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Becton Property Group

Report for Newleaf Bonnyrigg Stage 4 and Revised Masterplan Community Issues and Outcomes Report

December 2011



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1. Executive Summary

Newleaf Community Renewal planned and implemented a range of community and stakeholder consultation activities during the period 11 September 2011 to 24 October 2011. The aim of these activities was to provide information about the changes to the Newleaf Bonnyrigg Masterplan and Stage 4 of the development, and to gather community and stakeholder feedback on the potential resulting impact of these changes on the community.

All 900 households of the Bonnyrigg estate were informed by letter-box drop about the opportunities to view revised plans and provide feedback on the next stages of Newleaf Bonnyrigg.

A total of approximately 460 people attended the consultation events on 13, 14 and 15 October 2011 and the Cultural Coffee Sessions with non-English speaking language groups throughout October.

This is an improvement in participation since Phase 3 consultations in 2010, and represents a renewed level of interest, commensurate with levels of consultation in the pre-development stage for Phase 2 in 2007, as outlined below.

Timing/Phase	Level of Participation in Consultation Events
Phase 1 – April-May 2007	Approximately 345 participants submitted comments. (35% of households on estate and 120 from nearby suburbs)
Phase 2 – August 2007	Approximately 394 people attended consultations
Stage 3 – November 2010	Approximately 140 people attended consultations
Stage 4 – September-October 2011	Approximately 460 people attended consultations

A total of 111 people provided comments, which were received either through feedback forms completed by community members/stakeholders themselves, or by Newleaf Community Support Workers and Newleaf team members who recorded verbal feedback at the consultation events.

Of the 111 respondents, 58 identified themselves as social tenants and 15 identified themselves as private residents. Private non-residents (i.e. living outside the study area) were identified in 8 cases and the remainder did not identify their residency status.

Some particular areas of support for the revised Masterplan were evident from the comments received, along with some issues and questions about the changes.



Approximately 40% of respondents indicated satisfaction mainly related to:

- External design (the appearance of the proposed new homes, increased size of gardens, improved roads)
- Internal design (provision of an internal garage entry, the design of living, dining and kitchen areas opening to the patio)

Numerous sales enquiries were also received through the feedback forms.

Supportive feedback related to some of the key changes in the Masterplan indicating that these revisions appropriately responded to previous community sentiment.

The detailed comments received about the designs may also indicate that the community's understanding of the project is increasing.

Approximately 75% of respondents raised concerns regarding issues including:

- Uncertainty about the rehousing process (allocation and timing)
- Internal design (lack of windows in bathroom/kitchen, size of garages)
- External design (size of gardens, lack of privacy, availability and size of parking spaces)

Approximately 36% of comments were related to the consultation process and activities. Some comments indicated that people were happy to be given the opportunity to talk to relevant staff, particularly in their own language, and to have their questions answered however comments were also made about a lack of adequate advance notice being provided about the consultation activities.

In addition, while some found the floor plans easy to understand, other comments expressed confusion and concern with the clarity and usefulness of the information provided. A number of comments requested that 3D visual displays (e.g. models or video) be used in future and that street names be included on plans.

The consultation feedback illustrates some support for changed design elements, support for the consultation process and interest in sales in the project. However queries and concerns were more common than supportive feedback, and more diverse. Consultation and housing management issues were the most common (representing one third of all concerns or queries). Key design concerns raised by the community were in regard to parking, internal design and privacy. However responses were not unanimous and each of these design issues was raised by only 5 to 7 respondents. ***The majority of these design concerns have been responded to as a result of the changes proposed in the revised Concept Plan.*** Only one design suggestion remains unresolved from the consultation; that opportunities for energy neutral ventilation be explored and incorporated into bathrooms in zero-lot line dwellings.

The feedback also outlines the ongoing need for the community in relation to understanding both the development planning and its implications for housing, but also the housing management system. Continual improvement is required in consultation techniques and provision of information which is important to resident and tenant



understanding of the development and its impact on the individual household and the community as a whole. This report includes suggestions as to the information needs of the community.



2. Introduction

This *Community Issues and Outcomes Report* describes the communication and consultation activities undertaken from 11 September 2011 to 24 October 2011 to inform and gather feedback from the community in relation to the revised Masterplan for Stages 4 to 18, and the DA for Stage 4 of Newleaf Bonnyrigg. These revisions to the Masterplan reflect the lessons learnt in the earlier stages and respond to issues raised by the community. This report provides a consolidation of the feedback received and issues raised in regard to these revisions through:

- Written feedback/evaluation forms, and;
- Comments made to Newleaf Community Support Workers and other members of the Newleaf Community Renewal Team.

Copies of all of the feedback forms received are included in Appendix A.

Section 5 of the report also provides an analysis of these issues. The analysis was undertaken to identify those areas of stakeholder concern which could potentially be addressed in the revised Concept Plan, and any areas where stakeholders may require further information.

Overall this report outlines how issues raised by stakeholders have been approached in the revised Concept Plan, and also provides direction for Newleaf Bonnyrigg in relation to topics where the community requires further information or understanding, and approaches to consultation.

2.1 The Project

Living Communities is a Department of Human Services NSW program to renew and strengthen communities in high-need public housing estates in NSW. These projects are managed by the Strategic Projects Division of Housing NSW with the guidance of the Living Communities Consultative Committee.

Bonnyrigg is the first of such projects being undertaken through a Public Private Partnership (PPP) managed by Bonnyrigg Partnerships. It includes the physical redevelopment of the 81 hectare site and its public housing dwellings, integration of a significant proportion of privately owned dwellings, and delivery and ongoing management of public housing. The project also involves an intensive communication and consultation program with the community, a range of community renewal activities to improve services and opportunities for residents as well as community building activities to strengthen community capacity.

Bonnyrigg Partnerships is owned jointly by Becton Property Group and Hastings Funds Management, Westpac Essential Services Trust and Westpac Bank. It involves five organisations operating as a single entity - Hastings Funds Management, Becton Property Group, Westpac Bank, St George Community Housing and Spotless Group.



Newleaf Communities is the non-profit services arm of the Bonnyrigg project which provides a range of management, support and communication services to assist the community through the renewal process.

The redevelopment will occur in 18 stages, with completion expected in 2020. Stages 1 and 2 are already complete.

Current proposals to revise the approved Concept Plan have been prepared by Becton Property Group (the developer) which amongst other improvements, will result in a change in the housing stock proposed in the remaining stages, and also an increase in the number of public housing dwellings provided (and consequently a reduction in the number of households that would be required to be re-housed off estate).

The application to revise the Masterplan is due to be submitted to Fairfield City Council by 1 December 2011, with approval expected mid-2012.

2.2 Consultation Background

The Bonnyrigg community is culturally and socially diverse and requires an appropriate consultation methodology to engage the whole community in the changes that are taking place across the development.

Non-profit organisation Newleaf Communities was established to deliver a range of community programs including ongoing consultation and partnership/integration.

There are extensive social programs in place (150 programs) together with establishment of several community groups and events (e.g. Interfaith group, Town Centre Committee and seven language support groups), with extensive service plans agreed to as an outcome of the 2006 Social Impact Assessment.

Newleaf Communities have acknowledged that the project is experiencing “consultation fatigue”, as many programs and research have been undertaken or are ongoing, including the current Tenant Satisfaction Survey and a UWS Longitudinal Research Study.

Fairfield City Council and Becton Property Group are keen to ensure that effective consultation occurs for this and subsequent development applications given the importance of this project to the community and to ensure that the proposed Masterplan is sustainable resulting in long-term social benefits for the existing and future populations.

3. Consultation and communication

3.1 Objectives

The consultation activities undertaken in September 2011 and October 2011 aimed to provide information about the changes to the Masterplan and to gather community and stakeholder feedback and comment on the potential resulting impact of these changes on the community.

The objectives of the communication and consultation activities were to:

- Ensure that the local community and stakeholders were informed about the revised Masterplan.
- Provide the community and stakeholders with an opportunity to provide feedback, ask questions and to identify areas of concern about the project.
- Identify issues and concerns raised by the community and stakeholders for consideration in the development application and final design.

3.2 Consultation and Communication Activities

A Community Consultation Plan was prepared by Newleaf Community Renewal and Communications team in October 2011 outlining a range of community consultation activities to meet the above objectives, a copy of which is included in Appendix B.

A set of standard questions and answers was also prepared and distributed to the project team to ensure that consistent messages were given to the community throughout the consultation process. These can be found in Appendix C.

The consultation and communication tools described below were used to ensure that information about the opportunity to comment reached as many people as possible.

Activities that provided information

- Letterbox drop of flyer to 900 homes throughout Bonnyrigg Estate on 10 and 11 October 2011 with feedback form attached (shown in Appendix D).
- Newsletters available at the Newleaf Communities office and at the community events.
- Project information on the Newleaf Communities website.
- Letter of invitation to key stakeholders to attend the key agency/stakeholder consultation evening.
- Posters displayed on community notice boards at Bonnyrigg Plaza, Library, Youth Centre and Community Centre (shown in Appendix E).
- Brochures and information sheets available at the Newleaf Communities office and at the community events, including a 'flip book' outlining the proposed Masterplan revisions and advertising the consultation events (shown in Appendix F).



- Information boards at the consultation events (shown in Appendix G).

Activities that provided information and an opportunity to provide input and feedback

- Staffed shopping centre display/stall – Thursday 13 October 2011, 3pm to 6pm at Bonnyrigg Plaza – more than 300 flyers were distributed.
- Stakeholder consultation evening – Thursday 13 October 2011, 6pm to 8pm at St Johns Park Bowling Club – 7 people attended.
- Community information session with bi-lingual Community Support Workers available – Friday 14 October 2011, 4pm to 7pm at Bonnyrigg Community Centre – more than 70 people visited the session.
- Community information session with bi-lingual Community Support Workers available – Saturday 15 October 2011, 10am to 1pm at Bonnyrigg Community Centre - more than 30 people visited the session.
- Cultural coffee sessions for 6 language groups with the appropriate bi-lingual Community Support Worker and Newleaf team member in attendance:
 - Spanish - Tuesday 11 October, 10am to 12pm at Cabrogal Cottage – 14 people attended the session.
 - Lao - Tuesday 11 October, 2pm to 4pm at Cabrogal Cottage – 5 people attended the session.
 - Arabic - Thursday 13 October, 10am to 12pm at Tarlington Seniors Complex – 6 people attended the session.
 - Khmer - Tuesday 18 October, 10am to 12pm at Cabrogal Cottage – 7 people attended the session.
 - Vietnamese - Wednesday 19 October, 3:30pm to 5:30pm at Cabrogal Cottage – 14 people attended the session.
 - Assyrian - Monday 24 October, 11am to 1pm at Tarlington Seniors Complex – 6 people attended the session.
- Newleaf Community Renewal contact mechanisms (phone, email, feedback forms).

Direct engagement activities

- Meetings with Fairfield Council staff

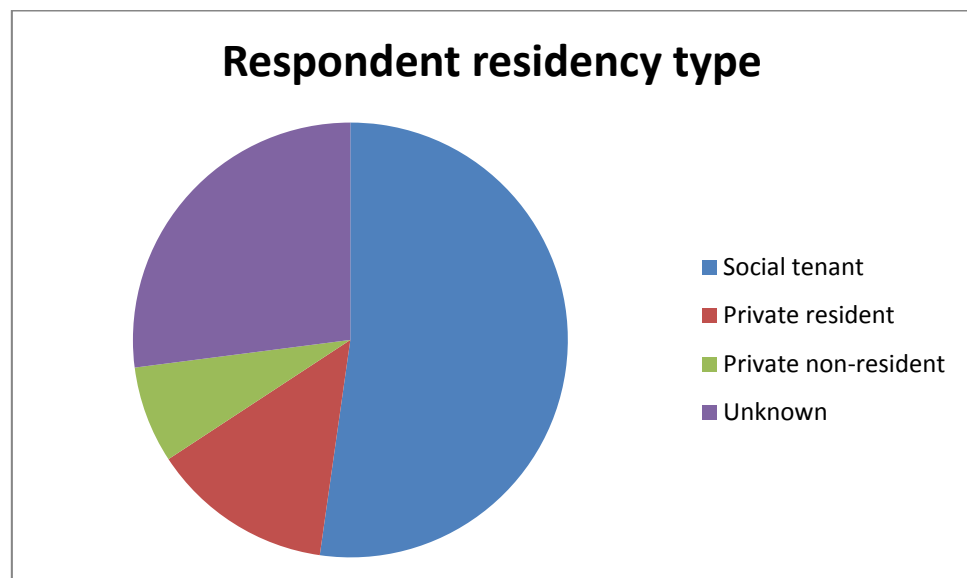
4. Community feedback

4.1 Feedback summary

Of the 460 people who attended consultation events, a total of 111 respondents (24%) provided comments on the revised Masterplan through feedback forms either completed by community members/stakeholders themselves or by Newleaf Community Support Workers and Newleaf team members who recorded verbal feedback on their behalf.

73 respondents were clearly identified as residents of Bonnyrigg (58 social tenants and 15 private residents) representing 8% of the total number of households within the project area. Private non-residents (i.e. not living in the study area) were identified in 8 cases. The remaining 30 respondents did not identify their residency status, but if they are assumed to be residents, would indicate up to 11% of project households recorded responses to the revised Masterplan. No service providers were identified on the feedback forms.

This could be considered a low response rate, but is expected given the recognised consultation fatigue experienced by the community and the short notice provided about the consultation events.



The cultural background or language spoken by respondents was not recorded on feedback forms.

The charts below demonstrate the key areas for which respondents indicated their support and/or raised issues or requests for information.

44 or 40% of respondents indicated positive feedback. Of these, the areas most frequently referred to were;

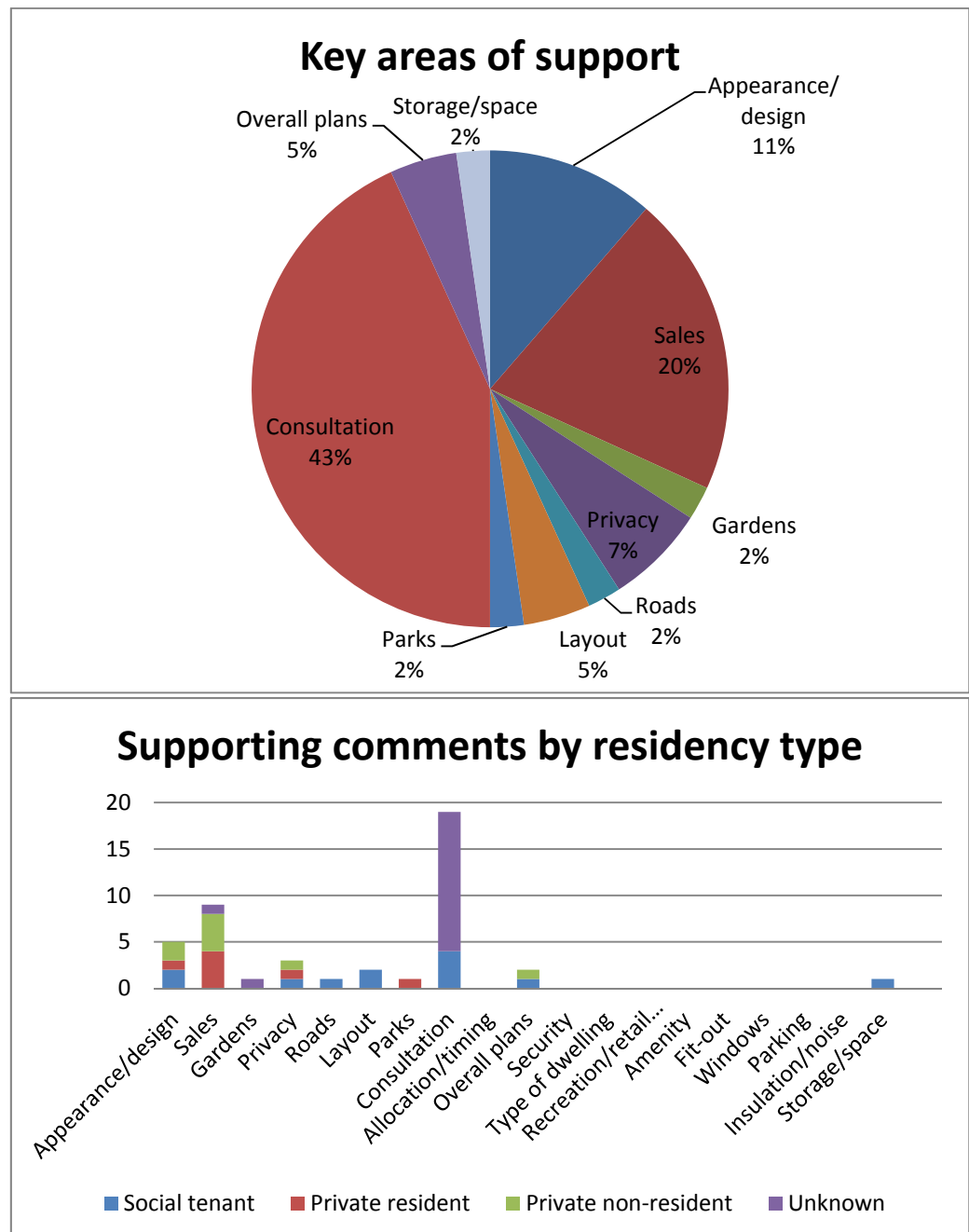


- Consultation
- Sales
- Design/appearance
- Privacy

These responses varied somewhat by the residency status of respondents. For social tenants (12 positive respondents), the most common areas were (in order of frequency);

- Consultation
- Appearance/design
- Layout
- Privacy, Roads, overall plans and storage/space

For private residents (7 positive respondents), the key areas were sales, privacy, appearance/design and parks.



85 or 76% of respondents raised issues of concerns or requests for further information. The most common topics raised related to (in order of frequency);

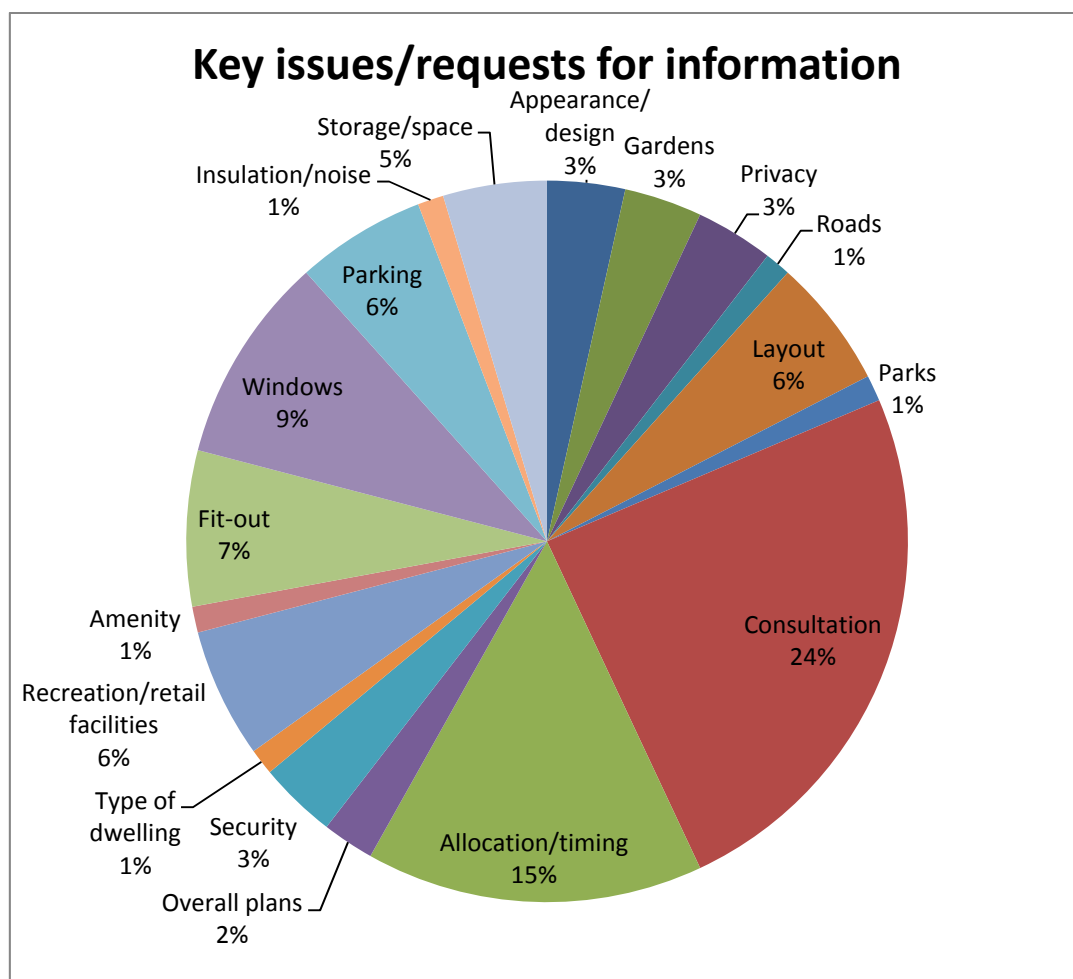
- Consultation
- Allocation/timing
- Windows
- Fit-out

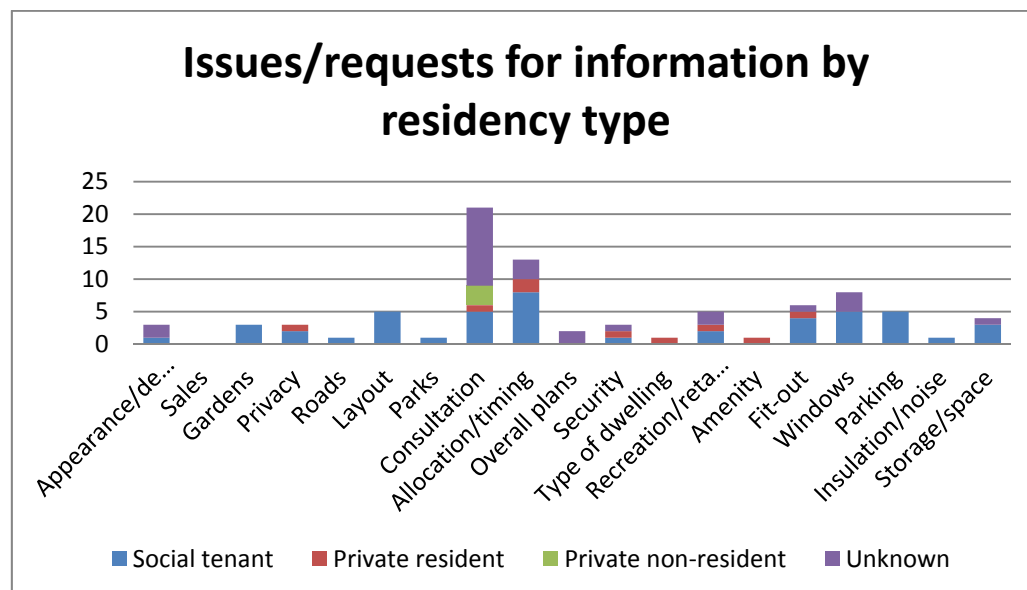
- Parking, Layout, and Recreation/retail

Social tenants (47 respondents) raised issues across 15 areas, with the most common (in order of frequency);

- Allocation/timing
- Windows, Parking, Layout and Consultation
- Fit-out and Storage/Space

Private residents (8 respondents) raised issues across 8 areas, with the most common in relation to allocation/timing, and all other issues reported only once each.





