

# Stockland Consultation Outcomes



Cardinal Freeman Retirement Village

Addendum to March 2010 Straight Talk Report



Stockland Retirement Living 2013

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## 1. Executive Summary

The purpose of this report is to provide an addendum to the Straight Talk report produced in March 2010 of the consultation with the Cardinal Freeman Village ('the Village') residents and the events that have since led to the current modification submission.

In December of 2010 Stockland Developments Pty Limited ('Stockland') acquired Aevum Limited ('Aevum') to grow its retirement village portfolio. As a consequence of the acquisition the Cardinal Freeman Village came under the ownership of Stockland.

On the 20<sup>th</sup> January 2011 Stockland received a Part 3A Concept Masterplan Approval and Project Approval for the first phase of the development from the Department of Planning. In early 2011 Stockland undertook a detailed internal review of the development with the view to both further addressing a number of key resident issues with the design in addition to the realignment of product with Stockland's expectations.

Stockland initially met with the Residents Executive Committee to review the key concerns that were raised through the Straight Talk consultation process conducted in 2010 and noted in the Director General's Environmental Assessment Report. The key issues highlighted were the following:

- Traffic and Accessibility throughout the site and in emergencies.
- Scale of the redevelopment.
- Staging (the Aged Care should take priority).
- Quality of proposed accommodation and impact on surrounding accommodation.
- Length of construction.
- Hours of construction.
- Impact upon heritage items.

Following meetings with the Executive Committee, regarding the above concerns, Stockland began a review of the masterplan to determine how the residents' concerns could be further addressed to improve the overall quality of the development. During the review a number of draft plans were presented and discussed with the Executive Committee for their comment and feedback of which have informed the development of the design for which Stockland is now seeking.

The consultation activities undertaken by Stockland with village residents and authorities included:

- Meetings with the Residents Executive Committee.
- Bus tours with the Residents Executive Committee to completed Stockland sites demonstrating scale and quality of finish.
- Display and discuss session for residents and their families.
- Individual meetings held with residents and their families where required.
- Monthly development update newsletters.
- Regular phone and email correspondence with the Resident Executive Committee.
- Consultation with Council.
- Consultation with Department of Planning.

Stockland believes engagement with our village is extremely important to ensure residents are actively engaged with what is occurring within the village. This can be seen through our annual 'Residents Voice' survey where over 82% of our residents rated Stockland as 7/10 or better. Stockland is committed to ensuring residents have the opportunity to express their concerns and suggestions to assist in the creation of a development that meets both current and future needs.

## 2. Background

Cardinal Freeman Village has been the subject of redevelopment plans for over five years; in late 2010 Stockland acquired Aevum which included the Cardinal Freeman Village. Following the acquisition of Aevum, Stockland undertook a comprehensive review of the villages to ascertain the future upgrade requirements within the portfolio. Given the location of the Cardinal Freeman Village within the inner west and the strong demand for retirement living and aged care within the catchment it was assessed as a priority project.

Following approval of the Aevum scheme in January 2011, Stockland took the opportunity to review the approved scheme and consult further with the residents to ensure it met the needs of the current residents and Stockland's objectives for the Village as well as the future demand within the catchment.

Stockland is proposing to modify the existing Part 3A approval via a Section 75W modification under the Environmental Planning and assessment Act 1979. The key reason for the modification is to improve the design to better reflect the residents concern and changing market demographic as the next generation of retirees begin moving into retirement villages.

## 3. Consultation Process & Activities

Unlike the original Part 3A approval process Stockland elected to consult directly with residents rather than use an external agency. Whilst the use of Straight Talk was satisfactory previously, Stockland prefers to manage the relationship with key stakeholders directly to enable face to face consultation between the residents and the project team which leads to a more informed and considered outcome.

- **Government Consultation**

The following meetings were held with relevant authorities and agencies to ensure key requirement were addressed, these included:

- Meetings with Ashfield Council including the Director of Planning, Council Planners and the council Heritage Advisor were held at both Ashfield Council and on site at the Village.
- Meetings with the Department of Planning regarding the Section 75W modification.

- **Community Consultation**

Since the original approval in January 2011 Stockland has undertaken a significant amount of consultation with the Village which has included:

- Meetings with the Village Residents Executive Committee.
- Presentations to Village residents.
- Presentations to Aged Care residents and staff.
- Site tours with the Residents Executive Committee to other Stockland projects to demonstrate different outcomes.
- Individual meetings with residents and their families where requested to further explain the proposal.

