



REDFERN WATERLOO PRELIMINARY MASTERPLANNING PROJECT

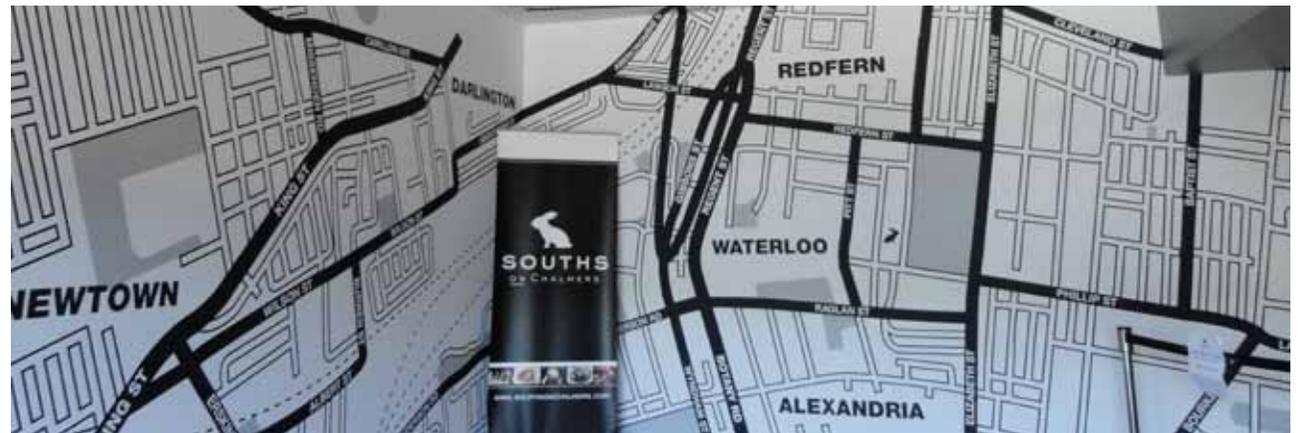
WATERLOO

COMMUNITY DESIGN WORKSHOPS,
28 MARCH 2012

SUMMARY REPORT

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01 INTRODUCTION

The Waterloo area contains a major concentration of social housing in buildings ranging from 2-storey walk-up blocks to towers up to 30 storeys high. Redfern and Waterloo contain 3,500 dwellings owned by Housing NSW.

This area is suffering from a wide range of physical and social problems, including visually dominating buildings, uninviting public spaces, crime and anti-social behaviour. Much of the housing is also in poor condition and not up to contemporary standards.

The Redfern and Waterloo Preliminary Masterplan Project will provide a plan to address these issues through the renewal of the social housing.

It will provide for a significant increase in dwellings of which no more than 40% will be used for social housing while also providing affordable housing. The plan will also provide for new shops and community facilities, and identify improvements to streets and public spaces.”

During 2011 and 2012, Housing NSW has been talking with local residents and other stakeholders about their ideas for the renewal of the social housing area.

This has included the following activities:

- Bus trips to see other renewed areas;
- Workshops and street corner sessions on topics related to the masterplan;
- Presentations to community meetings;
- A Planning Expo; and
- A tenant baseline survey.

In November 2011 and March 2012, a series of Community Design workshops were held to provide local residents and other stakeholders with an opportunity to contribute to the plan for the renewal of the Waterloo public housing estate. This report outlines the process and outcomes of the March 2012 workshops.

All social housing tenants and nearby private residents and local agencies were invited to attend the workshops. Other invitees included:

- The Sydney Metropolitan Development Authority
- The City of Sydney

The workshops were organised and staffed by Housing NSW and the NSW Department of Finance and Services. They were facilitated by Barbara Campany of GHD. Additional support was provided by staff from Scott Carver and David Lock Associates.