4.2 Comments - areas of support

The following tables outline a consolidation of the individual comments received during the September 2011 to October 2001 period as recorded on feedback forms. Multiple comments have come from one person in some instances.

Comments from social tenants are labelled 'ST', comments from private residents are labelled 'PR', private non-residents are labelled 'PNR' and unknown residency status as 'U'.

Area of support	Comment summary
Masterplan	
Sales	<p>Requests for further information for an investment property including price ranges (PNR, PR)</p> <p>Offer to sell land and house to Becton and buy a new Bonnyrigg apartment (PNR).</p> <p>Requests for further information about sales (PNR).</p> <p>Enquiry about strata fees (PR).</p> <p>Expressing interest for friends who want to buy for investment (PNR).</p> <p>Information required about selling and buying (PR).</p>
Roads	<p>Better that there are open roads (ST).</p> <p>Happy to see no laneways and more connected streets (ST).</p>

Area of support	Comment summary
Appearance/design	Likes the changes to the Masterplan (ST).
Park	New park is beautiful (PR).
Consultation	
Consultation	<p>Fantastic opportunity to see what is happening with the development (U).</p> <p>Good to have someone to talk to and explain it, e.g. a Vietnamese speaker (U).</p> <p>Floor plans are easy to understand (ST).</p> <p>Very good – appreciate the help (U).</p> <p>Had all questions answered (ST, U).</p> <p>Great to have BBQ and children's entertainment at the event (U).</p> <p>Very impressive to Bonnyrigg community (U).</p> <p>Enjoyed being able to provide input (U).</p> <p>Very well presented (U).</p>
Internal design	
Layout	<p>Numerous comments expressing satisfaction with internal garage entry (ST, ST, ST).</p> <p>Very happy that the living, dining and kitchen are together and open to patio (ST, ST).</p> <p>Happy with new layout and patio area (U).</p> <p>Happy about storage and garage access to home (ST).</p> <p>Plans look good – I want to move in (PNR).</p>
External design	
Appearance/design	<p>Positive about the way the building looks (U).</p> <p>Houses look beautiful (ST).</p> <p>Very impressed with design, positive change for the area (PR).</p>
Privacy	<p>Good privacy from neighbours (ST).</p> <p>Positive that windows don't look in on each other (PNR).</p>



Area of support	Comment summary
Gardens	<p>Positive that the amended designs have more rear garden space, so privacy can be enjoyed (U).</p> <p>Space for garden doesn't need to be large, just a space to spend time (ST).</p>

4.3 Comments - issues and requests for information

Issue/request for information	Comment summary
Masterplan	
Security	<p>Concern about moving to an apartment because of security (ST, U).</p> <p>Feeling unsafe shopping at night – security needs to be improved (PR).</p> <p>Security for back fence needed, not to be exposed (ST).</p>
Recreation/retail facilities	<p>More sports/youth centres to get children out of their houses (U).</p> <p>What activities are available to children aged 6 to 12? (U)</p> <p>Weekend adult classes, e.g. technology and a gym, café (PR).</p> <p>Should be grounds for sporting facilities in each stage (ST).</p> <p>A bigger shopping centre (e.g. Stockland) would be good for the area (PR)</p>
Amenity	<p>More public transport links needed to pick children up near their area (U).</p> <p>Why aren't buses coming as often through Tarlington? (U)</p>
Parks	<p>Concern that young people gather to drink and smoke (ST).</p>
Overall plans	<p>Houses too small and too close to each other (ST, ST).</p> <p>Should build more apartments than houses, they take up less space and are cheaper (U).</p> <p>Will you be able to walk by the side of the property (3 bedroom detached)? (ST)</p> <p>Questions about types of homes – are single storey available (U).</p> <p>Balcony of plex homes should be fully timbered so people cannot look up through them (ST).</p> <p>Concern about houses being re-numbered (feng shui) (U).</p> <p>Not happy with uncertainty around cul de sacs turning into</p>

Issue/request for information	Comment summary
	streets etc. (U).
Consultation	
	<p>3D models of the buildings would be useful to show what they look like, some people can't relate to the floor plan (ST, U).</p> <p>Would like to see an actual display of the house, the real house (ST, PNR).</p> <p>Uncertainty if information has been understood correctly or if it was helpful (U, U).</p> <p>Street names should be shown to make them easier to identify (ST, ST).</p> <p>Numerous comments about more notice required to inform about the upcoming consultation (U).</p> <p>Displays should show design of all housing types (U).</p> <p>Wanted to see more details for adaptable homes (U).</p> <p>Should advertise on community radio, fax and emails out, e.g. to temples (U).</p>
Consultation	<p>Confusion about what was told to tenant by different Newleaf team members (U).</p> <p>Would like to have pictures and photos of actual houses (ST).</p> <p>More visual and audio display to show what houses will look like, inside and outside (U).</p> <p>Unclear as to next steps and how to provide submission to Council (U).</p> <p>More detail required on the flyer about how to find the venue (U).</p> <p>Should display the prices on the boards (PNR).</p> <p>Confusion about 'zero lot line' (ST).</p>
Internal design	
Windows	<p>Numerous concerns expressed that some kitchens and bathrooms/shower rooms do not have windows – lack of ventilation, risk of mould and will use extra power due to</p>

Issue/request for information	Comment summary
	<p>lighting required (U, U, U, ST, ST, ST).</p> <p>Query about type of windows being provided in stage 4 (ST).</p>
Layout	<p>An extra bedroom in adaptable homes to allow for a family member to stay and care for a sick person (ST).</p> <p>Laundry should be next to kitchen (U).</p> <p>No toilet downstairs (ST).</p> <p>Bathroom too close to kitchen (ST).</p> <p>Rooms too small (ST).</p>
Fit-out	<p>Concerns that laundries have carpet (ST, ST)</p> <p>Vinyl is slippery and dangerous – prefer ceramic tiles or carpet (ST).</p> <p>Can I move my air conditioning to my new home and who would pay for installation? (ST)</p> <p>Cost involved for solar panels? (PR)</p>
Storage/space	<p>Laundry does not have enough space to store washing powder etc. (U).</p>
External design	
Parking	<p>Parking spaces for apartments? (ST)</p> <p>Spaces are small (U).</p> <p>More parking needed (U).</p> <p>Do all houses have a garage? Does not want to park on street (ST).</p> <p>Garden apartments need to have garages not car ports or spaces (ST).</p> <p>Garages are too small (ST).</p> <p>Having garages lined up on street scape isn't aesthetically pleasing (U).</p>
Privacy	<p>Height of the fence is too low (ST).</p> <p>Poor privacy (ST).</p>

Issue/request for information	Comment summary
	<p>Apartments have lack of privacy (U).</p> <p>Homes on corner lack privacy (U).</p>
Gardens	<p>Garden is too small (ST).</p> <p>Needs a gate (ST).</p> <p>Doesn't want apartment as garden space too small (ST)</p>
Appearance/design	<p>Dull colour of the houses and roof, why not use a coloured roof and brighter walls (ST, U).</p>
Insulation/noise	<p>Concern that people already living in new homes can hear neighbours through the shared wall – will stage 4 homes be the same? (ST).</p>
Housing process	
Allocation/timing	<p>Concern about private home allocation – does not want corner block (PR, U).</p> <p>Concern about the type of house that will be allocated (existing Stage 4 ST).</p> <p>Desire to know now where the new house will be and concern about lack of help available once house is allocated (ST).</p> <p>Would like to see the lot allocation map for the revised plan (U).</p> <p>Concern about moving twice when in the final stage (ST).</p> <p>An extra room should be given to family if 2 adults and 3 children, especially when a spouse has a disability (ST).</p> <p>What is the waiting time? (ST)</p> <p>Want to live in old house until it is time to new to new one (ST).</p> <p>Query about how the revised plan and allocation will directly affect access, parking and security (PR).</p> <p>If apartment provided, would need larger balcony (U).</p> <p>Does not want to move, wants to stay longer (ST).</p> <p>Can homes originally designed for private sale be allocated to social tenants? (ST)</p>



Issue/request for information	Comment summary
	Doesn't want home on corner – have to look after grass (PR).
Type of dwelling	Will townhouses be built at a later stage? (PR)



5. Consultation Outcomes

This section analyses the consultation undertaken and the issues raised in respect of the Revised Concept Plan consultations in September/October 2011. This analysis has been undertaken to identify those areas of stakeholder concern which could potentially be addressed in the Revised Concept Plan, and any areas where stakeholders may require further information.

The analysis illustrates that issues raised by the community and other stakeholders have largely been responded to in the revised Concept plan. It also provides direction for future consultation and the information needs of the community.

5.1 Comments on the Concept Plan

As described in Section 4, design issues which were most positively received included the internal layouts of houses (internal garage access, storage improvements and overall layout), then privacy, gardens and roads. However in total there were only 8 responses related to internal layouts, and 2 comments each for privacy, gardens and roads.

Design issues which received the most community queries or negative comments related to parking, internal lighting and ventilation of wet areas, and provision of private garden spaces and protection of privacy.

These issues, and how the revised Concept Plan responds to them, are outlined below.

5.1.1 Parking

Parking in the renewed Bonnyrigg has been a key concern identified by tenants and residents alike in previous consultations, and remained a key topic responded to in the September/October consultations. This issue stems from the importance of privately owned vehicles to tenants and concerns to avoid vehicle related theft. Whilst there remain comments that garages and private parking spaces are too small, the key underlying concern of most comments relates to security.

Issue raised/suggested	Revised Concept Plan Response
Parking for apartments (and any other shared parking areas) be secured through controlled access to parking areas.	The Concept Plan better addresses vehicle and parking security. The revised plan involves replacing the plex housing typologies with detached homes and apartments. The plex typology involved an open courtyard cluster type parking.

Issue raised/suggested	Revised Concept Plan Response
Shared parking areas be well lit and include surveillance.	Secure parking with lighting will be provided for apartments.
Private off-street parking be partially enclosed and include storage facilities to enhance security.	Detached and duplex buildings will be provided with lockable enclosed garages that have been designed to accommodate garden equipment storage.

5.1.2 Internal Design and Fit-out

Increasing density at Bonnyrigg has resulted in innovative dwelling layouts quite different to those in the old Bonnyrigg public housing. The revised Concept Plan has received positive feedback on the changes to parking arrangements (the inclusion of internal access between garages and homes and increased storage).

Consultation outcomes also indicate ongoing concern with some design and fit-out issues, however these have largely been addressed by the revised Concept Plan, as outlined below.

Issue raised/suggested	Revised Concept Plan Response
Natural ventilation and lighting in kitchens and bathroom/toilet/shower rooms.	Bathrooms without windows in new designs (because of zero lot line) will have solar tubes to provide natural lighting.
Storage space in laundries.	All homes meet HNSW storage requirements (between 6 and 10 cubic metres dependent on number of bedrooms) including good sized laundry cupboards.
Dissatisfaction with proximity of bathrooms and kitchens.	Architectural design will be informed by a Feng Shui consultant to capture cultural requirements.
Locating toilet facilities on the ground floor.	All dwellings have a downstairs toilet. The revised Concept Plan will include single storey 3 bedroom homes, and also some 4 and 5 bedroom designs which will have up to 2 bedrooms located on the ground floor to assist families with mobility/carer requirements. In these homes a bathroom with shower will also be located on the ground floor.

The only outstanding concern evident from the consultations is the potential to incorporate energy neutral ventilation systems in bathrooms of revised plan zero-lot line dwellings. Providing an energy neutral system is important for reducing the energy footprint, but more importantly, reducing ongoing operating costs for the social housing clients who will reside in the properties.

5.1.3 Privacy and Private Space

Consultation feedback indicates that some stakeholders (particularly social housing tenants) were satisfied with the changes in the concept design which have resulted in larger rear gardens and greater privacy between dwellings.

However there remain concerns relating to maintaining privacy and private space, and whilst some concerns may never be alleviated (there will always be suggestions that gardens are too small), some specific areas of design consideration could be addressed to enhance privacy and private space in the more densely developed Bonnyrigg. Ensuring privacy embraces elements of both internal and external design.

These issues of privacy and private space are a key concern, especially for social tenants who will be transitioning, in most cases, from large detached housing with substantial gardens and inherent privacy to duplex, zero-lot, or apartment dwellings.

Privacy and noise is also of particular importance to social housing tenants due to their concern about changing neighbours. Some tenants have indicated their concern for the disturbance they will create for their neighbours through large and regular family gatherings (e.g. Arabic speaking households and Aboriginal households), whilst others are concerned about being privy to the domestic and social interactions of their new neighbours.

In this context, the fine detail in planning dwelling design can have significant impact on how well new dwellings deliver in regard to privacy. Design elements raised by respondents relate to changes that have already been integrated within the revised plan, as outlined below.

Issue raised/suggested	Revised Concept Plan Response
Consider fence heights to ensure that they are high enough to protect privacy.	<p>Separating fences between private open spaces areas will be 1.8m high ensuring good privacy between dwellings.</p> <p>The plex typologies often delivered private open space on a street frontage, which despite fence treatments, was not ideal. The revised typologies include zero-lot line dwellings which create more private open spaces for dwellings, with these at the side and rear of properties.</p>

Issue raised/suggested	Revised Concept Plan Response
Apartments should include significant external spaces (balconies) to provide for greater outdoor private space for tenants previously of detached housing.	The new apartments have a front (park facing) balcony and a rear (non-street frontage) service balcony for clothes drying. These spaces comply with the <i>Housing NSW Design Requirements</i> ¹ and Fairfield City Council standards.
Privacy should be considered in design and construction of apartment balconies and their aspects.	<p>The new apartment buildings are all located overlooking new parks thereby enhancing views and accessibility/ proximity to great quality public open space.</p> <p>The provision of two balconies and the ability to separate uses of these spaces also enhances privacy for apartment residents.</p>
Privacy of backyards and rear lane surveillance be maintained.	<p>The plex dwellings required rear access lanes for car parking, and involved semi-screened rear fences to permit passive surveillance of the lanes. The revised Concept Plan typologies design out these rear lanes in the most part.</p> <p>In delivering more detached dwellings (as opposed to attached dwellings) in the revised Concept Plan – the use of zero-lot line dwellings means that privacy from overlooking is enhanced and the private open space (rear garden areas) are less overlooked than in the plex led Concept Plan.</p>
Noise attenuation between dwellings be enhanced to ensure equal sound proofing between all dwelling types.	The new apartment buildings are built from concrete frames compared to timber stud cottage style construction for the plex dwellings. With a concrete frame (concrete floors and masonry dividing walls) the sound attenuation between dwellings is improved.
Security of access to dwellings be managed for security.	The plex dwellings had shared entry points with as many as 6 units sharing one entry. In the apartments (3 storey walk ups) the maximum shared entry is 4 apartments.

¹ *Housing NSW Design Requirements, version 6.2010. Housing NSW.*

5.2 Information Required

The consultation also evidenced other operational issues of importance to stakeholders that do not relate to the Masterplan revisions. These issues relate to housing management and approaches and mechanisms for consultation and provide important feedback for the ongoing work of Bonnyrigg Partnerships.

5.2.1 Housing Management

Community understanding and expectations in regard to planning and allocation of housing in the newly developed Bonnyrigg, and the timing of this allocation remain key issues.

It is recommended that:

- All future consultation material reiterates the process and timing of reallocation and relocation. Where project changes are proposed, it should be outlined how these changes will affect the process and its timing (even if only stating that these will not change).
- The reallocation and relocation process should be illustrated in a flow diagram indicating where key issues (such as when property needs analysis and allocation will occur, decisions on fit out choices etc.). The diagram should also indicate deciding factors in terms of temporary relocation.
- Entitlements for adaptable housing and allocation of variously sized houses (number of bedrooms) be outlined and the information re-iterated at each consultation event. This information should also identify exceptions to these rules.

5.2.2 Consultation into the Future

Suggestions and comments made by respondents in regard to the September/October 2011 consultations provide guidance on improving consultation into the future. This guidance reflects the increasing familiarity many of the participants have with the plans and the planning process, and also the evolving detail of the planning processes and the approaches needed to enhance people's understanding of this information. These suggestions include:

- A complete suite of proposed housing designs be exhibited. Use of 3D models and artist's impressions of housing styles should also be provided to assist viewers to be able to visualise both internal and external design and appearance.
- Increased detail, including annotated drawings and/or models be provided for adaptable homes.
- Adequate advance notice be given (for example, two weeks in advance, with reminder advertising in the days preceding) and diverse mechanisms (including through local radio, community groups, places of worship, schools and trusted networks).



5.2.3 Other Issues of Concern

Feedback indicates there remain concerns as to a continuation of anti-social behaviour in local parks. It is suggested that future consultation outlines how revised layouts of parks and housing and the nature of the renewal aims to reduce and /or alleviate this issue.

Promotion of the proposed community garden, how it will be targeted and operated would also be useful in addressing some tenant concerns in regard to future access to gardening space for tenants who may have previously had home gardens.



6. Conclusion

The consultation feedback illustrates some support for design elements, support for the consultation process and interest in sales in the project. However queries and concerns were more common than supportive feedback, and more diverse. Consultation and housing management issues were the most common (representing one third of all concerns or queries). Key design concerns raised by the community were in regard to parking, internal design and privacy. However responses were not unanimous and each of these issues were raised by only 5 to 7 respondents

This feedback reflected concerns with fine detail design issues for the development, the majority of which have been responded to in the revised Concept Plan in order to deliver improved housing and design outcomes for tenants and residents.

The feedback also outlined the ongoing need for the community in relation to understanding both the development planning and its implications for housing, but also the housing management system.

Continual improvement is required in consultation techniques and provision of information which is important to resident and tenant understanding of the development and its impact on the individual household and the community as a whole.