## 4. Outcomes

The issues discussed with the residents were mainly concerned with those issues that were raised during the original Part 3A submission which were:

- Traffic and Accessibility throughout the site and in emergencies.
- Scale of the redevelopment.
- Staging (the Aged Care should take priority).
- Quality of proposed accommodation and impact on surrounding accommodation.
- Length of construction.
- Hours of construction.
- Impact upon heritage items.

Traffic and Accessibility emerged as the highest priority to the residents. Stockland has committed to providing appropriate access control measures and traffic calming to ensure safe pedestrian movement throughout the village. Accessibility has also been a major driver of the modified plan ensuring all areas of the site can be easily navigated and open space level for ease of movement and to encourage residents to actively use the spaces. The revised plan proposes to straighten the main east west road through the site. This has dual benefits of improving 'way finding' through the site in addition to improving access for larger vehicles such as buses and emergency vehicles.

The scale of the development is consistent with the current approval; however some of the buildings have been modified to create larger setbacks on the upper floors to reduce the scale at street level compared to the existing approval. This has the benefit of further reducing overshadowing to existing homes in addition to creating better urban streetscapes. Increased scale also allows for higher tier builders to be competitive for the work ensuring the best possible construction and quality outcomes.

The Village residents were very vocal regarding the need for a new Aged Care facility as soon as possible. As a result Stockland has undertaken to build the Aged Care first, followed by the Village Green precinct which incorporates the Community Facilities. This has been extremely well received by the village residents who recognise the strong need for a continuum of high quality care within the village.

The quality of the proposal has been improved through the amalgamation of buildings creating better quality and larger open space and better apartment designs that incorporate learning's from Stockland significant development experience and customer feedback.

By amalgamating the buildings from 13 different buildings to 8 the construction program can be significantly shortened, reducing the resident disruption which has been well received by the village residents.

The hours of construction will remain as per the current approval; however Stockland has, in consultation with the village residents, undertaken to provide residents with a program of works, particularly those that are disruptive or produce noise to allow residents the opportunity to plan to be away from the village during those periods. Stockland will also facilitate day trips and outings during these periods to provide a range of options for residents.

The site has considerable heritage value which Stockland is aiming to enhance with the significant restoration to the Glentworth House and Chapel precinct including the corner of Victoria and Seaview Streets providing both buildings with a formal garden and entrance. The modified scheme also enhances the sight lines from the north and east of the site back to the chapel increasing the public views of the heritage buildings.



The scheme also proposes to incorporate materials and colours from both Glentworth House and the Chapel, such as stone, into the new buildings. Stockland is also committed to working closely with the residents to include significant public art within the project that captures the stories and history of the site across the 100 plus year period it has been in operation.

Stockland has undertaken significant consultation on the key issues referred to above with village residents which has significantly informed the modified masterplan to achieve a development outcome that meets the needs of both the current and future residents as well as Stockland's long term vision for the Village.

## 5. Summary of Comments

The table below outlines the issues that were raised through the consultation forums with the residents which also open to their families, along with the responses by Stockland. Where appropriate the design has been amended to reflect the feedback and commitments by Stockland and the construction management plan has been adjusted to account for resident needs.

The presentation forums were undertaken by precincts within the village so as to tailor the presentation to the audience and articulate the specific impacts of the different buildings on the neighbouring units. This process also allowed productive feedback and discussion on individual resident concerns.

### LODGE AND RACF PRESENTATION - RESIDENTS

Issue	Description	Stockland Advice
Program	What will be built first? How long will construction take?	A high level overview of the program was given, noting that the RACF will begin construction first.
Relocation	Where will people live when the RACF is under construction? Can they return back to Cardinal Freeman once construction of the RACF has finished?	A detailed resident relocation plan will be finalised once an approval has been granted. If a resident wishes to return to Cardinal Freeman once construction has finished, Stockland will endeavour to accommodate this.
Notice	How much notice will be given before residents have to move?	Twelve months' notice will be given to residents before they will be required to move.
Fire Escape	How will residents evacuate from the RACF in the event of an emergency	The RACF is designed to comply with all legislation concerning this point and consequently ample fire egress routes will be provided within the building. A detailed Fire Evacuation Plan will also be in place once the facility opens.
Balconies	Will any of the rooms have balconies?	The rooms in the RACF will not have private balconies for safety reasons, it also allows for rooms to be used for dementia patients.
Room Size	What size will the rooms in the RACF be? How many bedrooms will each room have?	Room size will be to industry standard. We are currently reviewing the mix of single and double rooms however the vast majority will be single bed rooms.
Outdoor access	What outdoor areas will people residing in the RACF be able to access?	Each floor will have some form of outdoor access e.g. communal outdoor terrace. The ground floor will also have access to a private garden area in addition to a dementia garden.

