https://www.facs.nsw.gov.au/housing/living/rights-responsibilities/antisocial-behaviour>

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More information and feedback

Where can I view the plans?

You can see the plans and supporting studies on DPE's planning portal at www.planning.nsw.gov.au/riverwood

Where can I find more information?

LAHC will be hosting a series of community events where you will be able to see the plans, learn more about the Riverwood estate renewal and find out how to provide your feedback.

Join us at a community information session to learn more about the planning proposal and master plan. Everyone is welcome, including local residents, businesses and community service providers.

In person

Saturday 20 August
10:30am - 12:30pm
Riverwood Community Centre,
151 Belmore Rd North,
Riverwood NSW 2210

Saturday 27 August
10:30am - 12:30pm
Riverwood Community Centre,
151 Belmore Rd North,
Riverwood NSW 2210

Online

Wednesday 17 August
12:00pm - 1:30pm
Online via Zoom

Tuesday 23 August
5:30pm-7:00pm
Online via Zoom

If you have any questions contact LAHC on:



dpie.nsw.gov.au/riverwood



CommunityEngagement@fac.nsw.gov.au



1800 738 718

How do I provide feedback on the plans for Riverwood estate's renewal?

The planning proposal and master plan is on public exhibition until **11 September 2022**.

Comments sent to LAHC will not be considered as a formal submission.

You can make a formal submission to DPE in the following ways:



www.planning.nsw.gov.au/riverwood



riverwood.ssp@dpie.nsw.gov.au



Att: Director Eastern and Southern Districts
Department of Planning and Environment
Locked Bag 5022 Parramatta NSW 2124

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