Appendix A

Feedback forms from stakeholders and the community



Newleaf
Communities

Feedback Form

If you would like to make any comments, or have questions, about
the Newleaf Bonnyrigg Development please fill out this form.
Drop this Feedback Form into: Newleaf Communities at Bonnyrigg Plaza or
Cabrogal Cottage at 1 Kennedy Way

COMMENTS: *really good, awesome!!*

EVALUATION:

1. Did you like the location?	Yes ✓	No	Unsure
2. Was the information easy to understand?	Yes ✓	No	Unsure
3. Did you find the information helpful?	Yes ✓	No	Unsure
4. What suggestions do you have to help us improve our consultation?	<i>Inform residents longer time. Do more promotion flyers. Make the picture bigger, clear and easy to understand.</i>		

Contact Details (Optional):

Name:

Phone:

Address

Email:












Feedback Form

If you would like to make any comments, or have questions, about
the Newleaf Bonnyrigg Development please fill out this form.
 Drop this Feedback Form into: Newleaf Communities at Bonnyrigg Plaza or
 Cabrogal Cottage at 1 Kennedy Way

COMMENTS:

*Very well presented
 changes and new ideas explained very well*

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<i>GOOD WORK KEEP GOING.</i>		

Contact Details (Optional):

Name: *BRIANNAIGHTS LIZ COOPER* Phone: *9610-2053*
 Address: *5 COODE PL BONNYRIGG*
 Email: *liz.cooper@primus.com.au*





Newleaf
Communities

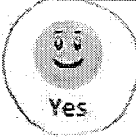
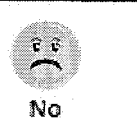
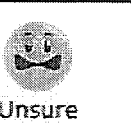

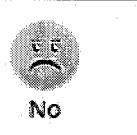
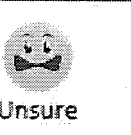
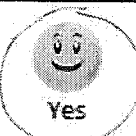
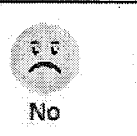

Feedback Form

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the Newleaf Bonnyrigg Development please fill out this form.
Drop this Feedback Form into: Newleaf Communities at Bonnyrigg Plaza or
Cabrogal Cottage at 1 Kennedy Way

COMMENTS:

Fantastic opportunity, to see what is happening
with the development.

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<hr/> <hr/> <hr/> <hr/>		

Contact Details (Optional):

Name: Mariana Herrera

Phone: 0417 889 659

Address Bonnyrigg Public School.

Email:

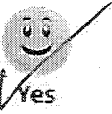
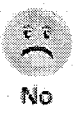

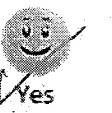
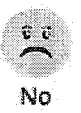

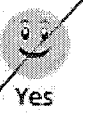




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the Newleaf Bonnyrigg Development please fill out this form.
 Drop this Feedback Form into: Newleaf Communities at Bonnyrigg Plaza or
 Cabroga Cottage at 1 Kennedy Way

COMMENTS:

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div>More notice to come</div> <div></div> <div></div>		

Contact Details (Optional):

Name: Lesley Unsub, H

Phone:

Address

Email:



Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
	Narrow garage entry + amount.	All garages are lined up on the street-scape isn't aesthetically pleasing. A. Duplexes are scattered, not all linked together.	Lesley.	
	Houses. Re-numbered	Concerns about houses being re-numbered. A. Feng shui is being addressed in planning.	Brian.	
	Change in st designs.	Concerns of cul de sac turning into streets etc. Disliking the uncertainty.	Brian	

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
 ♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
1	Master plan	liked the changes to the master plan	Muniel	Sc R
2	Gardens	Need a gate	"	"
5	Roads	Better that there are open roads.	"	"
7	Detached dwellings	Favourable compared to plexes.	"	
7	Parking	Do all houses have a garage? Decent want to park on the st.	"	"

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
 ♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
①	moving twice	Why should I be moved twice when I am in the final stage?	9753 3240	Sc
②	sporting facilities	in each stage, there there should be grounds for sporting facilities	refused to leave his contact #.	Sc
③	extra room	family of 2 adults & 3 children should have an extra room especially when a spouse has a disability.	9753 3240	Sc
④	modern designs	Very impressed with designs, change is good for this area, its time for the old homes to go & bring change!	0424826757	Pr.

Key: ◊ B – Board Number ◊ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ◊ Details: Short Description of issue
 ◊ Contact: Details Optional ◊ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
	Sales	Sales inquiries.	N/A	P/NR
5	Privacy	Happy to see no laneways and more connected streets.	Clonwa W.	R/Sc/R
7	Other	Seems much better	"	"
9				

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
 ♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
11.	Stage query	Tenant would like to know waiting time.	E Donovan 019-9823 5166	Sc
11.	Layout.	Happy with the new layout + patio area. Very happy with internal garage entry.	11	Sc.

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
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Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
8	privacy	Good in a way that still there is no window too close to each other.		NR
		should put the price on the board		

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
 ♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
2	Parking	Small spaces		Se
	Garden	too small		
5		Should put street name easy to identify		
8		The house looks beautiful		
	privacy	Good privacy no neighbour argument		
12	Amenity	No window in the bathroom create mold		

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
 ♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
10		Technology classes weekend adults	-	PR/OE
10		gym lounge cafe / ^{more} Cor Parking	-	
10		Lights more / larger houses	-	

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
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Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
1		Mr Phanh - want to see the real house	0411281152	SC R
2		Mr Vieng Keo - very impressive, will spread the words around. I have friends who want to invest	0411879172	PR NR
3		Ms My Tran - found out about the consultation accidentally. getting info on behalf of brother	0403064873	PR NR
		Mr Phanh - who works 6 days a week will tell brother about the houses & consultation + sales centre.		
4	wants to apply for public housing	Paul - I have a friend who wants to buy for investment.	0411 053 650	PR NR

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 ♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
11	(shared wall) Insulation	the Some people who are already living in their new homes talked about being not happy of the noise coming from their neighbours		ScR
		Is it going to be the same for stage 4 homes?		
9	number of bed-rooms	Having an extra bedroom in adaptable homes to allow ^{a member} somebody from ^{the} family members to come and sleep over when they get sick (to take care of them)		ScR

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
 ♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
2a	type of dwelling	Is there going ^{will} townhouse be build at later stage?		Pr
6	solar panels	The cost involve for public. or private multi to		Pr
8	type of houses	Do not like V level type of house, prefer 1 level		St
	Parking	Parking spaces for apartments		Social Tenant
6		Having pictures or model of actual houses would make us relate to the information more		St
11	Story board			
10	type of houses / dwellings available	type of houses available for investor investment purposes at price range		PR
8		Would like to have pictures or photos of actual houses		Pr Sc tenant
7	Apartment	strata fees		Pr

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
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Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
	No Window - Kitchen & Bathroom	- IF NO SKYLIGHT EXTRA POWER COSTS		
		LIGHTS NEEDED NIGHT & DAY		
	Lanby	no enought space To store Washing Powder... etc.		

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
 ♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

B	Issue	Details	Contact	Pr/Sc/SP R/NR
	Laundry	She express that the laundry has carpet		ST
		laundry need to be the next to kitchen		ST
	garden	She does not wants apartment		ST
	no privacy	High of the fence too low		ST
	Kitchen	no window can cause health problems (3 bedroom detached)	9610 2223	ST
	Parks	problems with young people's meet there to drink and smoke		ST
	Shower	no window problems with mould all years		ST
	Kitchen	not window easy ^{the} alarm get off		ST
	house	Too small -		ST
	house	Too close to each other		ST

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of Issue

♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
	house	no privacy		ST

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
 ♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
11	Other	No window in kitchen.	Laycock Place.	Sc
12	Other.	Will you be able to walk by the side of the property? (3 bedroom detached)	"	Sc.
12	"		"	Sc
11	"	Very happy about the living/dining + kitchen being together + opening onto patio.	"	Sc
12	"	Confusion about "zero lot line"	"	Sc
12	"	Happy about storage + garage access to home.	"	Sc.
		Questions about types of homes - single storey available?	Piddle Way.	Sc.
-	Amenity.	General question about buses that come through Tarlington - not often anymore - why?	47 Tarlington.	Sc
11		Very happy with the internal garage access.	47 Tarlington.	Sc.
11		Concerns about kitchen + bathroom not having windows.		

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
 ♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
	General	Laundry floors have carpet? Tenant has heard this from a friend & doesn't like the idea.	Sandilands	Sc

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of Issue
 ♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
8		The house is too close to each other		Sc
12	Amenity	Amenity No toilet down stair		
		the rooms is too small from the previous stage		
9/10		No street name on the plan		

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
 ♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
		The plan looks good want to live in.		NR

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
 ♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

B	Issue	Details	Contact	Pr/Sc/SP R/NR
	Housing Issue	want to live in old house until time to move to new house	"	Pr Sc Resident
7	Apartment	I don't want to move to an apartment because of security issue	will contact HM regarding personal request	Pr Sc Resident
1	Shopping/ Amenities	Bigger shopping like e.g. stockland would be beneficial for the area		Pr
	Security	Security in the area need to be improve (e.g. I feel afraid shopping at night)		Pr
	Amenity	New park is beautiful, that's good.		Pr
	Other	Information about selling and buying (from private owner)	Mira 9823 1589	Pr
				Sc & Resident
7 & 4	new street/ lot allocation	I want to know how the revised plan and new street is going to affect my house (access to street, parking space, security issue)	04044 87773	Pr

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
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Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
11	Property layout	Bathroom being too close to the Kitchen.		Sc/R

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
 ♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
12	Other	Two bedroom with open plan with room for visitors or grand children	Carmen 98234171.	Sc R.
		-Space for gardening. Doesn't need to be large. Just to spend time. Hobby.	T Sandilands.	
		-Security for back fence, not to be exposed.		
4	Other	Balcony of plex homes to be fully timbered, so people cannot look up through them. No apartment. Small garden space.	Elvira. 96101089	Sc/R
		Does not want to move. Wants to stay longer.		
		if needed to, have apartment would need larger balcony.		
		Doesn't like noise. Doesn't mind plex.		
		Wants to be notified for any changes to stage.		

would prefer tiles (ceramic) or carpet. Vinyl is slippery + dangerous.

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of Issue
♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
X	Parking.	Garden Apartments need to have garages not car ports or spaces.		Sc R.

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
 ♦ Contact: Details Optional ♦ Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

B	Issue	Details	Contact	Pr/Sc/SP R/NR
7	Privacy	scared of apartments		Pr R
7	Landscape			Pr R
7	Sales	stop daughter wait for new home		Pr R
7	Amenity Privacy	don't like home on corner // ^{have} to look after grass		Pr R
7	Amenity	not convenient for Private home owner.		Sc R
12	Allocation	Stage 9 - doesn't do stairs Stage 9 - doesn't want apartments		Sc R
12	space for storage	Garage too small.		Sc R
12	space	house too small.		Sc R
		House plans need to be ^{re-did.} setting up		Sc R

Revised Masterplan Consultation Feedback Form

October 2011

B	Issue	Details	Contact	Pr/Sc/SP R/NR
①	How homes not water for sale and marked (X)	Can these home which were originally designed for private sale be allocated to ST?	?	ST
②	ALC	Can I transfer my ALC to my new home / I who pay for installation when approved?	?	SC
③	Windows	what type we are having in stage 4 ie-wind down / push back etc- ?-?	?	SC

Alloc.

Key: ♦ B – Board Number ♦ Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other ♦ Details: Short Description of issue
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Revised Masterplan Consultation Feedback Form

October 2011

(LAD)

PR R = private resident

Social/Service Provider Resident no order

B	Issue	Details	Contact	Pr/Sc/SP R/NR
		the ones by lake & the ones by don't	optional	
1		wants to see display homes - to get real pictures -	0403008456	PR NR
2		would like to see model houses	-	SC R
3		would like to see actual display home colour of walls & roofs too dull	9922 0886	SC R
4		like BBQs free pens & entertainment		SC R
5		like BBQs		SC R
6		provided basic info only, speaks limited Engl. agreed to thing		

Key: B - Board Number Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other Details: Short Description of Issue
 Contact: Details Optional Pr/Sc/SP: Private Resident, Social Tenant or Service Provider R/NR: Resident or Non-resident?

US nr randstad
Eval / feedback
form -
Community
consultation events

(CAO)



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Drop this Feedback Form into: Newleaf Communities at
Bonnyrigg Plaza or

Cabrogal Cottage at 1 Kennedy Way, Bonnyrigg
Or post to: Newleaf Communities, PO Box 151, Bonnyrigg Plaza,
Bonnyrigg 2177.

COMMENTS:

During the interview, I asked
whether I could have 4 bedroom
detached house (I am a single
mother with 3 children, school aged,
1 boy & 2 x girls).
Who do I follow up what type of
house we are going to get?
We think we are "stage 4".

Contact Details

Name: Mrs Daviens ~~CAO~~ Phone: 9822 0886

Address: CHANTHANQA 5 Cowdrey Way

Email: B'nigg.



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Communities

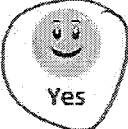


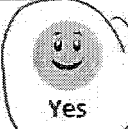


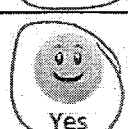


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COMMENTS:

housing Manager explained things
differently from what she
heard at the consultation!!

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div>XXXXXXXXXX</div> <div></div> <div></div> <div></div>		

Contact Details (Optional):

Name: Najwa Mosli

Phone:

9823 8995

Address

4 Denny way Bonnyrigg.

Email:














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Cabrogal Cottage at 1 Kennedy Way

COMMENTS:

Non resident - the building looks great.

EVALUATION:

1. Did you like the location?	 Yes ✓	 No	 Unsure
2. Was the information easy to understand?	 Yes ✓	 No	 Unsure
3. Did you find the information helpful?	 Yes ✓	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div><div></div><div></div><div></div><div></div></div>		

Contact Details (Optional):

Name:

Phone:

Address

Email:












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 Cabroga Cottage at 1 Kennedy Way

COMMENTS:

Should put the street name on the plan.

EVALUATION:

1. Did you like the location?	 Yes ✓	 No	 Unsure
2. Was the information easy to understand?	 Yes ✓	 No	 Unsure
3. Did you find the information helpful?	 Yes ✓	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px;"></div>		

Contact Details (Optional):

Name: Serey Mann Phone: _____
 Address: 13 Bradfield cres. Bonnyrigg 2177
 Email: _____












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COMMENTS:

Would like to discuss with Beeton
 about his private home.
 Doesn't want to be on corner or near
 apartments.
 * 100% don't like corner block *

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<p><u>more notice</u></p> <p>_____</p> <p>_____</p> <p>_____</p>		

Contact Details (Optional):

Name: Mr Cang Phone: 9823 8782
 Address: 2 Stubbs Pl, Briggs
 Email: _____






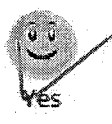







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COMMENTS:

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<u>newer / explore it</u> _____ _____ _____		

able to
speak
someone

Contact Details (Optional):

Name:

Phone:

Address

Email:












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 Cabroga Cottage at 1 Kennedy Way

COMMENTS:

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<p><i>the model houses would be very useful so we can see what they look like</i></p>		

Contact Details (Optional):

Name: *a resident* Phone: _____

Address: _____

Email: _____





Newleaf
Communities

(LAs)


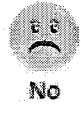


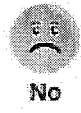


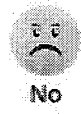

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COMMENTS:

- I find that the colour of the houses are dull.
- If the roofs are red ^{or} green, the overall of the appearance of the houses may look better.
- Brighter walls also make the house look

EVALUATION: brighter and may save electricity -

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	We would like to see the actual display of the house.		

Contact Details (Optional):

Name: Deviens Chanthapany Phone: 9822 0886
Address 5 Cowdrey Way B'rigg
Email: _____



Feedback Form


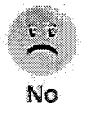







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COMMENTS:

Good things about the session are:

- * BBQ. we were hungry, we ~~just~~ came ~~home~~ straight from school.
- * entertainment - eg. face painting & balloons are good for kids.

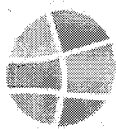
EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	We would like to see the actual display of the house or at least photos of each house type.		

Contact Details (Optional):

Name: Mrs Chanthapanya's Phone: 9822 0886
Address: edwin son
Email: 5 Cowdrey Way, B'ness





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COMMENTS:

* likes the free BBQ
and free pen.

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<hr/> <hr/> <hr/> <hr/>		

Contact Details (Optional):

Name: A young person

Phone: _____

Address _____

Email: _____












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COMMENTS:

to lower the fee per
and mint.

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<p>speaks Vietnamese referred to them for further enquiries.</p>		

Contact Details (Optional):

Name:

Phone:

Address

Email:





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COMMENTS:

N/A

EVALUATION:

1. Did you like the location?	Yes	No	Unsure
2. Was the information easy to understand?	Yes	No	Unsure
3. Did you find the information helpful?	Yes	No	Unsure
4. What suggestions do you have to help us improve our consultation?	more advertisements on community radio, open doors - for email to temples -		

Ethnic Radio: SURFM 99.9 (F/field) Blackm
2MCR 100.3 (Crown) Holroyd

Contact Details (Optional):

Name: Mr KHAMGENE SYCH Phone: 0403008456
Address: 85 OLIVERI CR. GREENVALLEY 2168
Email: SYCHS@HOTMAIL.COM

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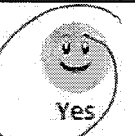


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COMMENTS:



Good general information of the
 stage. Enjoyed being able to
 provide input.

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px;"></div>		

Contact Details (Optional):

Name:

Phone:

Address

Email:



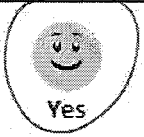





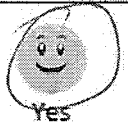


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COMMENTS:

EVALUATION:

⇒ took me a while to find the place because I thought it was inside Bonnyrigg Plaza

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<p>Nice and very friendly staff, I'm glad I came</p>		

Contact Details (Optional):

Name:

Phone:

Address

Email:

Please put on the flyer a how to identify the "venue" as next to Dr Lai is practical. Otherwise we thought it was inside Bonnyrigg Plaza



Feedback Form










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COMMENTS:

I request the lot allocation map for the
 revise plan.

I also request information on how to give
 feedback to council regarding the revised
 master plan.

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div></div> <div></div> <div></div> <div></div>		

Contact Details (Optional):

Name: Hi Van Hien Do Phone: 0404 487773

Address: 12 MADSON PLACE

Email: BONNYRIGG 2176












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COMMENTS:

- Information about if Becton would
 like to buy my old land and house
 and I can purchase an apartment
 for myself and husband
 I live in Bonnyrigg (private owner)

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div></div> <div></div> <div></div> <div></div>		

Contact Details (Optional):

Name: Mira

Phone: 98231589

Address: 70 ~~16th~~

Email: _____





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COMMENTS:

- I don't want to move to an apartment
because of security issue

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div><div></div><div></div><div></div><div></div></div>		

Contact Details (Optional):

Name:

Phone:

Address

Email:





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COMMENTS:

- Want information about activity for
children from 6-12 (please send
information to address provided)

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div><div></div><div></div><div></div><div></div></div>		

Contact Details (Optional):

Name:

MS Jaglic

Phone:

Address

20 Kincumber Rd Bonnyrigg

Email:












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COMMENTS:

Difficult the to get help once
 we receive the the house.

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<p>Should let ppl know next to movie rental (venue) to medical center & instructions there is not clear the people don't know where they are</p>		

I will only
 know when
 I receive the
 house that
 it is
 next to
 medical
 center
 on the
 floor

Contact Details (Optional):

Name:

Phone:

Address

Email:














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COMMENTS: We want kids to be in the youth centres or sports
Grounds alot more often and make more centres
to get them out of their houses.

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	We want more places like public transport to pick up near their area.		