Coffee Shop	Would a coffee shop be provided within the RACF?	Stockland has not decided if they will be placing a coffee shop in the RACF, however as a minimum, tea and coffee making facilities will be provided.
Heritage Gates	What will happen to the heritage gates?	Stockland advised that it is proposed to relocate the heritage gates to the south to create a separate formal entry to Glentworth House and the chapel.
Parking	Where will parking be located?	Parking will be provided in basements under the new buildings.
Dining Rooms	Will each floor have their own dining room?	Each floor will have their own dining facilities as well as a common area.
Bathroom	Will each room have their own bathroom?	Yes, each room will have its own bathroom facilities.

## SERVICED APARTMENTS PRESENTATION

Issue	Description	Stockland Advice
Serviced Apartments	How are the serviced apartments affected by the proposed development?	The serviced apartments are proposed to be demolished and replaced with a new independent living apartment building. Stockland will be moving towards introducing apartments with services rather than serviced apartments.
Relocation	How will the relocation process work?	A detailed resident relocation plan will be finalised post submission of the application to the Department of Planning.
Hairdresser	Where will the new hairdresser be located?	A location for the new hairdresser will be determined once the plans have been finalised, following resident feedback we are investigating placing it on the main east west street.
Staging	How will the staging work?	It is proposed that the development will be carried out across two stages with a construction break between stage 1 (RACF and Village Green Precinct) and 2 (Victoria Precinct).
Coffee Shop	Where will the coffee shop be located?	A coffee shop will be located in the undercroft of the chapel.
Ramps	Will there be ramps across the site?	Ramps will be utilised across the site following strong feedback from residents regarding the current site access. Residents will also be able to use lifts in the buildings in order to traverse the site.
Program	When will construction begin?	The earliest anticipated construction start date is January 2014.
Building F	What will happen to building F?	Building F will be demolished as part of stage 1 construction.
Building Height	How high will the new buildings be?	The buildings will be up to five stories high in some locations. Where a fifth story is used, it will be set back so therefore it cannot be viewed from street level.
Solar Access	Will buildings receive any sunlight?	The development will comply with solar access requirements as stipulated under the relevant building codes.

Glentworth House	What will happen to Glentworth House?	Glentworth House will remain and will eventually undergo restoration works in order to restore it to its former grandeur.
Heritage Gates	What will happen to the heritage gates?	Stockland advised that it is proposed to relocate the heritage gates to the south to create a separate formal entry to Glentworth House and the chapel.
Trees	How many existing trees will survive?	Stockland are currently working through this with their arborist but will endeavour to keep as many existing trees as is possible and replant as many as possible.
Dust, Dirt & Noise	How much dust, dirt and noise will be created during the construction process?	As with any construction works, there will be some dirt, dust and noise created. Once a building program is locked in, Stockland will endeavour to inform residents of the days where there is potential for excessive disruption to residents.

#### INDEPENDENT LIVING APARTMENTS PRESENTATION – BUILDINGS C, D, E, F

Issue	Description	Stockland Advice
Public Toilets	How many public toilets will there be, as there currently are not enough?	The development will be designed to comply with the relevant building codes which stipulate the toilet requirements of public buildings.
Community Centre Lift	Will there only be one lift in the community centre?	Yes there will only be one lift in the community centre, however access can be gained to the upper levels through a series of ramps if the lift is out of order, alternatively residents can use the lifts that service the apartments.
Administration	Where will the administration building be located?	The administration building will be contained within building four, as part of the community facilities area. During construction, the administration facilities will be temporarily located in the hostel once the RACF is completed.
Hostel	What will happen to the current residents of the hostel?	The current hostel residents will be relocated to the RACF upon its completion.
Ramps	Will ramps be utilised across the site in addition to lifts?	Ramps will be utilised across the site following strong feedback from residents regarding the current site access. Residents will also be able to use lifts in the buildings in order to traverse the site.
Chapel Access	Will the chapel have the same current road access?	No, the chapel will have its own separate formal entrance to that of the rest of the village.
Victoria Street Entrance	Where will the Victoria Street entrance be located?	The main road running through the village will be realigned so that it is straight, meaning that the Victoria Street entrance will shift northwards.