02 WORKSHOP OUTLINE

The objectives of the workshops were:

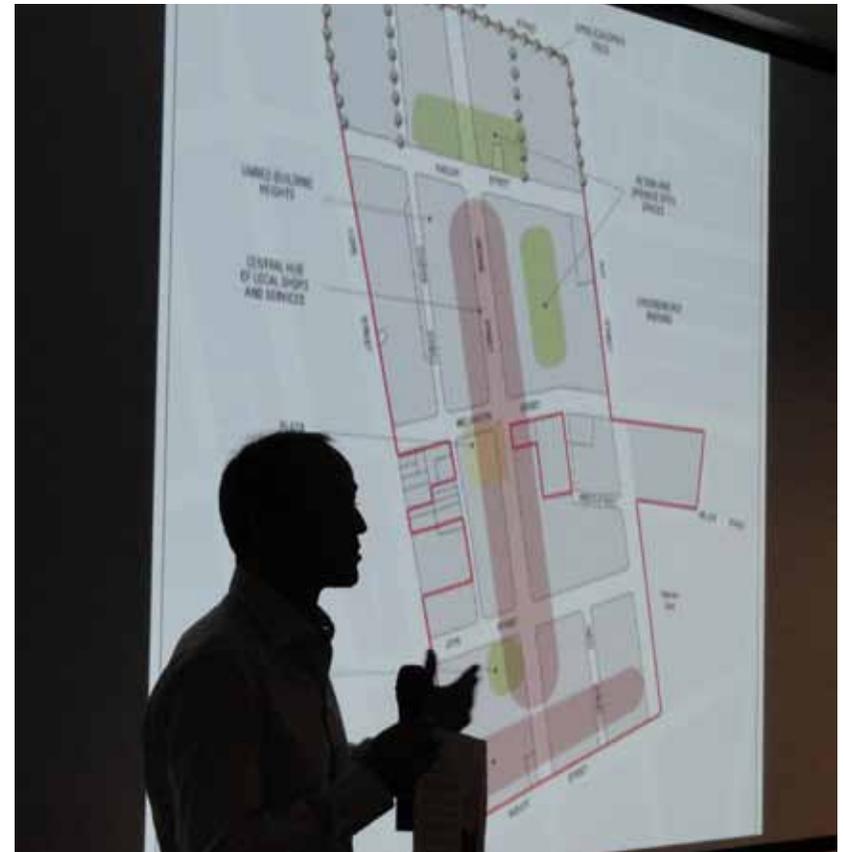
- To discuss ways in which taller buildings can be designed to fit comfortably within the streetscape
- To identify key aspects of good building entries
- To explore how building setbacks and façades can help make streets feel safe, while providing privacy for their residents

Two workshops were held – one during the day and one in the evening – in order to maximise the potential for all residents to participate. The workshops were held at the South Sydney Leagues Club in Redfern, relatively close to the social housing area.

Each workshop involved the residents working in groups, assisted by a facilitator and designer. Bilingual community educators were provided for Mandarin, Cantonese and Russian-speaking groups.

Each workshop followed the following process:

1. Welcome and introductions
2. Summary of the key ideas that emerged in the November 2011 workshops, and how they have been developed since
3. Group activity 1: Enquiry into key techniques for enhancing the appearance of taller buildings, followed by reporting back
4. Gallery viewing of the results of Group activity 1
5. Group activity 2: Investigation of the critical elements of good building entrances, followed by reporting back
6. Gallery viewing of the results of Group activity 2
7. Group activity 3: Exploration of how building setbacks and façades can contribute to safe and inviting streets while also providing privacy for their residents, followed by reporting back
8. Gallery viewing of the results of Group activity 3
9. Group activity 4: Identification of key themes that emerged during the workshop, followed by reporting back
10. Wrap up and next steps



03 KEY THEMES

A number of over-arching themes emerged over the course of the workshops.

These included:

- The importance of colour and big numbers and street addresses on buildings – “I need to find my way home, recognise my building”
- Perception of safety engenders a more welcoming feel and a sense of place and community
- The importance of balancing the needs of the existing and incoming communities
- The need to provide integrated housing that is friendly, liveable, practical and colourful
- Recognition that quality design impacts on liveability more than height or density

The following sections of this report summarise the outcomes of the activities undertaken at the workshop.



04 FEEL FROM THE STREET

The facilitator gave the group a short recap about some of the key things to consider when designing

The residents were given a copy of the information to consider. They were then given a number of photos of taller buildings, and asked to identify which of them they liked the appearance of or 'feel from the street', and why.

The contents of this handout has been reformatted and is now contained as an introduction to each section of this report.





Building Scale and Articulation

- It is likely that the majority of new buildings will be up to 8 storeys high.
- Buildings can be designed to fit better within a street and look more interesting in a number of ways.

These include:

- Setting them back from the street or park edge
- Setting back parts of the building to break up their form (modulation)
- Using windows, balconies, architectural features and changes of material to break up their façades (articulation)
- Planting trees in front to partially obscure them (preferably deciduous trees to allow the sun through in the winter months)
- Incorporating planting on building terraces and façades



A few questions to consider...