Contact Details (Optional):

Name: Christopher

Phone:

Address

Email:














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COMMENTS:

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div><div></div><div></div><div></div><div></div></div>		

Contact Details (Optional):

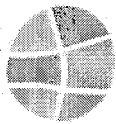
Name:

Phone:

Address

Email:





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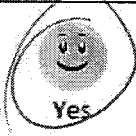


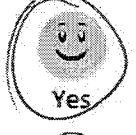


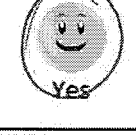


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COMMENTS:

*Tenant from Sandilands spoke with Andrew Brooks
and had all her questions answered.*

Happy with easy-to-understand floor plans

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div><div></div><div></div><div></div><div></div></div>		

Contact Details (Optional):

Name:

Phone:

Address

Email:














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COMMENTS:

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure ✓
2. Was the information easy to understand?	 Yes ✓	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure ✓
4. What suggestions do you have to help us improve our consultation?	<hr/> <hr/> <hr/> <hr/>		

Contact Details (Optional):

Name: Margarito Romero Phone: 9610 2223

Address

Email:














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Cabrogal Cottage at 1 Kennedy Way

COMMENTS:

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<i>TOO MANY PROMISE THE COME TRUE</i>		

Contact Details (Optional):

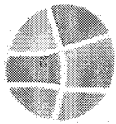
Name: *MANUEL SOTO*

Phone: *96103519*

Address: *33 Bishops Cres Bonnyrigg*

Email:














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Cabroga Cottage at 1 Kennedy Way

COMMENTS:

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<hr/> <hr/> <hr/> <hr/>		

Contact Details (Optional):

Name: EDITH SORO Phone: 96103519
Address: 33 BISHOPS COES BONNYRIGG
Email: _____



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the Newleaf Bonnyrigg Development please fill out this form.
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 Cabrogal Cottage at 1 Kennedy Way










COMMENTS:

SOME DESIGNS DON'T CONSIDER WINDOWS FOR KITCHENS,
 SHOWERS ROOMS (BATHROOMS) THAT IS VERY WORRYING, WHY YOU
 DON'T USE EMPATHY (PUT YOURSELVES IN OUR SHOES) WOULD YOU
 LIKE TO LIVE IN SUCH A HOUSE ??? I'VE HEARD ALSO THAT SOME LAUN-
 DRIES HAVE CARPET, I CAN'T BELIEVE IT, IS IT TRUE? ...
 PLEASE BE CONSIDERATE WITH US OLD PEOPLE, EVERYONE
 IS GOING TO GET THERE - EVEN YOU S...

WITH RESPECT

VERY WORRIED
 OLD LADY

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure ✓
2. Was the information easy to understand?	 Yes ✓	 No	 Unsure
3. Did you find the information helpful?	 Yes ✓	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div style="border-bottom: 1px solid black; height: 15px; width: 100%;"></div> <div style="border-bottom: 1px solid black; height: 15px; width: 100%;"></div> <div style="border-bottom: 1px solid black; height: 15px; width: 100%;"></div>		

Contact Details (Optional):

Name:

Phone:

Address:

Email:












Feedback Form

If you would like to make any comments, or have questions, about
the Newleaf Bonnyrigg Development please fill out this form.
 Drop this Feedback Form into: Newleaf Communities at Bonnyrigg Plaza or
 Cabrogal Cottage at 1 Kennedy Way

COMMENTS:

EVALUATION:

1. Did you like the location?	 ✓ Yes	 No	 Unsure
2. Was the information easy to understand?	 ✓ Yes	 No	 Unsure
3. Did you find the information helpful?	 ✓ Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px;"></div>		

Contact Details (Optional):

Name: ELVIRA

Phone: _____

Address _____

Email: _____












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Cabrogal Cottage at 1 Kennedy Way

COMMENTS:

COMMON WALL - NO WINDOWS KITCHEN (GRD FLR)
& BATHROOM (1ST FLOOR) IF NO SKYLIGHTS.
WILL NEED LIGHTING ON DAY & NIGHT.
CAUSING HIGHER POWER COSTS. ALSO VENTILATION
PROBLEMS CAUSING MOULD PROBLEMS IN BATHROOM.

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	DISPLAYS OF ALL CONCEPTS (HOUSING TYPES)		

Contact Details (Optional):

Name: J. GILHOOLY

Phone: 9610-1924

Address 2 MASON PLACE, BONNYRIGG

Email: jgilhooley@exemail.com.au

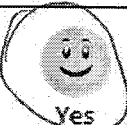










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the Newleaf Bonnyrigg Development please fill out this form.
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 Cabrogl Cottage at 1 Kennedy Way

COMMENTS:

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px;"></div>		

Contact Details (Optional):

Name:

Phone:

Address

Email:












Feedback Form

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the Newleaf Bonnyrigg Development please fill out this form.
 Drop this Feedback Form into: Newleaf Communities at Bonnyrigg Plaza or
 Cabrogl Cottage at 1 Kennedy Way

COMMENTS:

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div style="border: 1px solid black; padding: 5px;"> <p><i>I wanted to see more details for adaptable homes !!</i></p> </div>		

Contact Details (Optional):

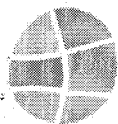
Name:

Phone:

Address

Email:





Newleaf
Communities

Engle

Feedback Form

If you would like to make any comments, or have questions, about
the **Newleaf Bonnyrigg Development** please fill out this form.
Drop this Feedback Form into: Newleaf Communities at Bonnyrigg Plaza or
Cabrogl Cottage at 1 Kennedy Way

COMMENTS:










The display centre (consultation) should be
more visual & audio.

Why?

i.e. what different types of houses look like, both
inside & outside.

and the overall landscape of the house +
amenities, shops, transport, etc.

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<p>TV screen as you walk in to show different types of houses - gardens, parks, inside the house, bedrooms etc. with narration & audio visual</p>		

Contact Details (Optional):

Name: My Tran

Phone: 0403064873

Address

Email: ping09@hotmail.com












Feedback Form

If you would like to make any comments, or have questions, about
the Newleaf Bonnyrigg Development please fill out this form.
 Drop this Feedback Form into: Newleaf Communities at Bonnyrigg Plaza or
 Cabroga Cottage at 1 Kennedy Way

COMMENTS:

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	Very good - appreciate the help <hr/> <hr/>		

Contact Details (Optional):

Name: Paul Phone: 0411 053 650
 Address: 16 Starling St Green Valley
 Email: _____












Feedback Form

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the Newleaf Bonnyrigg Development please fill out this form.
 Drop this Feedback Form into: Newleaf Communities at Bonnyrigg Plaza or
 Cabroga Cottage at 1 Kennedy Way

COMMENTS:

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px;"></div>		

Contact Details (Optional):

Name: Eang (Ms)

Phone: 982 33392

Address

Email:






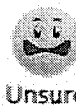





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the Newleaf Bonnyrigg Development please fill out this form.
 Drop this Feedback Form into: Newleaf Communities at Bonnyrigg Plaza or
 Cabrogal Cottage at 1 Kennedy Way

COMMENTS:

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	want to see the real house _____ _____ _____		

Contact Details (Optional):

Name: Phonh

Phone: 0411 281152

Address 2 Coode PL

Email: _____








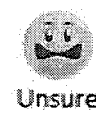



Feedback Form

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 Drop this Feedback Form into: Newleaf Communities at Bonnyrigg Plaza or
 Cabrogal Cottage at 1 Kennedy Way

COMMENTS:

*Very impressive to Bonnyrigg Community
 as we only live close by.
 And would pass the words around.*

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div></div> <div></div> <div></div> <div></div>		

Contact Details (Optional):

Name: Viengkee Phone: 0411879172
 Address: 14 Stefanie Pl, Bonnyrigg 2177
 Email: keephaynasanth@yahoo.com.au




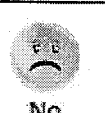

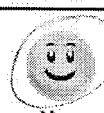
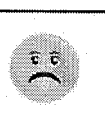
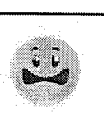
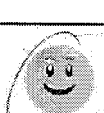
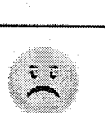
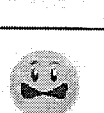
Feedback Form

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 Drop this Feedback Form into: Newleaf Communities at Bonnyrigg Plaza or
 Cabrogal Cottage at 1 Kennedy Way

COMMENTS:

- Interest in townhouse type of dwelling

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px;"></div>		

Contact Details (Optional):

Name:

Phone:

Address

Email:



Feedback Form










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 Cabrogl Cottage at 1 Kennedy Way

COMMENTS:

People ~~I~~ don't understand much to contribute
 because the average person doesn't need
 something concrete to relate to the plan.

e.g. having a 3D scaled model houses
 would help the average person understand
 the proposal better.

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div></div> <div></div> <div></div> <div></div>		

please
 refer to
 feedback
 comments

Contact Details (Optional):

Name:

Phone:

Address

Email:












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 Cabrogal Cottage at 1 Kennedy Way

COMMENTS:

Please send or call me information on
 * type of houses (investment)
 * price range

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div></div> <div></div> <div></div> <div></div>		

Contact Details (Optional):

Name: Mandy Lai Phone: 879 8 9234
 Address: 6 W Boroahla Endeavour
 Email: Park





Newleaf
Communities










Feedback Form

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the Newleaf Bonnyrigg Development please fill out this form.
Drop this Feedback Form into: Newleaf Communities at Bonnyrigg Plaza or
Cabrogl Cottage at 1 Kennedy Way

COMMENTS:

please send / call regarding
- houses for sale information
e.g picture of houses, floor plan
type of detach houses
price ranges
~~can~~ construction & completion dates
for stage 4 & 5

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<hr/> <hr/> <hr/>		

Contact Details (Optional):

Name: NGA LHI

Phone: 9724 3878

Address: 130 Lansdowne Rd Canlay Vale

Email: _____












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 Cabrogal Cottage at 1 Kennedy Way

COMMENTS:

EVALUATION:

1. Did you like the location?	 Yes ✓	 No	 Unsure
2. Was the information easy to understand?	 Yes ✓	 No	 Unsure
3. Did you find the information helpful?	 Yes ✓	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 15px;"></div>		

Floor plans are easy to understand.

Contact Details (Optional):

Name: _____

Phone: _____

Address _____

Email: _____












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the Newleaf Bonnyrigg Development please fill out this form.
 Drop this Feedback Form into: Newleaf Communities at Bonnyrigg Plaza or
 Cabroga Cottage at 1 Kennedy Way

COMMENTS:

EVALUATION:

1. Did you like the location?	 Yes ✓	 No	 Unsure
2. Was the information easy to understand?	 Yes ✓	 No	 Unsure
3. Did you find the information helpful?	 Yes ✓	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px;"></div>		

Contact Details (Optional):

Name: SONDARY HY Phone: 98239669
 Address: 19 wilton way Bonnyrigg NSW 2177
 Email: _____












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 Cabrogl Cottage at 1 Kennedy Way

COMMENTS:

Should build more apartments instead of houses
 or duplex. In the future there will be more people
 needed a place to live. By building houses it would
 cost too much money and spaces.

EVALUATION:

1. Did you like the location?	 Yes ✓	 No	 Unsure
2. Was the information easy to understand?	 Yes ✓	 No	 Unsure
3. Did you find the information helpful?	 Yes ✓	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px;"></div>		

Contact Details (Optional):

Name: BUN HOK Phone: 97113805
 Address: 506 CABRAMATTA RD MT Pritchard
 Email: Bun hok @ hot mail - com au












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 Cabroga Cottage at 1 Kennedy Way

COMMENTS:

pleased that the amended designs
 have given more space for
 rear gardens so we can enjoy
 our privacy.

EVALUATION:

1. Did you like the location?	 Yes	 No	 Unsure
2. Was the information easy to understand?	 Yes	 No	 Unsure
3. Did you find the information helpful?	 Yes	 No	 Unsure
4. What suggestions do you have to help us improve our consultation?	<div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div> <div style="border-bottom: 1px solid black; height: 15px; margin-bottom: 2px;"></div>		

Contact Details (Optional):

Name: Mayson Phone: 9753 3240
 Address: 12 Upton Place
 Email: _____





Appendix B

Community Consultation Plan

Draft
Community Consultation Plan
Revised Masterplan & Stage 4

October 2011



Executive Summary

- The Newleaf Communities Revised Masterplan consultation events will be held on October 13, 14 and 15 with stakeholders, partners and the wider Bonnyrigg community invited to attend a variety of events.
- Events will include a stall in Bonnyrigg Plaza, Stakeholder dinner and two open community events at Bonnyrigg Community centre.
- The events will be opportunity to further build a relationship with the community by presenting information and approaches around housing management, tenancy management, future commitments and activities.
- The key messages will be about the revised Masterplan, housing typology changes and Stage 4.



Scope

Newleaf Communities, in consultation with GHD , will conduct Community Consultation events and activities to disseminate information and gather feedback from the community about the Revised Masterplan for the Bonnyrigg Living Communities Project; referred to as Newleaf Bonnyrigg.

The consultation will take place in October over various events and activities in order to reach residents, stakeholders and surrounding suburbs.

Consultation events will be conducted in the main community languages with collateral and reference material available in 8 languages; English, Vietnamese, Lao, Khmer, Arabic, Assyrian, Spanish and Mandarin.

Aims and Objectives

The main aim of the consultation is to communicate the changes to the Newleaf Bonnyrigg Masterplan.

The consultation will focus on key changes, the affect on the community and forward planning for future stages.

Our objectives include gathering feedback, comments and concerns from the community through a series of events. Newleaf Community Renewal Team will be on the ground, talking to residents and gathering feedback.

Key Messages

See Appendix 1: Q and A

Changes to Concept Plan

From 70 – 30 to 67 – 33 %

Staging Breakdown (boundaries plus houses per stage plus %)

Dwelling Types

Changes from Stage 1 – why the changes were made


New Housing Typologies

Stage 4

Detail

Housing layout

Allocation process



Community Amenity

What type of amenity is required?

What would the community like included?

Public Art

Review of Public Art Report and agreed principals.

Time Line

September 26 – October 10

Consultation Plan approved

Collateral finalised

Briefing with project Partners (SGCH and Spotless)

Briefing Community Support Workers

October 11 - 16

Community Consultation events and activities

October 13; Bonnyrigg Plaza Stall

October 13; Stakeholder Consultation

October 14; Community Consultation

October 15; Community Consultation

October 17 - 21

Feedback collection and Analysis

October 21 - 31

Draft Report

November 7

Report completed

Promotion and Media

Media Releases

1. To Fairfield Champion: staging details and revised masterplan changes
2. General Release: consultation events on at these times, have your say
3. Post Event; outcomes

Flyers

Letter box drop throughout Bonnyrigg Estate

Handout flyers at Bonnyrigg Plaza

Posters on community notice boards in the Plaza, Library, Youth centre and Community Centres.



Event Plans

Cultural Coffee Sessions

Cultural Coffee Sessions				
Date & Times	Briefing Session: Tuesday, September 27, Cabrogal Cottage			
	Date	Language	Time	Where
	Tuesday 11	Spanish	10 – 12pm	Cabrogal Cottage
	Tuesday 11	Lao	2 – 4pm	Cabrogal Cottage
	Thursday 13	Arabic	10 – 12pm	Tarlington Seniors Complex
	Tuesday 18	Khmer	10 – 12pm	Cabrogal Cottage
	Wednesday 19	Vietnamese	3:30 – 5:30pm	Cabrogal Cottage
	Monday 24	Assyrian	11 – 1pm	Tarlington Seniors Complex
Summary	<p>BM C&CRM will conduct a briefing session with the Community Support Workers on <u>Tuesday, September 27</u>.</p> <p>The brief will run through the plans for the entire consultation to equip the CSWs to present the information to their Coffee Sessions for October.</p> <p>The CSWs and a BM/NCR rep will attend the Coffee Sessions throughout August to present the consultation material.</p> <p>The CSWs will provide the feedback forms to BM C&CRM</p>			

Aim	As per Revised Masterplan CCP		
Staff	Briefing Session: Kate, Cyrstal and CSWs Coffee sessions: As per requirements		
Budget	PURCHASE ORDER TO BE COMPLETED		
Project Code: P70209	Nil allocated. As per Monthly allocation.		
	Allocation	Estimate	Actual
	Total		

Plaza

Bonnyrigg Plaza Stall

Date	Thursday, October 13		
Time	3pm – 6pm		
Location	Bonnyrigg Plaza 100 Bonnyrigg Ave, Bonnyrigg		
Summary	Presentation of info sheets and flyers for Open Community Consultation Days. Explanation of some designs as necessary		
Aim	As per Revised Masterplan CCP		
Staff	Kate Sullivan Crystal Huynh Thuy Tran Hanh Tran Stephanie Remaili Nilgun Abali		
Budget	PURCHASE ORDER TO BE COMPLETED		
Project Code: BM	Nil allocated Collateral to be absorbed in promotional costs		
	Allocation	Estimate	Actual

Stakeholder Consult

Stakeholder Consultation			
Date	Thursday, October 13		
Time	6pm – 8pm		
Location	St John’s Park Bowling Club, Moon Room		
Summary	Presentation of consultation materials to selected stakeholders, community members, local businesses.		
Aim	As per Revised Masterplan CCP		
Staff	Peter Williamson Andrew Brooks Kate Sullivan Nilgun Abali Crystal Huyhn		
Guests	See Appendix 5 for Guest List and Contact Details.		
Budget	PURCHASE ORDER TO BE COMPLETED		
Project Code: BM	Allocation	Estimate	Actual
	Room Hire AV Hire Catering Collateral Gift Packs	-	
	Total		

Friday Open Day

Friday Community Consultation Open Day	
Date	Friday, October 14
Time	4pm – 7pm
Location	Bonnyrigg Community Centre Bonnyrigg Plaza, Bonnyrigg
Summary	<p>Open Day with displays, stalls and information available to all residents.</p> <p>Guests will be able to access Community Support Workers for language assistance.</p> <p>Representatives from Becton, Urbis and DKO will also be on hand for advice on reading plans.</p> <p>Guests will be asked a series of questions to gather responses/feedback from story boards and consultation material.</p> <p>There will be food and refreshments provided and there will also be children's activities (face painting and balloons).</p>
Aim	As per CCP
Staff	<p>Peter Williamson Kate Sullivan Crystal Huyhn Thuy Tran Hanh Tran Nilgun Abali Stephanie Remaili</p> <p>Becton, Urbis, DKO</p> <p>Spotless</p> <p>St George Community Housing</p> <p>Community Support Workers</p>

Media Plan	Media Release pre event. Flyer distribution and posters Media Release post event. Photos taken on the day for records.		
Budget	PURCHASE ORDER TO BE COMPLETED		
Project Code: BM	Allocation	Estimate	Actual
	BBO		
	Refreshments		
	Collateral		
	Hall Hire		
	Equipment Hire		
	Helium		
	Face Painter		
	CSWs (@ \$150 pp x 7)		
	Total		

Saturday Open Day

Saturday Open Day	
Date	Saturday, October 15
Time	10am – 1pm
Location	Bonnyrigg Community Centre Bonnyrigg Plaza, Bonnyrigg
Summary	<p>Open Day with displays, stalls and information available to all residents.</p> <p>Guests will be able to access Community Support Workers for language assistance.</p> <p>Representatives from Becton, Urbis and DKO will also be on hand for advice on reading plans.</p> <p>Guests will be asked a series of questions to gather responses/feedback from story boards and consultation material.</p> <p>There will be food and refreshments provided and there will also be children's activities (face painting and balloons).</p>
Aim	As per CCP
Staff	<p>Peter Williamson Crystal Huyhn Thuy Tran Hanh Tran Nilgun Abali Stephanie Remaili</p> <p>Becton, Urbis, DKO</p> <p>Spotless</p> <p>St George Community Housing</p> <p>Community Support Workers</p> <p>NB: Kate unavailable</p>
Media Plan	Included in Friday event plan

Budget	PURCHASE ORDER TO BE COMPLETED		
Project Code: BM	Allocation	Estimate	Actual
	BBQ		
	Refreshments		
	Collateral		
	Hall Hire		
	Equipment Hire		
	Helium		
	Face Painter		
	CSWs (@ \$150 pp x 7)		
	Total		

Collateral

Brochures

1. A3 + tear off custom.

Updated Newleaf Communities Brochure with staging masterplan information; contact details and "the story so far". See draft layout.

2. A5 Booklet; tabbed

One booklet including all information on Newleaf Communities; About Us; Community Renewal, Volunteering, Tenancy Management, Green Wings, Contact Us.

See prototype (Community Sector banking)

Story Boards

As per appendix 6.

Model

To be remade to include completed stage 1 and 2, proposed 3 and 4 plus overall site view.

Info Sheets

Updated for stakeholders and media handouts, including: Masterplan staging information, community renewal, tenancy management, facilities and maintenance, social enterprise (green wings), safety and security.

Flip Book

Giveaway for attendees. Targeted at residents.

One page per facility.

As per layout/design.




Feedback Collection Forms

A4

Revised Masterplan Consultation Feedback Form			October 2011	
B	Issue	Details	Contact	R/NR

Key: Ø B – Board Number Ø Issue: Privacy, Amenity, Parking, Garden, Maintenance, Other
Ø Details: Short Description of issue Ø Contact: Details Optional Ø R/NR: Resident or Non-resident?

Feedback Form A5



Feedback Form


If you would like to make any comments, or have questions, about the Newleaf Bonnyrigg Development please fill out this form.

Drop this Feedback Form into: Newleaf Communities at Bonnyrigg Plaza or Cabroga Cottage at 1 Kennedy Way or post to: Newleaf Communities, PO Box 47, Bonnyrigg Plaza, Bonnyrigg 2177.

Name: _____ Address: _____
 Phone: _____ PostCard: _____
 Email: _____

COMMENTS:

Need extra room? Use reverse side ...