Trees	How will the fig trees be protected during construction?	Stockland will be implementing a number of measures to ensure that the fig trees are protected during construction and have also made allowances to relocate them if necessary.
Building Access	Will buildings have ramps access to the upper levels?	No there will not be ramps to the upper levels of the buildings. Residents will need to utilise the lifts in each building.
Swimming Pool	Is the swimming pool heated?	Yes, the pool will be heated.
Chapel Heating	Can the chapel be heated?	This has been investigated and due to the size of the chapel, it was deemed not appropriate due to resultant high operating costs and effectiveness. The team will look at alternative options for the residents to consider.
Lodge Car Park	What will happen to the lodge car park?	The lodge car park will be demolished and be replaced with a new car park under the proposed Victoria precinct.
Car Parks	Will there be open air car parks across the village?	No all car parking will be located in the basement except for visitor car parking along the main east-west road.
Pedestrian Visibility	How will pedestrian visibility at the exit gates be enhanced?	Stockland will work closely with a traffic engineer to ensure that pedestrians have a safe route in and out of the village.

#### INDEPENDENT LIVING APARTMENTS PRESENTATION – GLENTWORTH HOUSE AND THE VILLAS

Issue	Description	Stockland Advice
Public Toilets	How many public toilets will there be, as there currently are not enough?	The development will be designed to comply with the relevant building codes which stipulate the toilet requirements of public buildings.
Glentworth Gardens	Will there be an attempt to make the gardens around Glentworth House proper heritage gardens?	Stockland will be working closely with a heritage consultant in order to aid in the restoration of this area to its original character.
Internet Access	Will there be village wide internet access provided as part of the redevelopment?	Every new unit will be provided with the necessary technological access points to facilitate internet connectivity. We will also work with providers to get access into older areas of the village.
Relocation Timeframe	How long will residents have before they have to move?	Residents in the villas will have many years until they will be required to relocate. Stockland will endeavour to provide affected residents with at least 12 months warning prior to having to move.
Hairdresser	Where will the new hairdresser be located?	A location for the new hairdresser will be determined once the plans have been finalised, following resident feedback we are investigating placing it on the main east west street.
Visitor Parking	Where will visitor parking be located?	Visitor parking will be provided along the main road through the village.

Glentworth House Lifts	Will additional lifts be provided in Glentworth House?	Additional lifts in Glentworth House will not be provided as part of the redevelopment of the village due to heritage reasons.
Road Realignment	Will the realignment of the road mean that some villas have to be demolished prematurely?	Stockland is still working through this detail, but we will continue to communicate with the effected residents and provide ample warning prior to any relocations taking place.
Serviced Apartments	What will happen to the people currently in the serviced apartments?	Current residents of the serviced apartments will be required to either move in to a villa or the RACF or relocate off site to another serviced apartment facility. Our HR team will be involved to ensure residents families and staff are communicated to properly.

#### INDEPENDENT LIVING APARTMENTS PRESENTATION – BUILDINGS A & B

Issue	Description	Stockland Advice
Activities Centre	Where will the activities centre be relocated to?	During construction, the activities centre will be temporarily relocated to the hostel and Glentworth House. Upon completion of building four, the community facilities will then be located in this building. The activities centre will be a huge improvement on the existing facilities with more functional space and linkages to ensure easy access.
Mobility Scooters	What allowance has been made for mobility scooters?	The use of mobility scooters across the site has been considered and Stockland are working with their architects to ensure that there is ample parking as well as sufficient space for a scooter to pass on access pathways.
Car parks	What will happen to the lease on existing car parks and garages?	Where car parks are leasehold, we will find an alternative car park for the resident. Where the car park is rented, we will attempt to find a replacement where possible.
Dust, Dirt & Noise	How much dust, dirt and noise will be created during the construction process?	As with any construction works, there will be some dirt, dust and noise created. Once a building program is locked in, Stockland will endeavour to inform residents of the days where there is potential for excessive disruption to residents.
Program	When will construction begin?	The earliest anticipated construction start date is January 2014.
Proximity to Adjacent Buildings	How much space will there be between the new buildings and existing buildings A & B?	Stockland are still working through this detail. A resident presentation will occur at the end of the year that will take all residents through detail such as this, in order to better illustrate the impact that the new development may have on their living arrangements.

Bus Access on Clissold Street	Will buses traversing Clissold Street be obstructed by the development, as the street is already very narrow?	Stockland will be working closely with the relevant road and transport authorities in order to ensure that there is minimal interruption to public transport services.
A & B Car Park	Will the car park adjoining units A & B remain post development?	Stockland are still working through this detail with their civil engineers. It is hoped that a small portion of this car park may remain.
Access During Construction	How will residents access their homes during the construction of stage 2?	A construction management plan is currently being compiled that will outline this in detail. Stockland will ensure that ample measures are in place so that residents will always be able to access their home.
Trees	How many existing trees will survive?	Stockland are currently working through this with their arborist but will endeavour to keep as many existing trees as is possible and plant as many new trees as possible.
Hairdresser	Where will the new hairdresser be located?	A location for the new hairdresser will be determined once the plans have been finalised, following resident feedback we are investigating placing it on the main east west street.
Serviced Apartments	How are the serviced apartments affected by the proposed development?	The serviced apartments will be demolished and replaced with a new independent living apartment building. Stockland will be moving towards introducing apartments with services rather than serviced apartments.
Lifts	How many lifts will each building have?	Each apartment building will have at least two lifts as requested by the resident executive committee and is a function of amalgamating the buildings together.
Preferential Entry	Will existing residents get preferential entry into a new building?	At this stage there are no plans to give existing residents preferential entry into the new buildings. However Stockland will investigate the possibility of providing existing residents with pre-launch opportunities.