- How well do the buildings match or enhance the experience of being in that street?
- Does the size and height of the building complement the surroundings?
- Is there a good balance of different uses and building functions?
- Does it look and feel attractive, cared for and safe?
- Does parking or access to parking complement the street or detract from it?

04

FEEL FROM THE STREET

Summary

It is clear that the same building design can elicit contrasting responses from different people. However, the following features of buildings were generally liked by the residents:

- Generous windows and balconies
- Shutters
- Trees in front of the building (but not too close) and plants on the building
- Bright, colourful materials – not grey
- Set back upper levels with projecting balconies
- Shops/offices at ground floor level
- Curved façades preferred - not boxy
- Balconies designed to prevent access from other balconies
- Urban art on façades and blank walls

Other general comments about building appearance included:

- Encourage the creation of environments which are welcoming, safe and have a community feel



Liked Buildings

The buildings that were generally liked by the residents are shown below, along with the comments made about them.



1.

- Love the arty natural look with wood panels
- Good mix/blend of street-level shops with residential
- Love colour theme
- Shutters needed
- Too modern
- Too heavy – not good
- Like the colours
- Like the decoration on façade
- The design of balconies makes the building look attractive
- Good design although colour too dark
- Public art very good – it is important to have
- Don't like wood in design

- Good differentiation on the front
- Good use of public art – important that the public art is maintained
- Balconies big and usable
- Good use of different materials
- Good scale
- Private street entrances

2.

- Multi-functional building provides mix of people, active streets are what the city is
- Ground level for retail shops
- Entertainment centre, sports facilities above
- More facilities for seniors

3.

- Good level for the mixed families
- Neat and tidy looking not average house
- Fencing is good
- Garden is lush
- Possible to have sliding doors into the wall
- Need more colour
- Shutters for privacy needed
- Front gardens can be used for trees and plants
- It gives some activation to the street
- Multiple entrances are good
- Fine grain among buildings
- We like the balconies
- Building height does not block the sunlight

04 FEEL FROM THE STREET



- Like green spaces and private balconies
- Like garden on ground floor
- This is suitable for elderly
- Like the gardens, trees which are sparse and the balconies
- Trees too close to balconies, people could climb into units

4.

- Balconies are looking over street
- Entrances are on street
- Building is set back from the street
- Bad things: brick walls give lack of eyes on the street, but it is only 3 storeys not an 8 storey, could have higher rise set back
- Good articulation: balconies and trees
- I like this one, height is ideal
- Uncomplicated
- Good size balconies
- Open to the community
- Comfortable
- Very attractive
- Cosy

- Good scale and harmony with the street
- Nice balconies
- Good – it is not too high
- Looks very bright and light
- Some small trees along the street
- The building is light and looks open and inviting
- Good sunlight
- Height is good
- Like access to parking
- Like plants in front, or more plants
- Brick wall/fence is too high, not enough sunlight
- Light and liveable making it open and friendly
- Warm and homely

5.

- Looks good from the street
- Looks solid
- Trees break up hard lines of the buildings
- Good observation of the street
- The height is alright, but colours are too dark and we don't like this building material
- Like the look of this, not too high up with good design and colours
- Balconies are spaces
- The use of materials is good
- Do not like the lack of features - it looks plain and institutional



- 6.**
- Modern, nice design
 - Nice balconies
 - Sharp outlook, interesting design

- 7.**
- Trees reduce scale, bring nature and enjoyment, this is example of good planting
 - Looks nice, good
 - Good building height
 - Pleasant trees
 - Balconies too small
 - The colour is good
 - Nice design

- 8.**
- Variety, this is 8 storeys, I like active street
 - Good articulation, balconies/trees breaking look of the walls, which is good
 - Well divided balconies, which increases security, without affecting design
 - Building height ok
 - Solid looking building
 - Trees are a problem, they could be smaller
 - Very nice
 - Comfortable
 - Good balance
 - We like modulation
 - Trees are right size and shape, we also like this kind of tree

- Colour of the building is good
- Too crowded and boring
- Do not have too many trees around the building as it blocks the sunlight and feel too dark especially the 4th and 5th floor
- Like external balcony
- Dislike – too big

- 9.**
- Different use of materials
 - Varied window and door spaces
 - Like different shape and design of windows
 - Like mixed building material and building colour

- 10.**
- Balconies are small – with taste
 - We like: plants, balconies are usable
 - Looks clean
 - Looks good and very comfortable
 - We like how it looks
 - It is a bit high, but no more than this is all right
 - Each flat has its own balcony
 - Distinctive design
 - Looks grand, huge and neat
 - Provides some benches to sit and rest on the grass area
 - Provide fitness facilities
 - Like wall design

04 FEEL FROM THE STREET



- Tall buildings
- Shops/buildings on lower floors would bring more people and improve security
- Good, however need to have buildings of different heights so they are not all high rise
- Too dense and too high



11.