Analysis and Evaluation

Final Report



APPENDIX

1. Q & A
2. Draft Media Release Pre Consultation (Champion)
3. Draft Media Release Consultation (General)
4. Draft Media Release Post Consultation
5. Guest List for Stakeholder Consultation
6. Story Board Mock Ups

Info Sheets

Flip Book Layout

DRAFT Feedback Form





Appendix C

Q&As

Stage 4/Masterplan Q&A

Stage 4:

Total # Existing Homes:

New: 100

Social: 35

Private : 65

Breakdown:

	1bdrm	2bdrm	3bdrm	4bdrm	5bdrm
Social	0	12	12	11	0
Private	0	18	25	22	0

What dwelling types are in Stage 4?

- * 2 Bed Garden apartments – some adaptable
- * 3 Bed duplex
- * 3 Bed Detached medium sized blocks
- * 4 Bed detached larger blocks - some adaptable

DA Submitted: timed for 1st December 2011

On Exhibition: December 2011 and part January 2012

Approval: Anticipated by June 2012

Construction start: August 2012

End: March 2013

Handover: April 2013

Private Move in: April 2013

Social Move in: April-May 2013

Revised Masterplan

Staging breakdown – refer to plans comparing approved 2009 Concept Plan with proposed

Stage Outlines – refer to plans

of houses and typologies per stage – ref tables and plans

What will be the change in the composition of the housing?

2009 data below

	BEFORE	2009 approved	2011 Proposed
Total Dwellings	930	2332	2,500
Private Owned Dwellings	99	1631	1750
Public Housing Dwellings on site	833	699*	750**
Ratio Public to Private	90:10	30:70	30:70

- * 134 Public housing dwellings will be acquired off site to maintain the 833 homes required.
- ** 84 Public housing dwellings will be acquired off site to maintain the 833 homes required

What types of new homes will be built for public tenants?

There will be a mixture of detached houses, attached homes, townhouses and apartments. The exact numbers of different types of homes will be based on demand.

What additional costs are being added to the Project? No real costs specifically

Will the extra expense effect Social Housing stock? There will be no detrimental affects to the social or private stock as there is a Project Specification that has to be met. If anything the properties will be an improved layout and derive better amenity than those built in Stages 1 & 2.

Has the project been delayed? Only through the planning stage in Stage 3 due to the recent change in government. About 3 months.

What success/problems have occurred so far with the social housing integration? None

Will everyone who wants to stay at Newleaf be rehoused in a new home? – Explain 134 and improvement to this number – sure to be a hot topic

INCREASED DENSITY

The number of homes will increase from 932 to 2500.

Won't this lead to degraded rather than improved amenity on the estate? Far superior amenity as all dwellings will have better access to solar amenity and density will be located close and overlooking parks rather than on street corners – eg plex had to go to corner to access open car court. These are replaced with garages and secure car parks.

Doesn't increased density mean lots of horrible flats and units? Actually we have doubled the number of detached dwellings and reduced the number of strata units by [40%].

Won't increased density increase traffic and cause traffic problems? The density increase from 2,332 dwellings to 2,500 dwellings on estate is only 7% and this will not create any real traffic issues as it is a minimal change that won't be noticed on the ground.

PUBLIC AMENITY

What open space is allocated? Where? See plans – approx extra 1,300 sqm of public open space to cater for the estimated 450 additional people living at Newleaf.

What community facilities are available? Same as before – with possible increase in size of the community centre. The Social Impact Assessment will identify if the modest change to density will require any additional facilities.

How long will it take for all the public's pace to be upgraded? Same as before – possible 6-12 months longer because redevelopment is driven by Private sales and we have a few more dwellings to sell.

Next Steps

When will Stage 5, 6 and 7 be on display? 2012 and 2013

****Additional Q&A****

What is the Bonnyrigg Living Communities Project (BLCP)?

Living Communities is a Department of Human Services NSW program to renew and strengthen communities in high-need Public Housing estates in NSW. . These projects are managed by the Strategic Projects Division of HNSW with the guidance of the Living Communities Consultative Committee. The approach has three simple core objectives:

1. Providing better services and opportunities for residents.
2. Building a stronger community
3. Renewing the houses and public areas

Bonnyrigg is the first of such projects being undertaken through a Public Private Partnership (PPP) managed by Bonnyrigg Partnerships. It includes the physical redevelopment of the 81 hectare site, integration of a high proportion of privately owned dwellings, delivery and ongoing management of public housing. The project also involves an intensive communication and consultation program with the community, a range of community renewal activities to improve services and opportunities for residents as well as community building activities to strengthen community capacity.

Who is Bonnyrigg Partnerships?

Bonnyrigg Partnerships is owned jointly by Becton Property Group and Hastings Funds Management, Westpac Essential Services Trust and Westpac Bank. It involves five organisations operating as a single entity -each a leader in their field of expertise:

- *Hastings Funds Management* manager of the consortium of behalf of equity investors (Hastings Funds Management, Westpac Essential Services Trust and Becton).
- *Becton Property Group*: A leading Australian property company – responsible for planning, design and construction.
- *Westpac Bank*: One of Australia's biggest banks – funds the consortium with senior debt and provides construction finance
- *St George Community Housing*: The largest not for profit, registered community housing provider in NSW, managing over 1600 community housing tenancies in the Metropolitan Sydney areas – responsible for managing all public housing at Bonnyrigg from late 2007.
- *Spotless Group*: One of Australia's largest property maintenance and management companies – responsible for maintenance of all public housing and agreed public areas and facilities.
- *Bonnyrigg Management*: manages integration of the consortium's key services

- *Newleaf Community Renewal*: provides community renewal services to assist the community through a time of change and delivers legacy benefits to the Fairfield-Liverpool region.

What is Newleaf Bonnyrigg?

Newleaf Bonnyrigg is the brand by which the Bonnyrigg Partnership's consortium market the project. It reflects the new and innovative urban transformation in Bonnyrigg. Newleaf is a masterplanned neighbourhood of new homes, new streetscapes and new parklands. A new start with new possibilities, new opportunities and the birth of a new community.

What is Newleaf Communities?

Newleaf Communities is the services arm of the Bonnyrigg project which provides the following services to the new community:

1. Management Integration
2. Communication & Consultation
3. Community Renewal
4. Tenancy Management
5. Tenancy Support
6. Rehousing and
7. Facilities Management

Where is the project situated?

The estate is in the suburb of Bonnyrigg in South Western Sydney forming part of the Fairfield local government area. It is an 81 hectare site bounded by Humphries Rd, Cabramatta Rd, Elizabeth Dr, Bonnyrigg Ave and Edensor Rd.

Why was Bonnyrigg chosen?

Bonnyrigg estate was one of the most disadvantaged public housing communities in Sydney. Bonnyrigg has many strengths but also some significant social problems and it has been let down by the poor quality of the housing, the layout of the estate and the high concentration of public housing. The problems required a comprehensive approach involving renewal of the physical environment, improvements to services and opportunities for residents and support to build the strengths of the community. The PPP approach matches these requirements.

What will be the cost of the Project?

Total capital cost (public and private) will be approximately \$733 million. The net present cost to government of the PPP contract will be \$368 million.

What is social housing? What is public housing? What is community housing?

- *Social housing* is housing provided by a public or community housing provider. Access to social housing is subject to a means test. Tenants pay a capped proportion of household income in rent.
- *Public housing* is social housing owned (and mainly managed) by the State Government.
- *Community housing* is social housing that is managed by a community housing provider. The policies and procedures of community housing are similar to those for public housing.

The number of homes will increase dramatically, from 932 to 2500.

Won't this lead to degraded rather than improved amenity on the estate?

Doesn't increased density mean lots of horrible flats and units?

Won't increased density increase traffic and cause traffic problems?

Density is just one aspect of the integrated plan for a complete renewal of Bonnyrigg . There will be dramatically improved housing quality and design, much better design and maintenance of public areas, an attractive street plan, new community facilities, generally higher amenity and seamless integration of public and private housing. There will also be a wide mix of dwelling types, including well designed apartments with lifts and large balconies, mainly located near parks and the Plaza. Our improved road network is designed to improve traffic flows within and around Bonnyrigg, and our traffic analysis supports this outcome. Importantly, the increased number of people will also create a much bigger economic opportunity to attract and sustain more businesses and jobs in the local area.

How will the integration of social and private housing actually be achieved?

Community and private homes are built to the same high standard and provided in a salt and pepper arrangement across the whole site. In addition, an extensive program of community programs and events assists in introducing new neighbours to build strong community links

What rights does a private homeowner have if they are unsatisfied with the state of maintenance of neighbouring social housing or the conduct of tenants?

Complaints are handled by Newleaf Communities through a fully integrated and responsive system. A portfolio approach to tenancy management is used ensuring that any issues are responded to in a timely and efficient manner. Private homeowners, our tenants and the general community can access our feedback system by phoning 1300-137265, emailing us on

info@newleafcommunities.com.au or visiting the on-site office 9am to 5pm Monday to Friday.

Emergency issues are managed through our Helpdesk with is available 24 hours a day, 7 days a week by dialing our main number. An interpreter service is available at no cost to anyone experiencing language barriers.

Where has successful integration of public and privately owned housing occurred before?

Housing NSW owns approximately 7% of all housing in NSW, much of which is already integrated with surrounding private housing. This project is moving towards that normality. In addition there are many local and international examples of estate renewal leading to the integration of public and private housing. Well-known local examples include the Westwood redevelopment in Adelaide and the Kensington redevelopment in inner Melbourne.

What has happened to date and upcoming scheduled important dates.

Service delivery commenced 20 October 2007

The Redevelopment Phase will occur over 18 stages and be completed by June 2021.

Contract end 28 February 2037

Important Milestones

- Stage 1 (60 existing dwelling tenancies) rehousing completed September 2008
- Stage 1 (67 private and 39 social dwellings) construction commenced June 2009
- Stage 1 construction completed 18 June 2010

- 56 Stage 1 dwellings sold, average price \$405,000, 24 (43%) owner occupiers, 32 (57%) investors, 10 (18%) first home buyers
- Final tenant moved into new Stage 1 social housing dwelling on 31 July 2010
- Stage 2 (55 existing dwelling tenancies) rehousing completed July 2010
- Stage 2 (64 private and 39 social dwellings) construction due to commence October 2010
- Stage 2 construction due to be completed December 2011
- Stage 3 (82 existing dwelling tenancies) rehousing due to be completed in February 2011 (90% complete to date), and awaiting demolition.
- Stage 3 construction is due to commence July 2011



Appendix D

Flyer distributed by letter-box drop

HAVE YOUR SAY

Newleaf Stage 4 and 2011 Revised Master Plan

You are invited to view plans and provide feedback on the next stages of Newleaf Bonnyrigg.

Friday, October 14: 4pm to 7pm


Saturday, October 15: 10am to 1pm

**Bonnyrigg Community Centre,
Bonnyrigg Plaza, Bonnyrigg Avenue, Bonnyrigg**

- Stage 4 plans
- Proposed changes to the Master Plan,
 - New home floor plans
 - Streetscapes and Open Space
 - Development time line

The Newleaf Communities team will be on hand to answer questions and provide information about the development.

FREE BBQ and FUN AND GAMES FOR THE KIDS!



Language Support will be available for Vietnamese, Assyrian, Arabic and Khmer, Spanish and Laos speakers.

HAVE YOUR SAY

Newleaf Stage 4 and 2011 Revised Master Plan

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Appendix E

Poster displayed on community noticeboards



Newleaf
Communities

HAVE YOUR SAY TODAY!

Newleaf Stage 4 and Proposed Master Plan Changes

View plans and give feedback on the
next stages of Newleaf Bonnyrigg.

Friday, October 14: 4pm to 7pm

Saturday, October 15: 10am to 1pm

Bonnyrigg Community Centre,
Bonnyrigg Plaza, Bonnyrigg Avenue, Bonnyrigg

**FREE BBQ and FUN
FOR THE KIDS!**

- Stage 4 plans
- Revised Master Plan
- New home floor plans
- Streetscapes and Open Space
- Development time line



Language Support will be available for Vietnamese, Assyrian,
Arabic, Khmer, Spanish and Laos speakers.



Appendix F

Flip book available at consultation events

Stage 4 Development Plans now on display!

Two precincts—4A and 4B



Stage 4 Development Plans now on Display!

Two precincts—4A and 4B

View the plans and have your say:

Friday, October 14: 4pm to 7pm

Saturday, October 15: 10am to 1pm

Bonnyrigg Community Centre,

Bonnyrigg Plaza, Bonnyrigg Avenue, Bonnyrigg



**For information regarding housing allocations;
Contact Newleaf Communities: 1300 137 265**

**For information on housing sales;
Contact Newleaf Bonnyrigg 1800 773 112**

www.newleafbonnyrigg.com.au

**For all development enquiries, information on staging
plans and general enquiries;**

Newleaf Community Renewal

PO Box 151 Bonnyrigg LPO, NSW 2177

Shop 38, Bonnyrigg Plaza, Bonnyrigg

W: www.newleafcommunities.com.au

E: info@newleafcommunities.com.au



Have Your Say



**Development Plan 2011– 2012 and
Proposed Master Plan Revision**

Newleaf Community Renewal
PO Box 151 Bonnyrigg LPO, NSW 2177
Shop 38, Bonnyrigg Plaza, Bonnyrigg
W: www.newleafcommunities.com.au
E: info@newleafcommunities.com.au

Revised Staging Plan

Newleaf Communities is working with our project partners to review and improve the Bonnyrigg Master Plan.

This is the proposed revised staging plan. The changes ensure the development continues to meet the needs of the community and home owner market.

We will see:

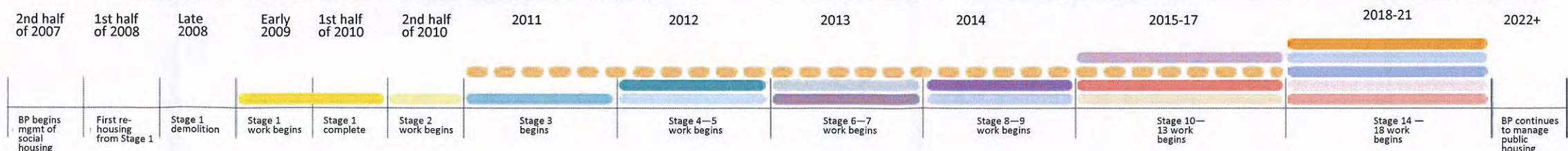
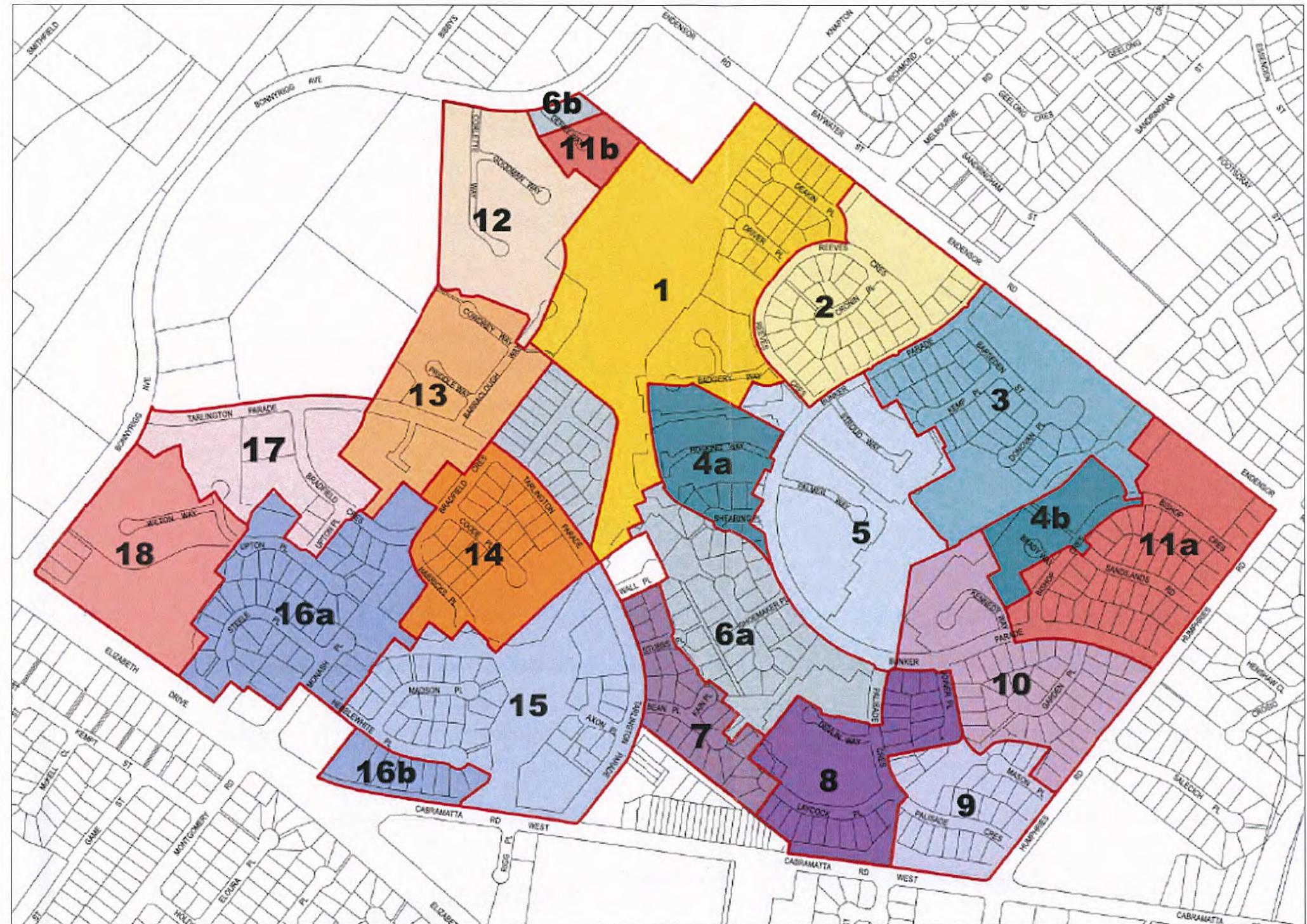
- Larger, detached homes
- More open space
- Better solar access
- Apartments closer to amenity including Bonnyrigg Plaza, T-Way, and schools.
- Density concentrated around parks and open space.

Have Your Say Now!

For more information:

www.newleafcommunities.com.au

E: info@newleafcommunities.com.au





Appendix G

Consultation information boards



Why Change The Masterplan?

- Density located on street corners.
4,6 & 8 plex designs - under and overs not favoured by tenants or purchasers.
- Plex relies on open court yards for car-parking
- Private gardens front onto streets.
- Loss of privacy.
- Screens required on windows to achieve privacy.
- Access to sun in private open space is difficult to achieve.
- Plexes only selling to investors.
- Small streets needed to access rear garages and carports .



