

# GOOD DESIGN FOR



# SOCIAL HOUSING

This document has been developed by the NSW Land and Housing Corporation (LAHC) in partnership with the Government Architect NSW (GANSW). It explains the relevance of good design for social housing, and what's important when new homes are designed and built.

## Why good design?

Good design is NSW Government policy, and it underpins the creation of better places that support the physical, social, cultural, environmental, and economic wellbeing of the community.

LAHC manages and delivers housing for those most in need in our community through the NSW Government's social housing portfolio. While providing homes to over 250,000 people, LAHC is committed to create housing that not only benefits tenants, but enhances neighbourhoods and generates social and economic value for NSW.

Future Directions for Social Housing in NSW (Future Directions) is the NSW social housing policy which is underpinned by three strategic priorities:

- More social housing
- More opportunities, support and incentives to avoid and/or leave social housing
- A better social housing experience

This document outlines four key goals:

- Wellbeing for tenants
- A sense of belonging for our communities
- Collaboration with our partners
- Long-term value for the NSW government

**Successful social housing requires a thoughtful design process to balance these goals.**

**Good Design for Social Housing supports tenant wellbeing and communities and neighbourhoods where people belong. It promotes collaboration with delivery partners and long-term value for the NSW Government.**

**The goals and principles**

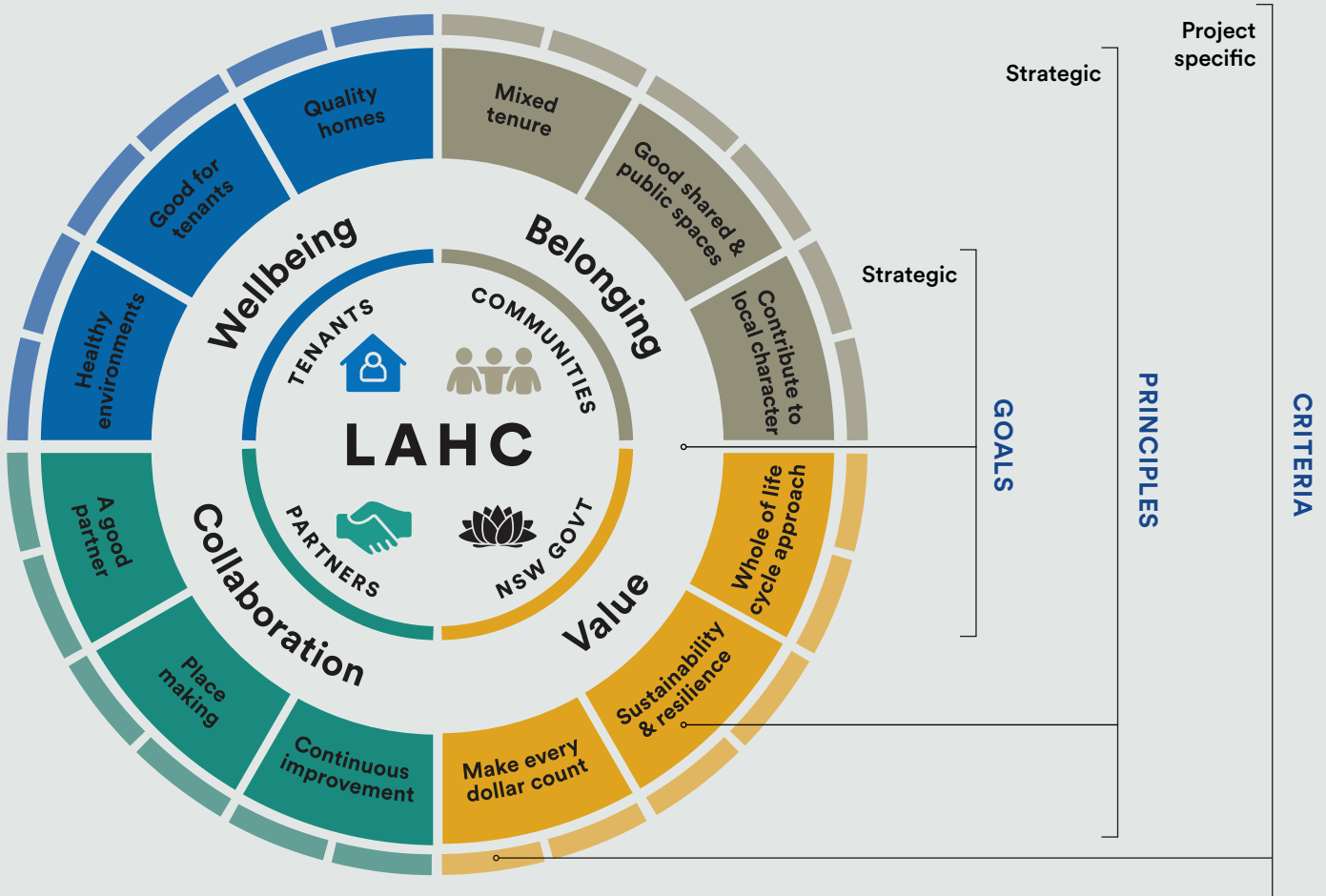
Good Design for Social Housing takes a human centred and place-based approach to structure goals and principles for improving outcomes, and to guide the definition of project specific criteria.