## INDEPENDENT LIVING APARTMENTS PRESENTATION – SOUTH WEST PRECINCT

Issue	Description	Stockland Advice
Serviced Apartments	How are the serviced apartments affected by the proposed development?	The serviced apartments will be demolished and replaced with a new independent living apartment building. Stockland will be moving towards introducing apartments with services rather than serviced apartments.
South West Car Park	Will the entrance to the south west car park change?	No, this entrance will remain the same as this area is not affected by development.
Traffic Movement	Will the main road through the village be two way?	The access off Victoria Street will be one way.

Levy Increase	With an increase in value of the site, will there be an increase in the levies?	Levies are calculated on the running cost of a village rather than the value of the buildings. Consequently, levies will reflect the operating costs of the new village rather than the increased value of the village.
Ashfield Council	Will Ashfield Council be involved in approving the development?	Ashfield Council will be responsible for providing project approval for the second half of the development; however they will have to adhere to the concept plan for the entire village which will be approved by the Department of Planning.
Trees	How many existing trees will survive?	Stockland are currently working through this with their arborist but will endeavour to keep as many existing trees as is possible and plant as many new trees as possible.
Landscaping	Will the landscaping in the south west precinct be updated to reflect the new landscaping across the entire the redeveloped areas?	The landscape architect has been instructed to consider the site as a whole and to explore ways to tie the existing village's landscaping in to the redeveloped areas.
Site Walls	Will the walls that surround the village be upgraded during redevelopment?	Stockland will be comprehensively reviewing the site and taking in to consideration any areas that may need upgrading during the course of redevelopment.

## 6. Post Approval (Mod 1) Consultation Process

Following the approval of the Modification (Mod 1) to the Concept Approval (MP 08\_0245) and Project Approval (MP 08\_0260) in April of 2013, further meetings were held with the Executive Committee to discuss the detailed design and construction process in addition to further details around the resident relocation process. The following amendments to the Mod 1 approval were agreed by the Executive Committee:

- Increased flexibility in the demolition staging of the existing Serviced Apartment Building and Nursing Home within stage 1 to better align with the resident relocation process from the buildings prior to demolition.
- The removal of the 12 month construction break between stages 1 and 2 in order to complete the development works earlier and reduce the overall time construction will be occurring at the site.
- The earlier removal of the heritage gates to facilitate access for Fire and Emergency Services.

A letter from the Executive Committee in support of the removal of the 12 month construction break is attached.

Cardinal Freeman Village Residents Committee  
261/137 Victoria Street,  
ASHFIELD NSW 2131

Mr Calum Ross,  
Development Manager/Retirement Living  
Stockland, Level 25,  
133 Castlereagh St,  
Sydney NSW 2000

22<sup>nd</sup> July, 2013

Dear Mr Ross,

Following the Committee Meeting of 22<sup>nd</sup> July, 2013, below are the results of the survey undertaken by the Independent Living Residents in Cardinal Freeman Village re the following four questions:

Items required for feedback and approval by Executive Committee	
	Items for Consideration
1.	<b>Construction Program</b> 12 month construction break between Stage 2 and Stage 3 to be removed resulting in a shortened overall construction period of approximately 15 months.
2.	<b>Heritage Gates</b> The heritage gates will need to be removed and stored safely for a period of time to allow for fire truck access on site prior to Stage 3 commencing.
3.	<b>Salon &amp; Practitioner/s Room (Doctor)</b> Conversion of part of Serviced Apartments to accommodate for a salon and practitioner/s room (Doctor).
4.	<b>Temporary Community Centre</b> Temporary community centre to be constructed prior to commencing Stage 2.

As there are a number of vacant units, and a number occupied by renters, the overall majority of those who responded returned a positive reply to all four questions and support your proposal.

	for	against	abstained	did not reply
Q 1	129	17	1	
Q 2	148			
Q 3	148	1		
Q 4	143	7		1

Yours faithfully,

CFV Residents Committee,  
Irene Sykes  
Chair