Lessons Learned from Stage 1&2



- Screens required to provide privacy



- Screens required to provide privacy



- Small streets needed to access garaging



- Private gardens front onto street



- Plex product under over not favoured



- Privacy of front gardens could be improved

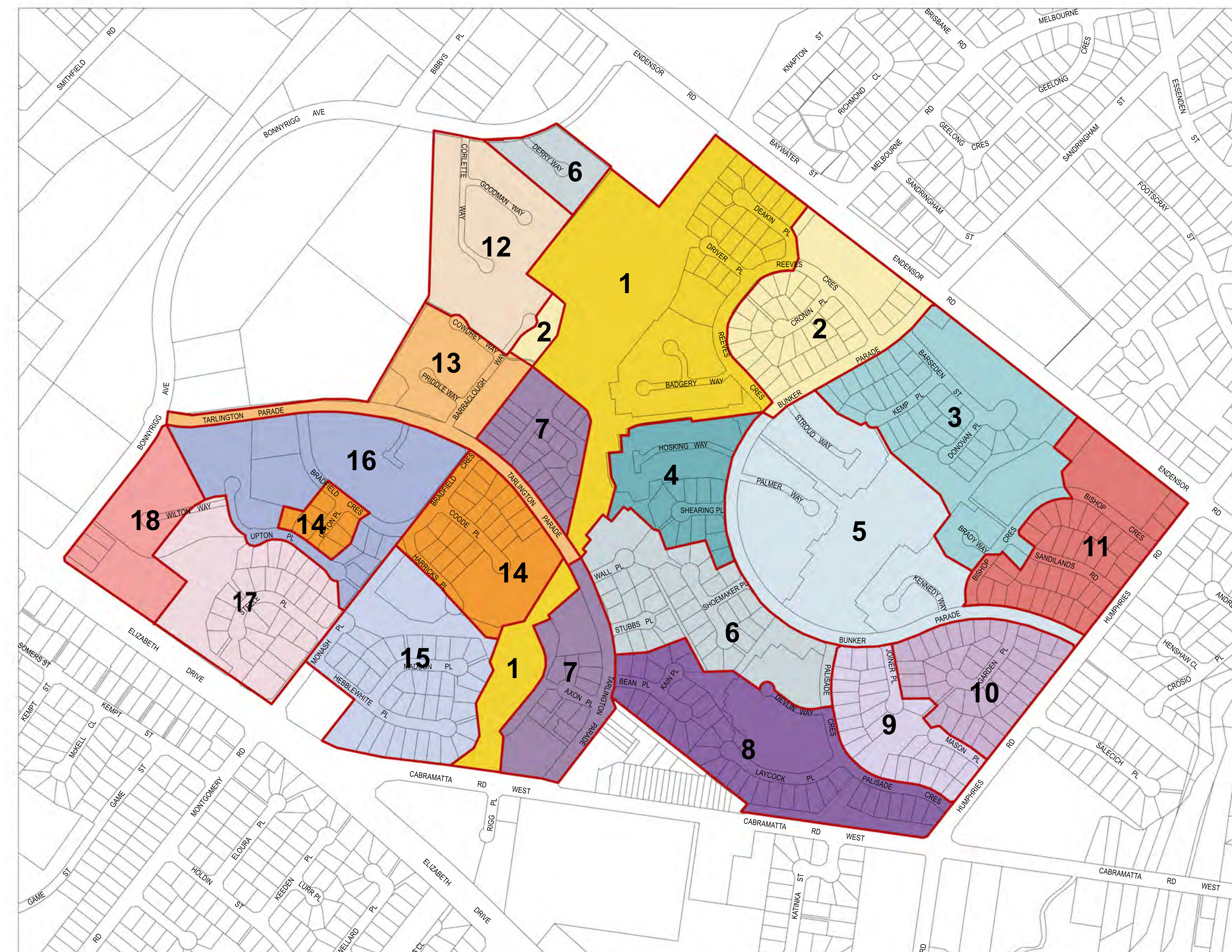
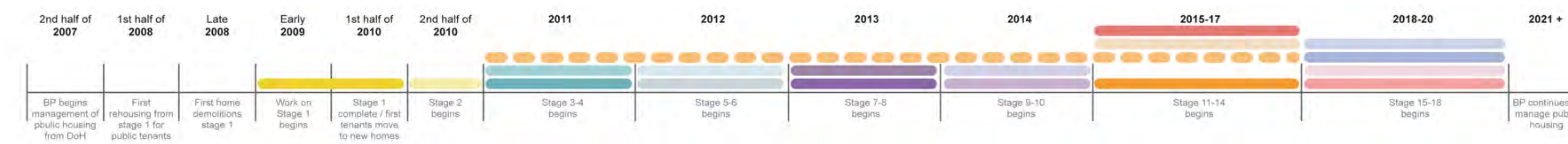


- A large amount of garages on the street

Revised Masterplan

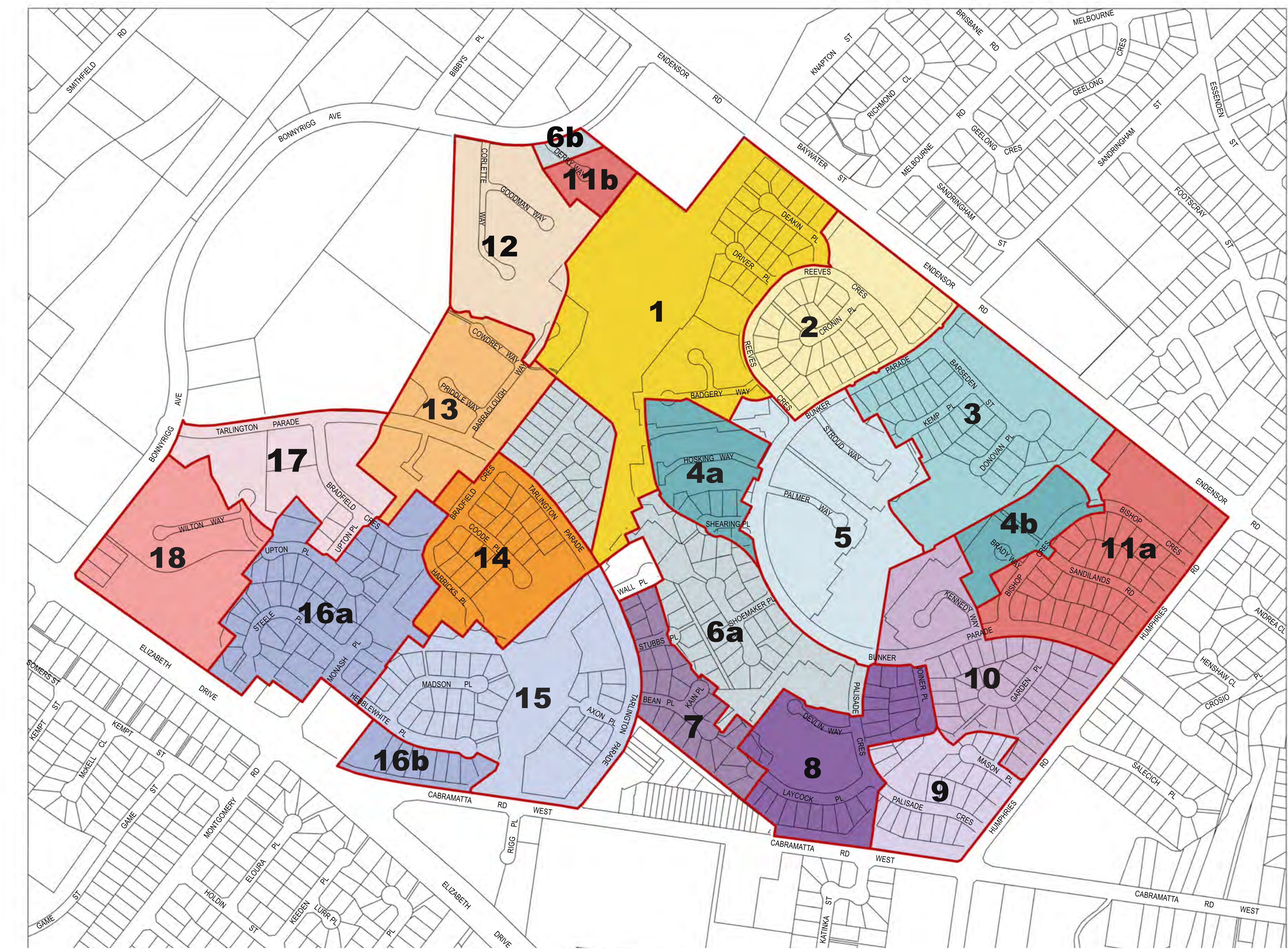
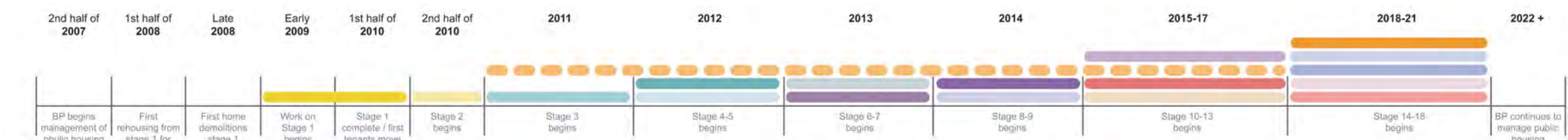


Original Staging Plan



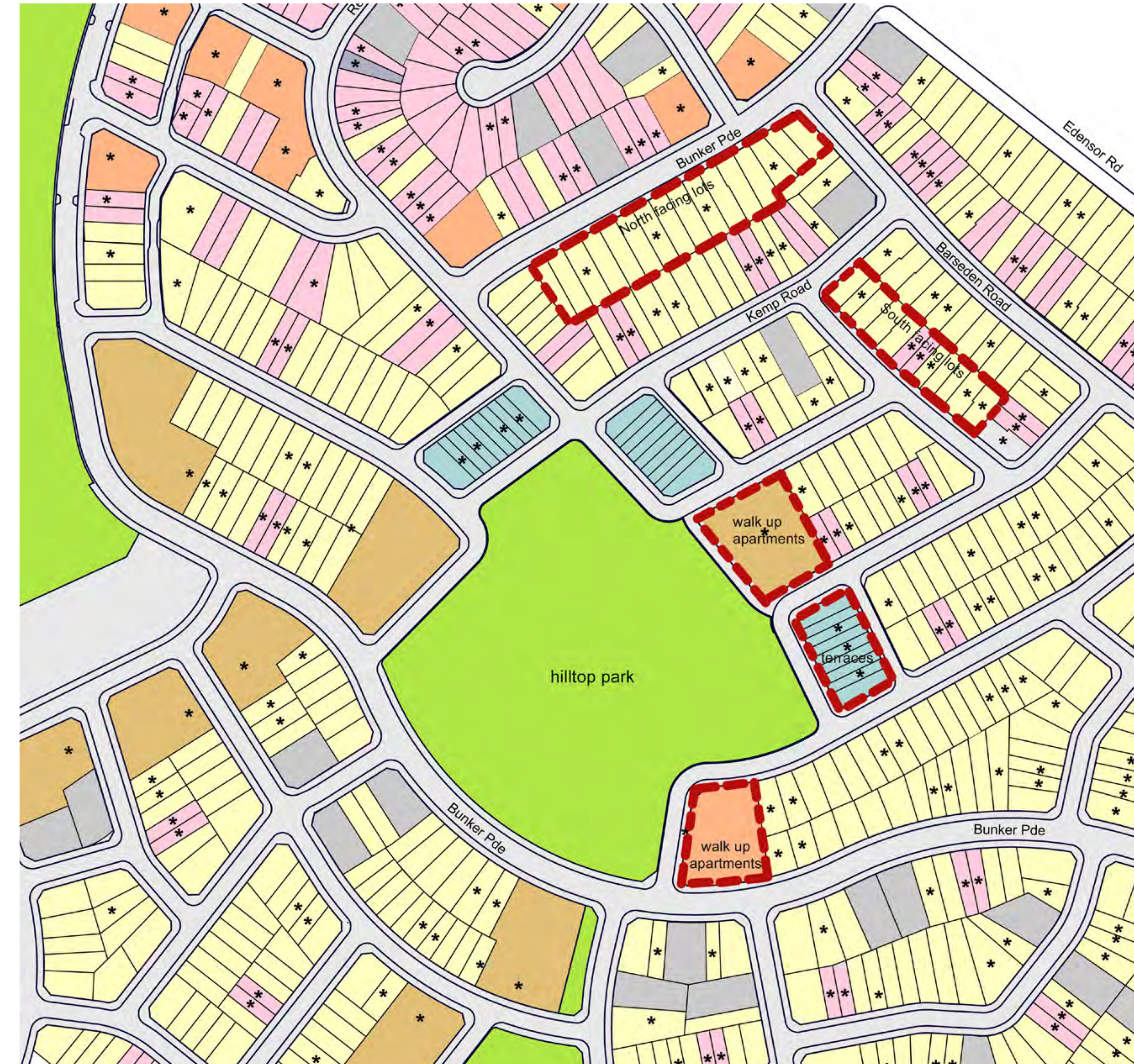
- People move from existing homes typically 6-9 months prior to new homes being built

Revised Staging Plan



Changes for the Better

- Larger detached homes face North to get best solar access and have large rear gardens.
- Duplex and 3 bedroom homes have North at the rear to get the best solar access into living spaces and rear gardens.
- Higher density dwellings are located near amenities such as parks, schools and Bonnyrigg Plaza.
- Medium density garden apartments and terraces are located adjacent to and overlooking open space / parks.



Better Designed Homes

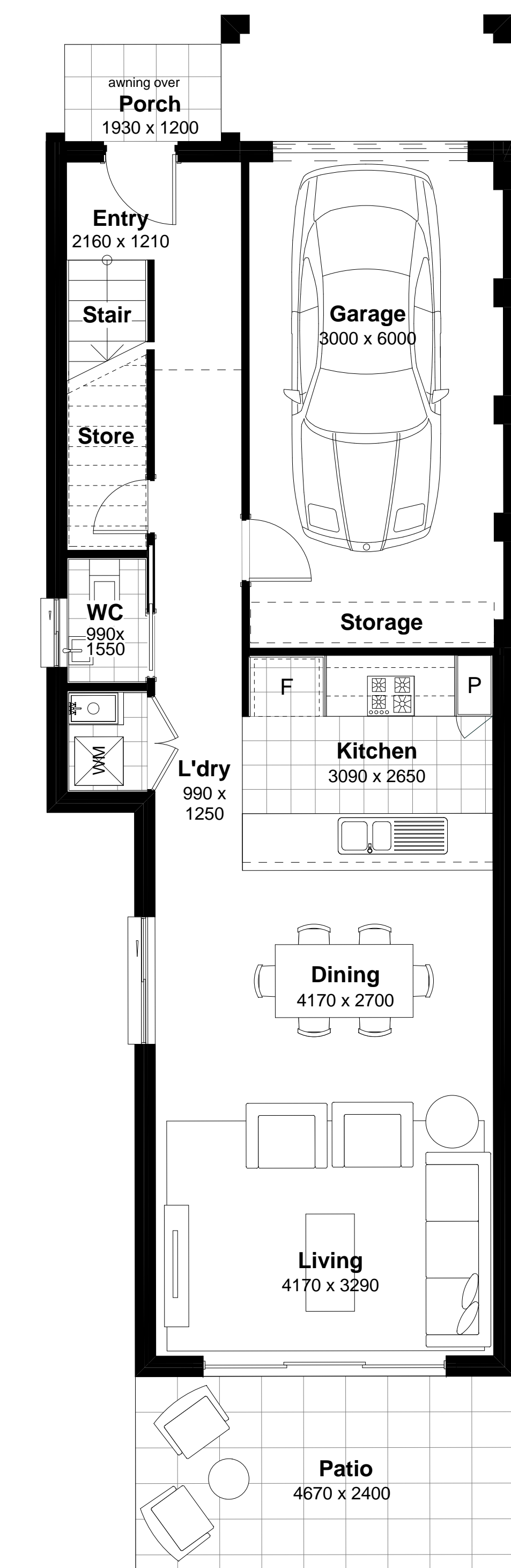
- All homes are designed to have good solar access and cross flow ventilation.
- Living spaces opening onto rear gardens.
- Zero lots create privacy in the rear yards.
- Living spaces are located near the street to create safer communities.
- Good on-street and off street car parking.



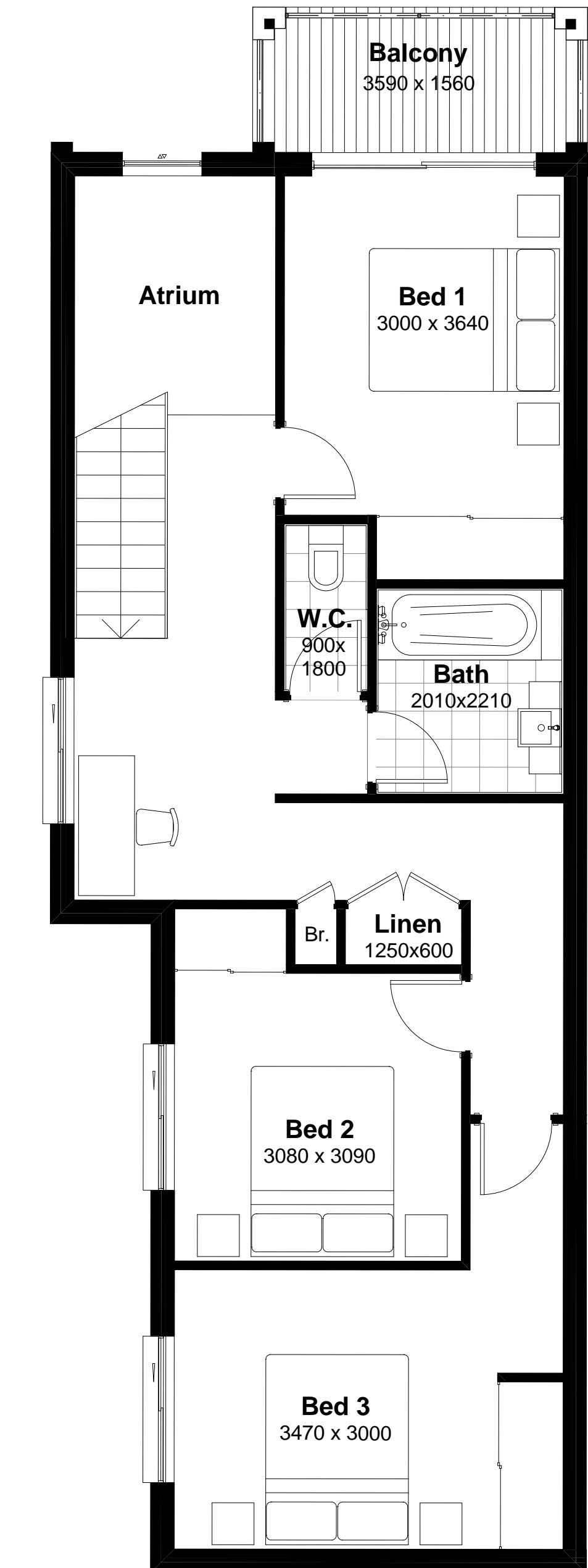
Community Homes

3 Bedroom Detached

- 2 Storey home.
- Front and rear gardens.
- Lock up garage with internal access.
- Combined dining, kitchen and living areas.
- Two toilets.
- Internal Laundry.
- Ample Storage.
- Separate toilet to main bathroom.
- Improved Solar Access.
- Better Ventilation.
- Outdoor Entertaining.
- Zero Lot line - Improves privacy.