The four goals of wellbeing, belonging, value and collaboration, are aligned to and underpinned by the aspirations of our key LAHC stakeholders: **tenants** and the **communities** where they live; our public and private sector **delivery partners** (including designers, councils, consultants, developers, social housing and services providers, and other agencies); and the **NSW Government**.

**When should this document be used?**

Good Design for Social Housing provides guidance to project teams, delivery partners and all key LAHC stakeholders for design decisions throughout the development lifecycle.

- The following stages in the development lifecycle are critical in shaping successful design outcomes, and where this document should be used:
- when identifying a development’s requirements and defining expected outcomes
  - for briefing prospective consultants and development partners about our expectations for the design quality of developments and processes
  - when assessing design proposals, as a reference for evaluating the design merit of a development
  - for monitoring the consistency of design decisions as the design process evolves
  - for measuring the ability of a development to meet good design goals and record learnt lessons.



# Good Design for Social Housing

Goals and principles for design to achieve better social housing outcomes in NSW.



TENANTS



COMMUNITIES



NSW GOVERNMENT



PARTNERS

## GOALS

### WELLBEING

The design of our homes and their context supports the physical, cultural, social, and economic wellbeing of tenants.

### BELONGING

The quality of our housing and urban design fosters a sense of belonging and supports social cohesion and community wellbeing.

### VALUE

Design optimises the potential of our homes to retain their value over time and increase social, environmental and economic benefits.

### COLLABORATION

Provide our knowledge and guidance while allowing our partners to innovate and deliver their best outcomes.

## PRINCIPLES

### HEALTHY ENVIRONMENTS

Our housing supports the physical and mental health and safety of our tenants.

### GOOD FOR TENANTS

Our housing considers the needs of our tenants, has low running costs and is flexible to adapt to future requirements.

### QUALITY HOMES

Create a sense of dignity by providing housing that tenants are proud to call their home.

### MIXED TENURE

Our housing is indistinguishable from private housing and is well-integrated within diverse communities.

### GOOD SHARED AND PUBLIC SPACES

Our housing provides welcoming and safe public spaces and common areas, that support positive social interactions.

### CONTRIBUTE TO LOCAL CHARACTER

Our housing contributes to distinctive neighbourhoods by interpreting the past, present and future identity of places and their communities.

### WHOLE OF LIFECYCLE APPROACH

New homes are considered for their whole-of-life costs, including operation and maintenance efficiency.

### SUSTAINABILITY AND RESILIENCE

Our housing is environmentally, culturally, socially and economically sustainable, and resilient to anticipate future challenges.

### MAKE EVERY DOLLAR COUNT

Create design efficiencies that generate savings which can be directed towards building more homes.

### A GOOD PARTNER

Develop genuine relationships and strong partnerships conducive to innovation and a sense of shared purpose.

### PLACE MAKING

Our housing is well integrated with other investments and initiatives in a place.

### CONTINUOUS IMPROVEMENT

To make the next project better than the last through learning from others, our experience and incorporating new practices.

**Good Design for Social Housing is for everyone involved in the planning, design, delivery and maintenance of homes for LAHC; and for the neighbours and communities that wish to understand what guides the development of new social housing.**

**This includes:**

- Our own LAHC staff, from those working at a strategic planning and asset management level, to those procuring and managing project delivery on the ground.
- Our LAHC delivery partners committed to collaborate in the delivery of exemplary housing and urban renewal projects.
- Neighbours and communities where LAHC builds new homes. This document helps to explain our approach and process for making decisions to positively shape design.
- Other authorities who review, assess and contribute to shaping LAHC projects.

**Visit [dpie.nsw.gov.au/lahc](https://dpie.nsw.gov.au/lahc) for more information.**

## **Where this document fits**

**Good Design for Social Housing** aligns and complements NSW legislation and policy.

- NSW Housing Act 2001
- Environmental Planning and Assessment Act 1979
- Future Directions for Social Housing in NSW
- Aboriginal Outcomes Strategy 2017-2021
- Better Placed: An integrated design policy for the built environment of NSW
- NSW Human Services Outcomes Framework.

**Good Design for Social Housing** has been developed by the NSW LAHC in partnership with the Government Architect NSW.

LAHC and GANSW acknowledge the Traditional Custodians of the land and pays respect to Elders past, present and future. We honour Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to place and their rich contribution to our society. To that end, all our work seeks to uphold the idea that if we care for Country, it will care for us.