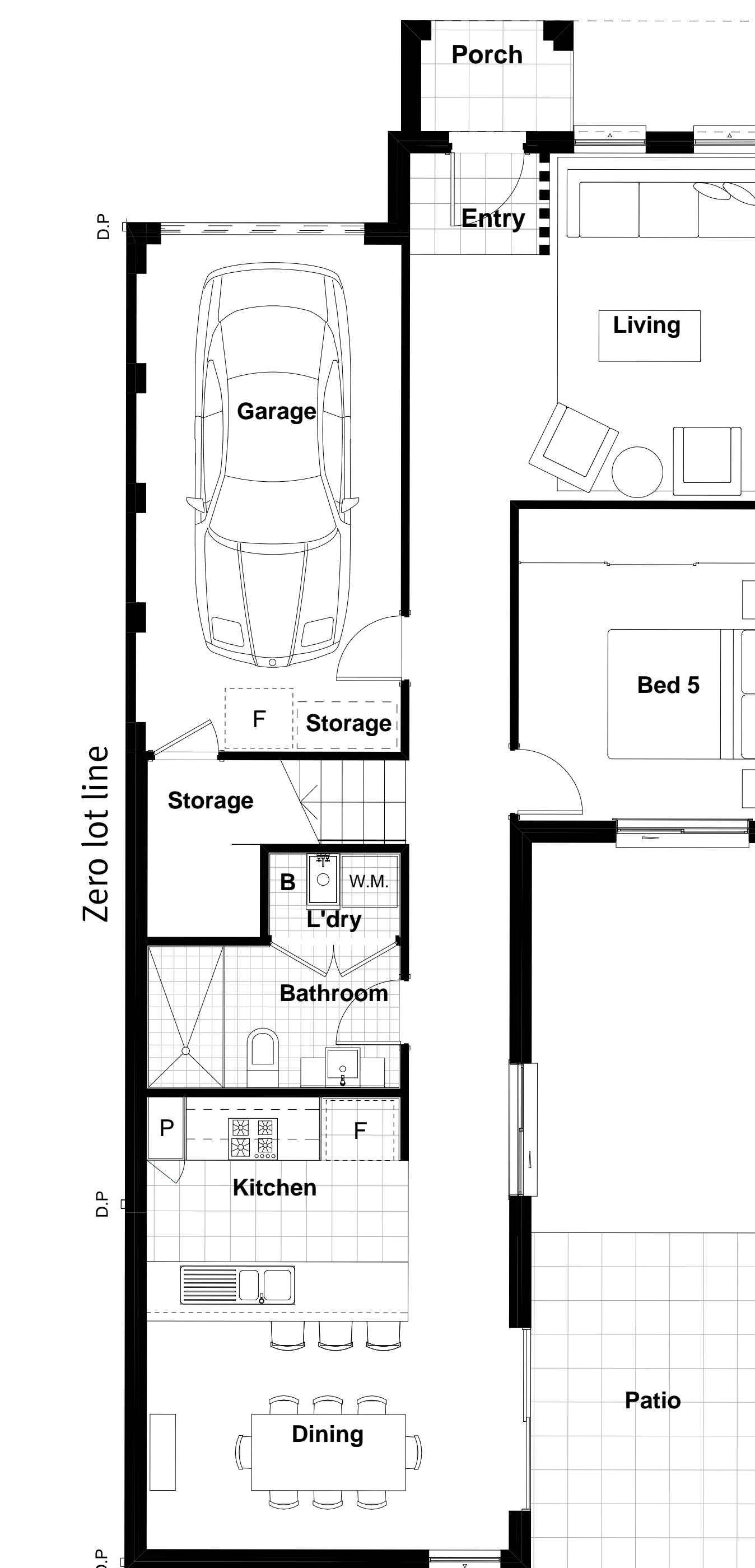
Ground Floor



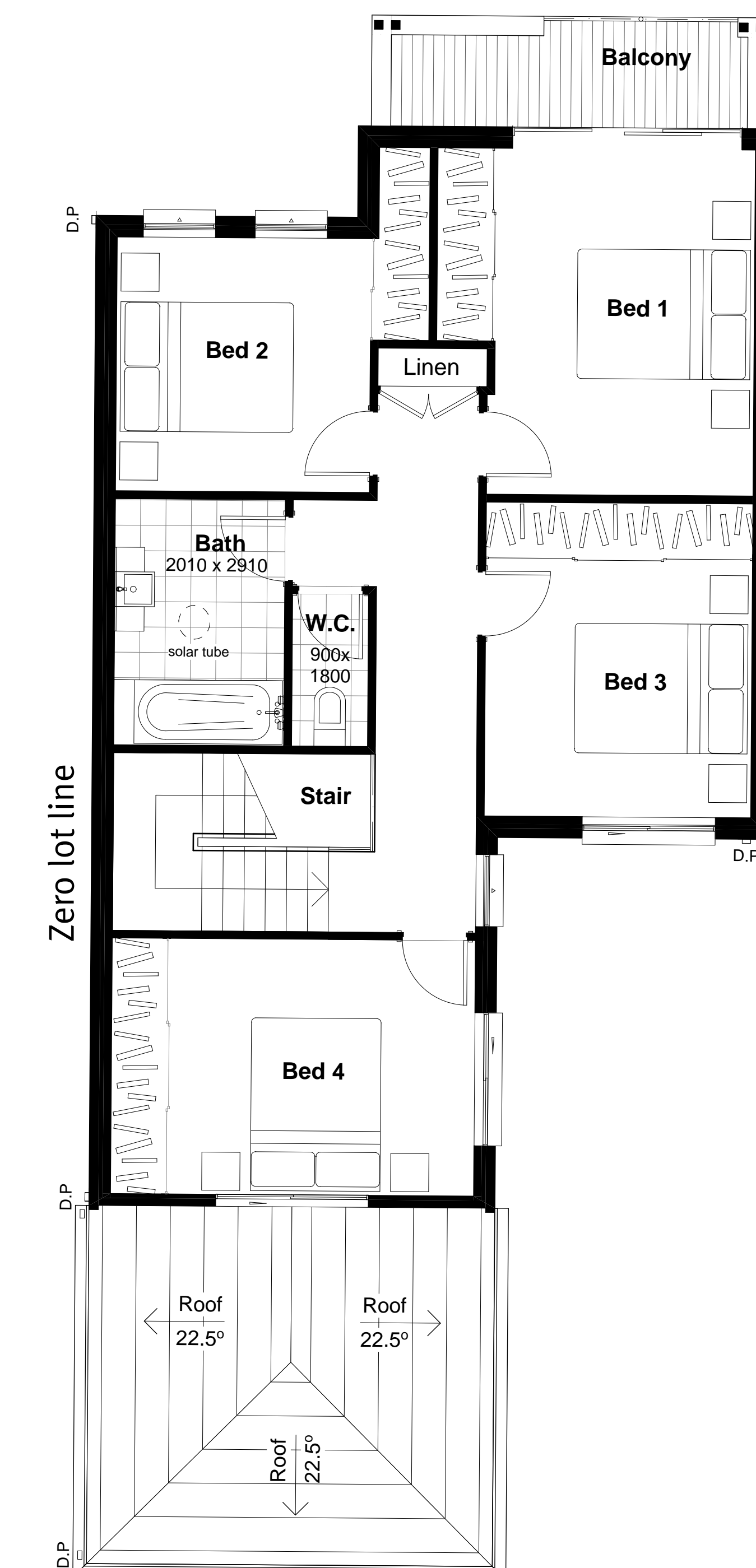
First Floor

5 Bedroom Detached

- 2 Storey home.
- Front and rear yards.
- Lock up garage with internal access.
- Seperate living and dining areas.
- Two toilets.
- Internal Laundry.
- Ample Storage.
- Separate toilet to main bathroom.
- Improved Solar Access.
- Better Ventilation.
- Outdoor Entertaining
- Zero Lot line - Improves privacy



Ground Floor

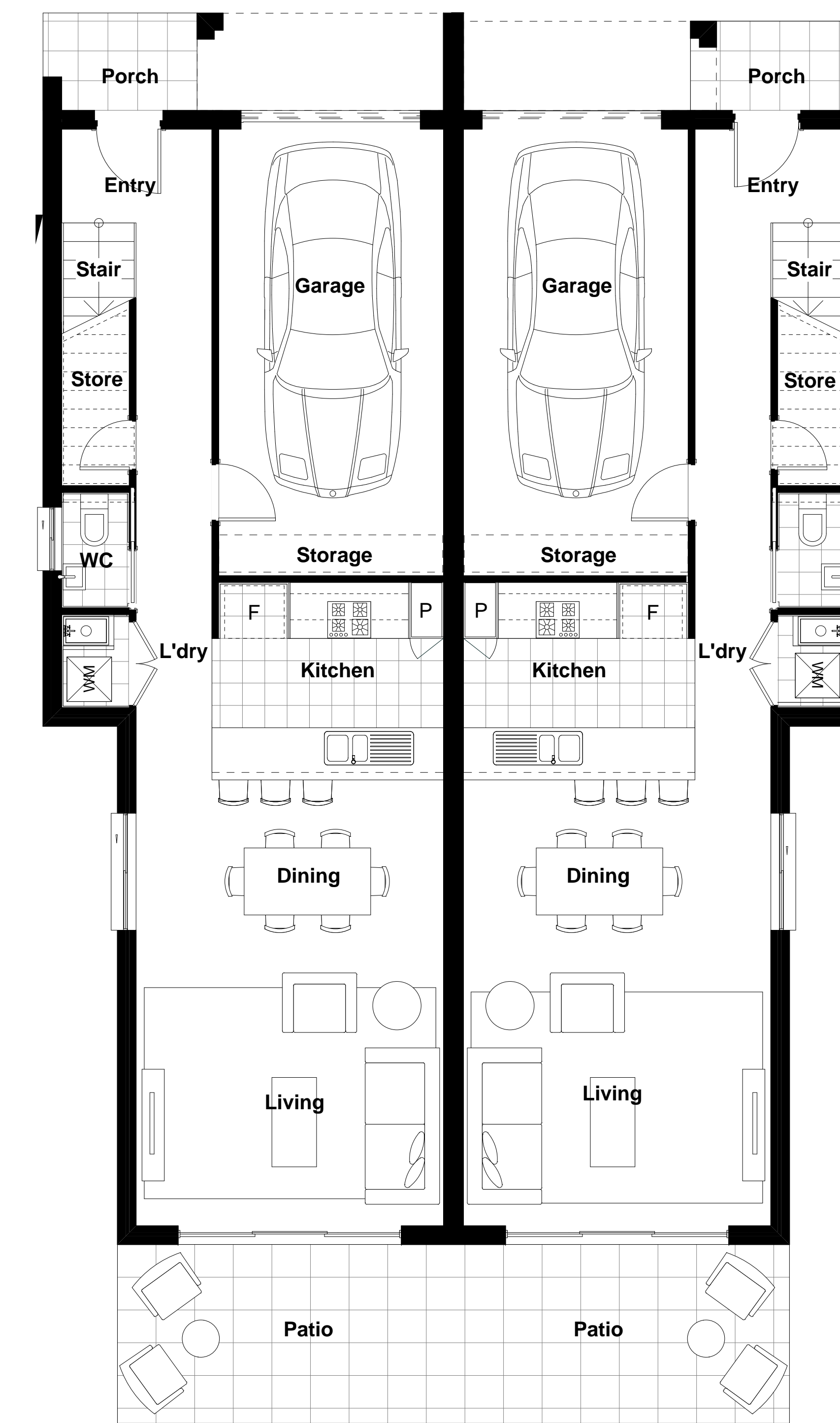


First Floor

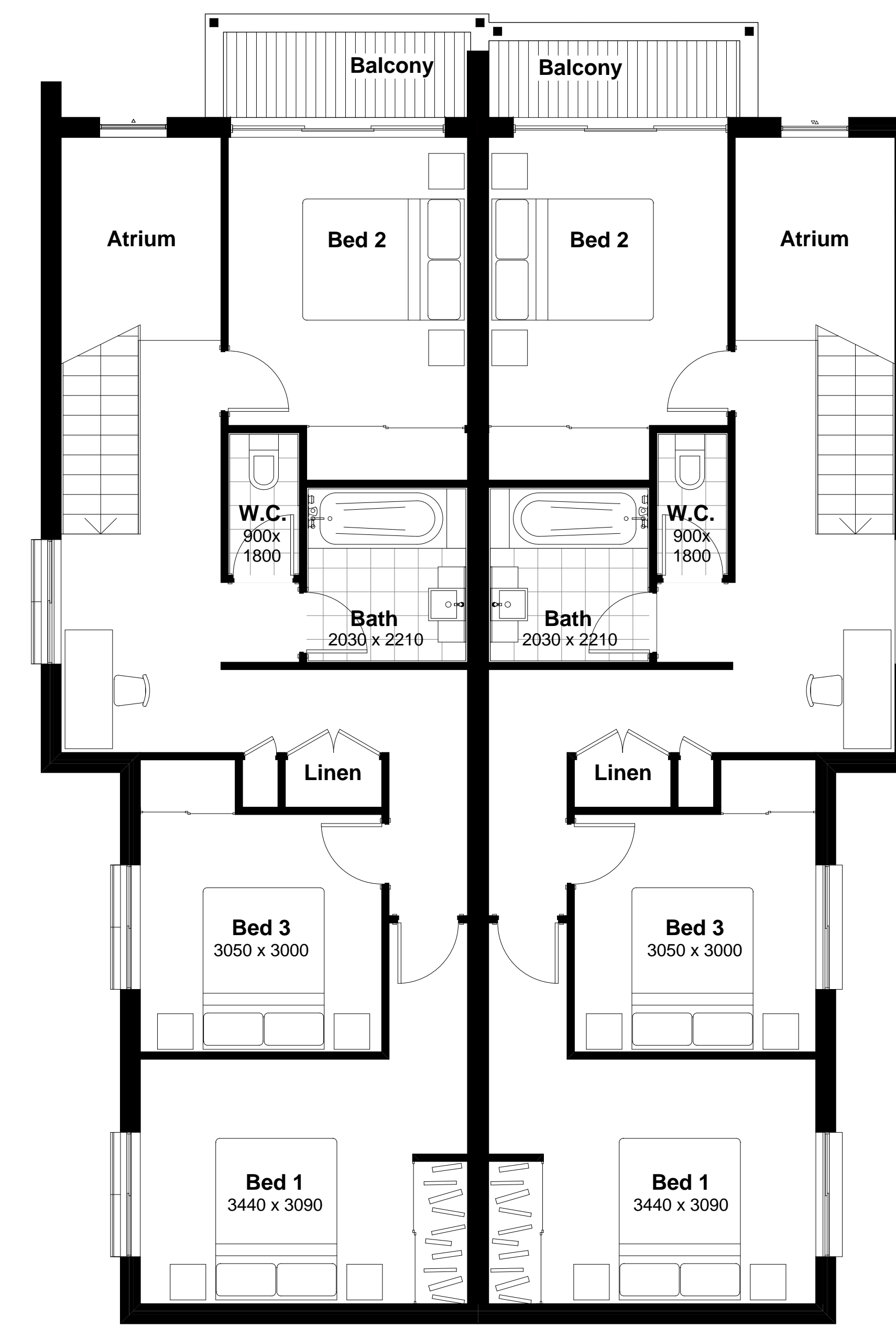
Community Homes

3 Bedroom Duplex

- 2 Storey home.
- Front and rear gardens.
- Lock up garage with internal access.
- Combined dining, kitchen and living areas.
- Two toilets.
- Internal Laundry.
- Ample Storage.
- Separate toilet to main bathroom.
- Improved Solar Access.
- Better Ventilation.
- Shared wall insulated to Australian Standards.
- Outdoor Entertaining.



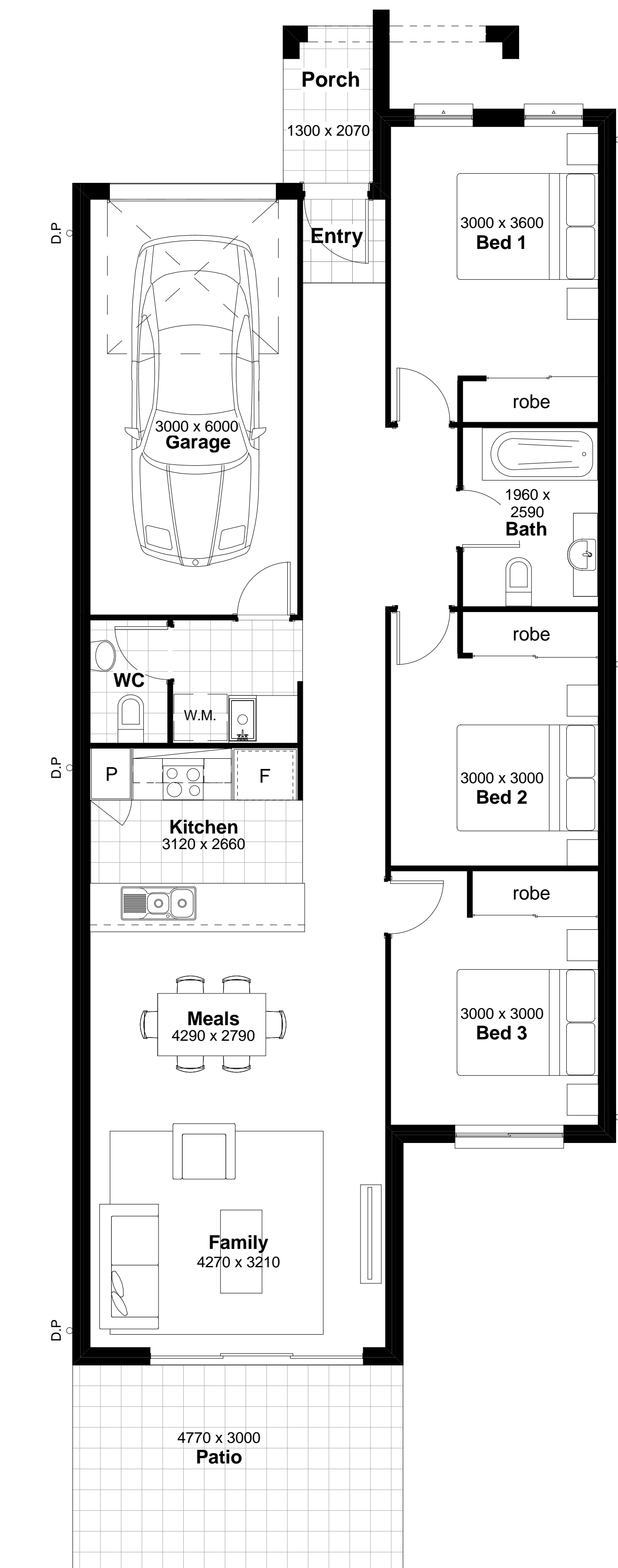
Ground Floor



First Floor

3 Bedroom Single Level

- Single level home
- Front and rear gardens.
- Lock up garage with internal access.
- Combined dining, kitchen and living areas.
- Two toilets.
- Internal Laundry.
- Ample Storage.
- Improved Solar Access.
- Better Ventilation.
- Outdoor Entertaining.
- Zero Lot line - Improves privacy.

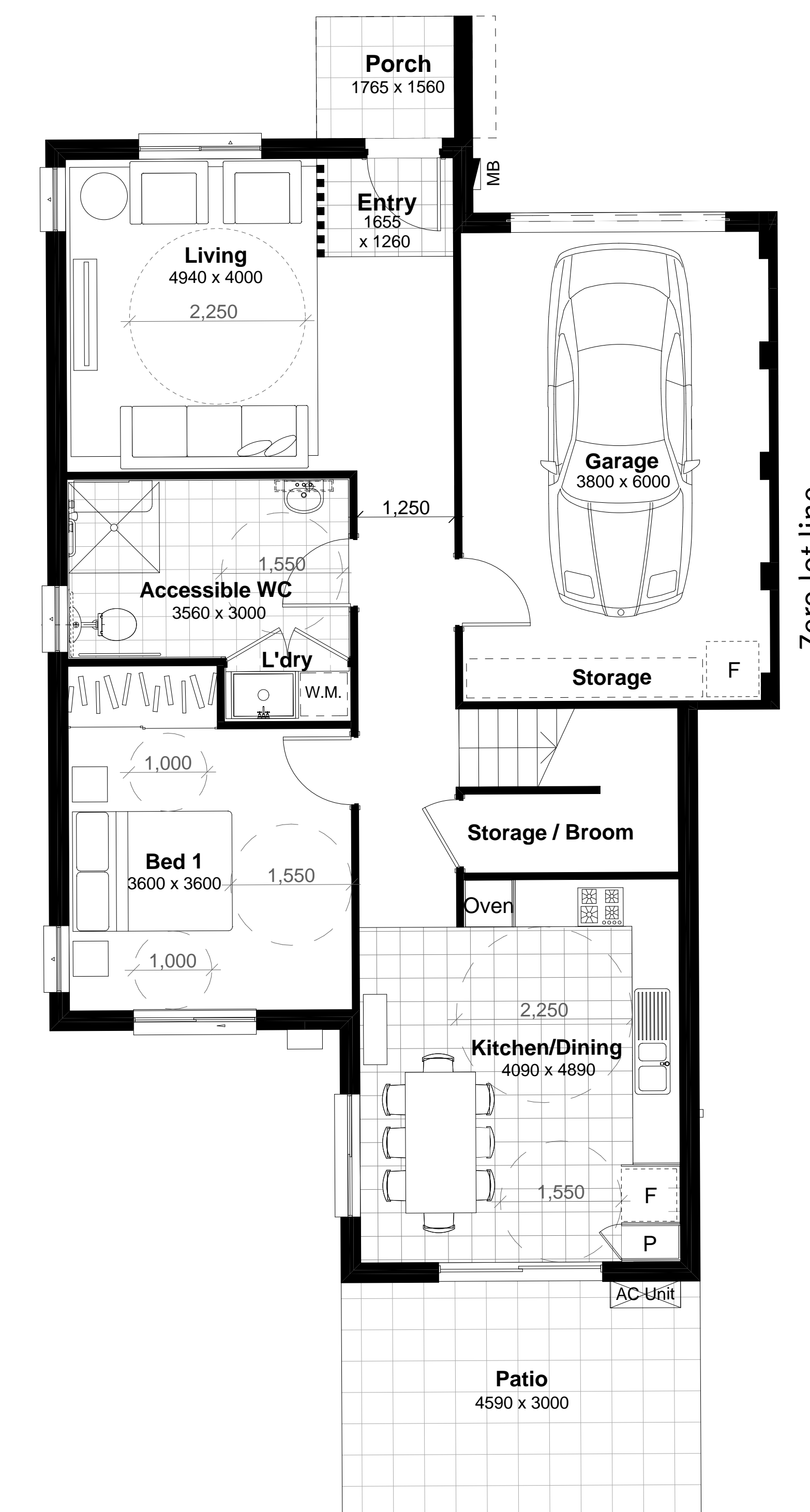


Ground Floor

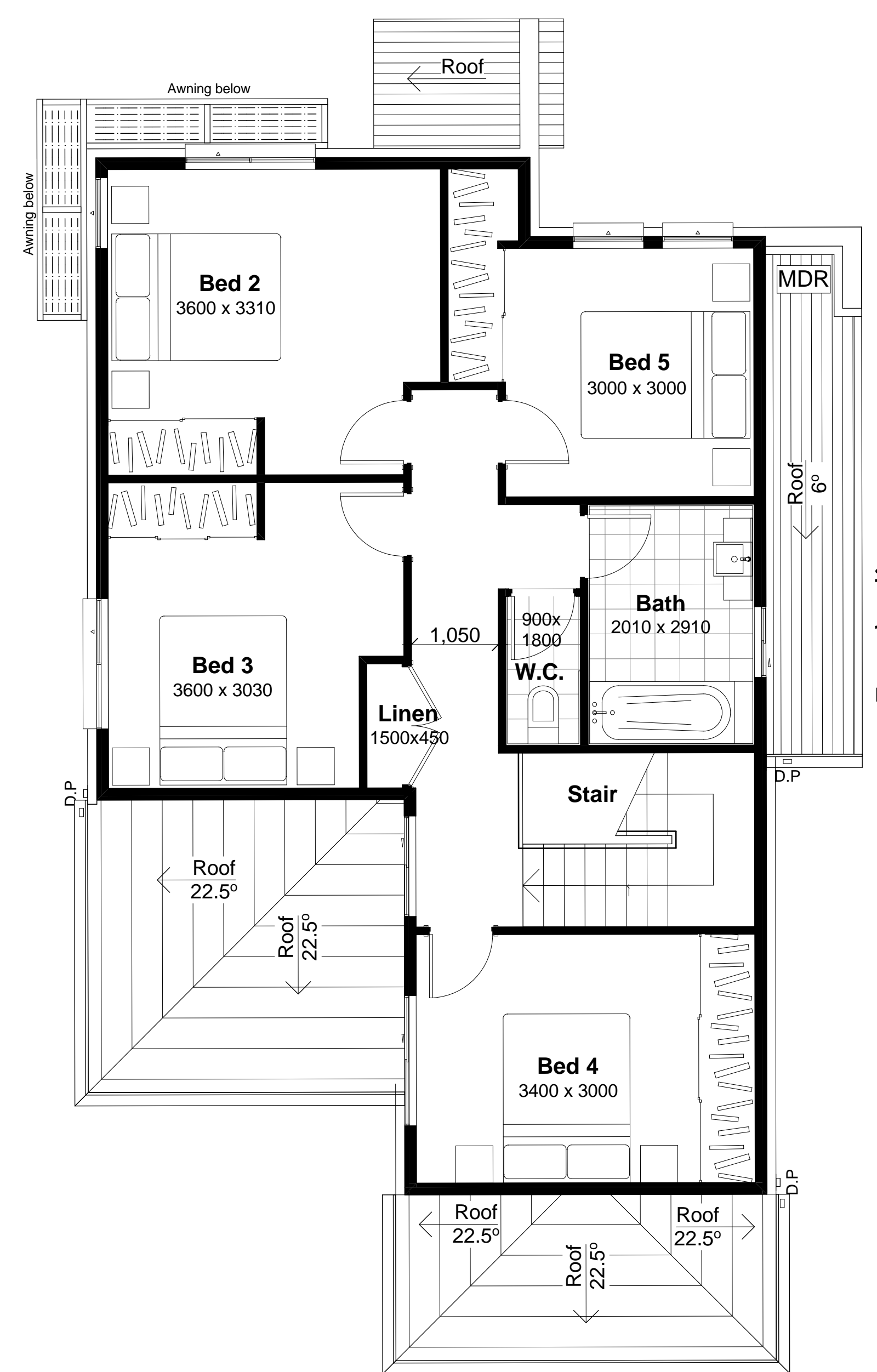
Community Homes

5 Bedroom Adaptable

- 2 Storey home.
- Wheelchair accessible on the ground floor.
- Bedroom downstairs and full bathroom.
- Seperate living room.
- Lock up garage with internal access.
- Internal Laundry.
- Separate Living and Dining areas.
- Ample Storage.
- Improved Solar Access.
- Better Ventilation.
- Outdoor Entertaining.
- Zero Lot line - Improves privacy.



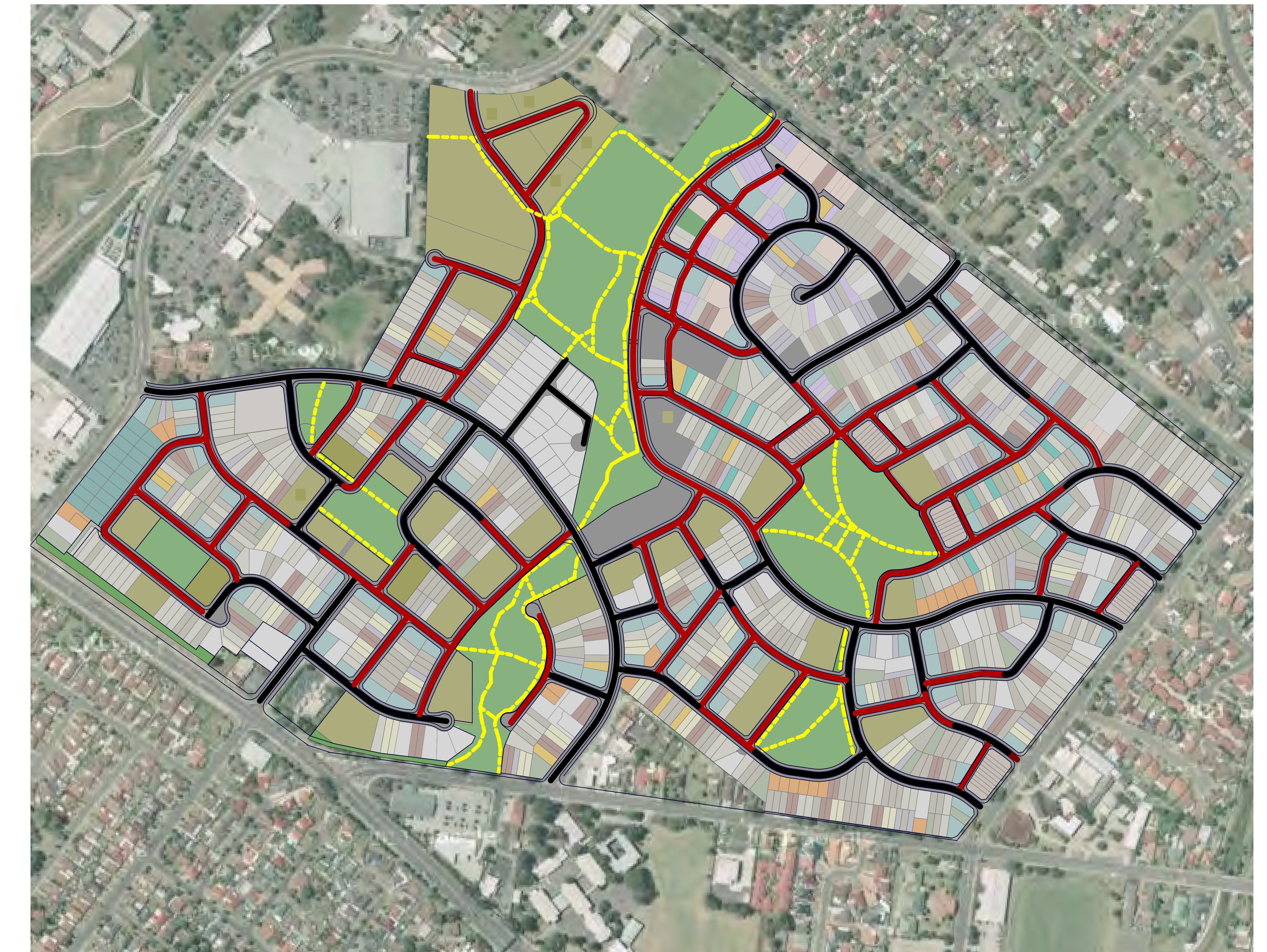
Ground Floor



First Floor

Open Space

- Revised road layouts create better transport links.
- Parks have an increased amount of amenities provided.
- Pedestrian and cycleways connect to plaza and schools.
- Pedestrian and cycleways in parks provide good connections through the Bonnyrigg community.



- Existing Road
- Proposed New Road
- - - Pedestrian and cycle

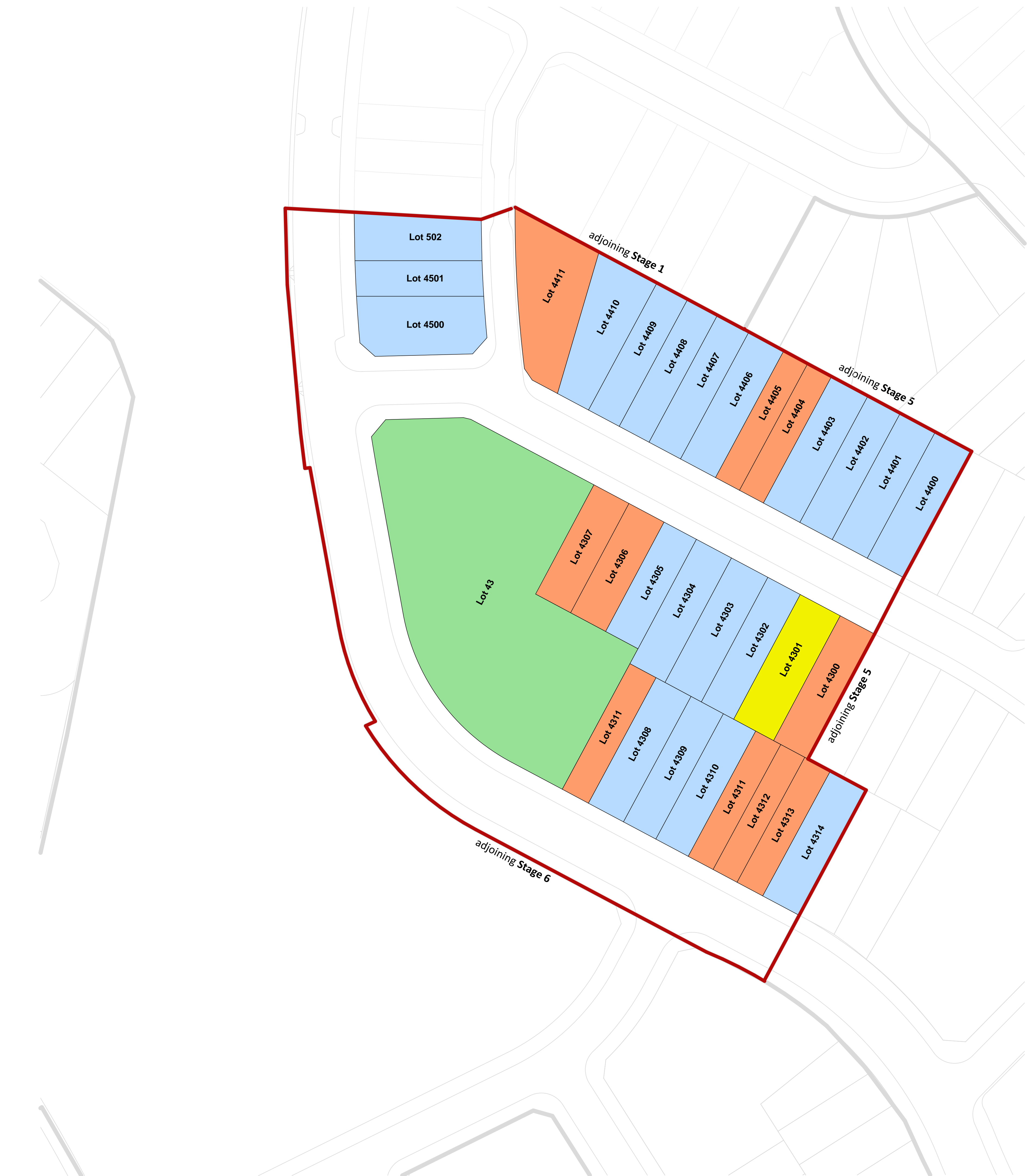



Sustainable Design

-



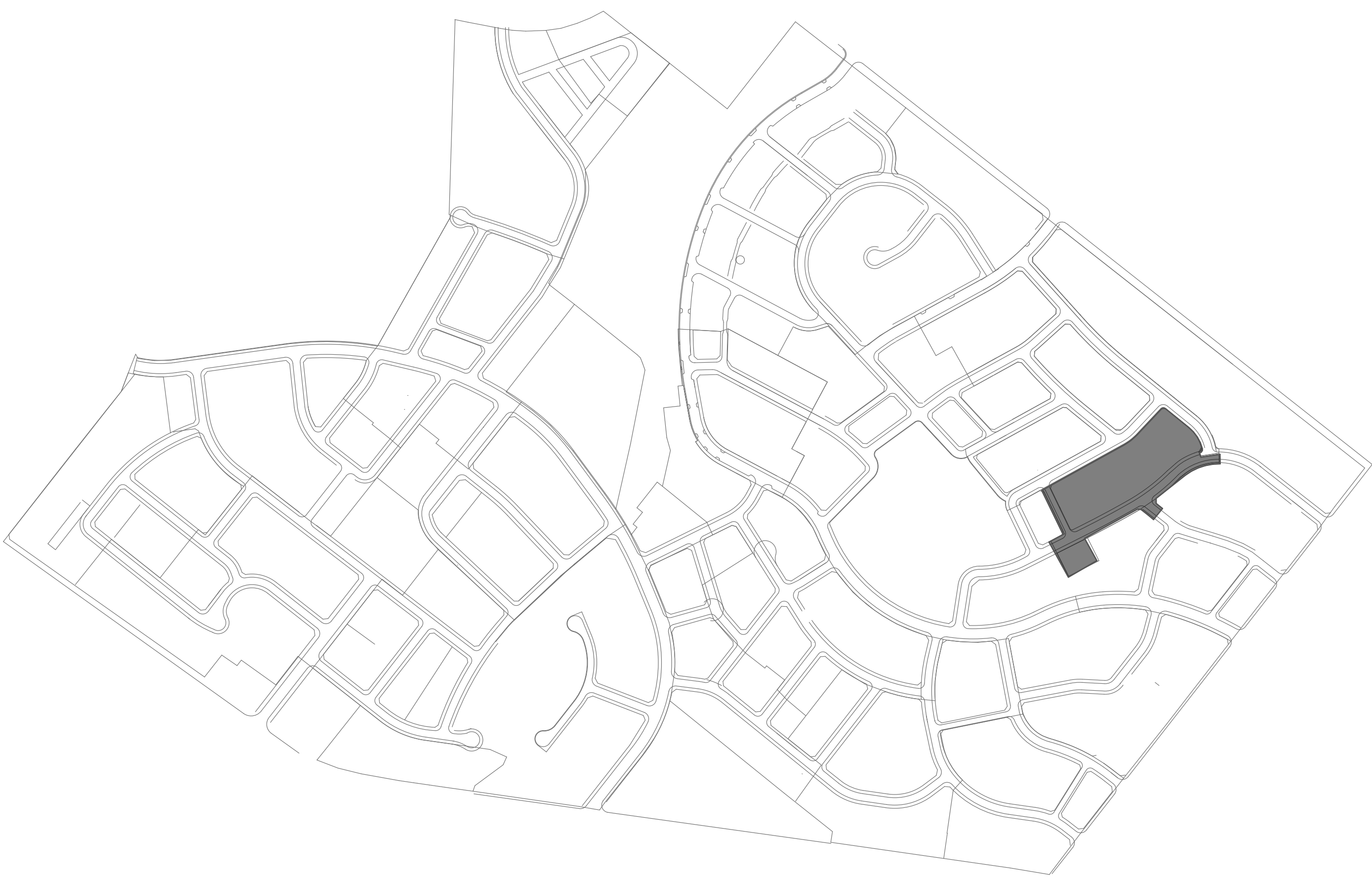
Newleaf Pennyridge: Stage 4a



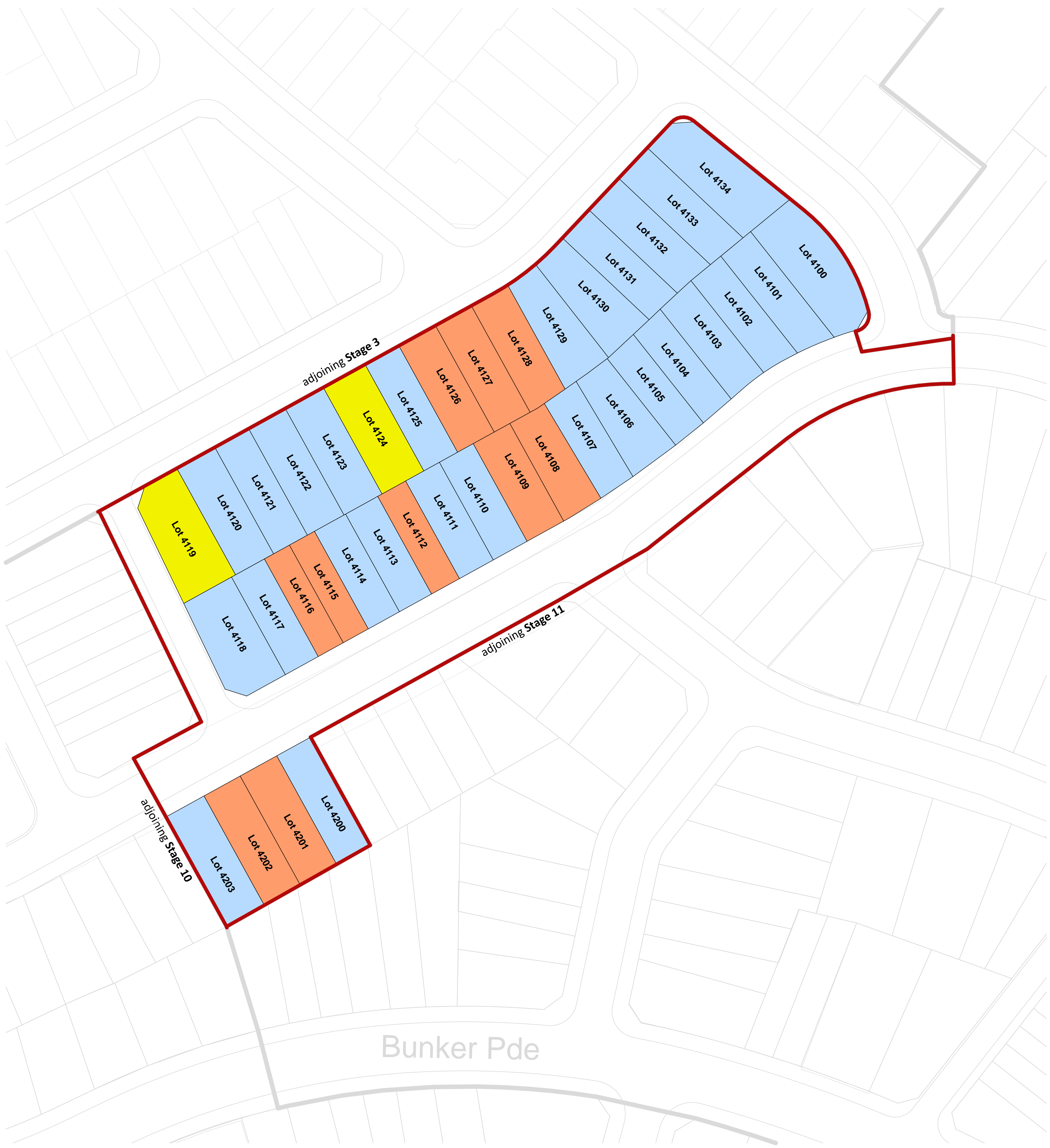
House Types		Private	Community	Community Adaptable
Garden Apartments	2 Bed	18	8	
Duplex	3 Bed	6	6	
Detached - Medium Lots	3 Bed	19	6	
Detached - Large Lots	4 Bed	18	8	
Detached - Corner Lots	4 Bed	4		
TOTALS		65	28	
			Total Community	3



Newleaf Bonnyrigg: Stage 4b



House Types		Private	Community	Community Adaptable
Garden Apartments	2 Bed	18	8	4
Duplex	3 Bed	6	6	
Detached - Medium Lots	3 Bed	19	6	
Detached - Large Lots	4 Bed	18	8	3
Detached - Corner Lots	4 Bed	4		
TOTALS		65	28	7
		Total Community		35





GHD

133 Castlereagh St Sydney NSW 2000

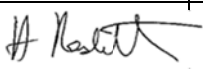








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T: 2 9239 7100 F: 2 9239 7199 E: sydmail@ghd.com.au

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Rev No.	Author	Reviewer		Approved for Issue		
		Name	Signature	Name	Signature	Date
A	Lynne Clayton	Heather Nesbitt				
B	Lynne Clayton	Anne Mithieux		Melissa Jomantas		28/10/11
C	Anne Mithieux	Heather Nesbitt		Lynne Clayton		14/11/11
1	Anne Mithieux	Heather Nesbitt		Lynne Clayton		24/11/11
2	Anne Mithieux	Lynne Clayton		Heather Nesbitt		1/12/11