- Looks modern, individual
- Large balconies
- Privacy issues in this building as people from upper balconies can see everything on lower balconies
- Good set back of the balconies with some greenery
- The building behind is too boxy looking
- Like the spacious green park
- Doesn't look too crowded
- Maybe needs a bit more colour
- Parking should be underneath rather than on the street



- Good: nice simple and looks comfortable
- Looks good
- Nice colours
- Shape of balconies looks good
- Looks good all trees and green spaces
- The two buildings do not fit together regarding height
- Building articulation facing the park is good
- Accommodation of seniors is better not over 6 storeys high
- Must have a lift
- Like to have a garden for outdoor activity at the front and back of the building

- Like the look of the low rise
- Like the look of the low rise building but the other one is too high and boxy
- Like the varied building heights and the step back façades and the big balconies
- Like that they are built around a courtyard
- Like the simple repetition of façade
- Like the projecting balconies

Buildings with Mixed Reviews

The buildings that were liked by some of the residents and disliked by others are shown below, along with the comments made about them.



12.

- Needs more breaks (between balconies) to increase security
- Yellow building – does not fit into the neighbourhood
- I like the use of colour, great
- We don't like the connected balconies : it can be dangerous
- Like the fact that they are open and sunny
- Dislike the dark blue - the colour should be warm/lighter colour

13.

- Boxy design
- Balconies are too small
- The building looks very light
- Large balconies
- Very nice design
- Balcony too small
- Dislike balconies as they are too small
- Too close to each other
- [insert photo A1-19 and



14.

- Older building - would like to see it in the mix
- Shutters are good
- Looks ugly and dark
- Too enclosed
- Like the mix of textures and materials
- Do not like the windows as they are too small
- Needs flowers in windows



15.

- Interesting use of colour and windows
- No more than 6 storeys
- Windows are too small
- Windows are too small and without balconies
- Do not like the look of this, it is flat, plain and has no balconies
- Looks like an office building and has small windows
- Love the colour theme, especially in regards to elderly and disability (dementia) residents. This is easy recognised by colour
- Fresh design
- Good height
- Fun looking

04 FEEL FROM THE STREET



16.

- Suitable style if shops or commercial (busy street)
- Dark space under building, needs to be activated
- The trees may be too high if near terraces – we don't like it
- The whole outlook is quite good, with plenty of sunlight
- Can be more attractive if the outside walls have a bit more colour
- In this images, the height of the buildings are a bit low, as higher buildings take up the same surface
- 16 storeys is a good height, it can increase the number of units on the same level
- Over 20 storeys like the current ones feels like it stands alone
- Not access friendly for seniors who make up majority of tenants
- Like building height
- Good height
- Like trees
- Use of glass

17.

- Don't like the car park – is too dominating
- Tall building is not ok, it is too tall
- Building with modulation could be ok
- Good design
- Harmony with the street view
- Beautiful outlook, good mix, but too dense
- Like varying heights
- Like shops on ground
- Like curved façade
- Suitable height, nice design especially the interesting curve balcony
- Good view
- Different levels
- Balconies good
- Very practical structure
- Very car park looking
- Don't like the colour
- Like the stepping back of the buildings
- Like the open space in the front

Disliked Buildings

The buildings that were generally disliked by the residents are shown below, along with the comments made about them.



18.

- The balconies look good, but they are not safe from tenants above you. They can break into your unit from above
- Colour is not appropriate
- Shape of building and balconies don't look nice
- Looks like a box
- Very dark and unfriendly
- Looks like a factory and do not like the flat roof
- Balconies are not particularly private
- Like the colour



19.

- What is the screen for?
- Looks like a prison
- Expensive future maintenance
- Good for keeping the pigeons off
- Not a nice place to live
- Looks unpleasant from the street
- No jail in the city
- Colourless, not so nice



20.

- Looks like a car park
- It has to appeal as a home
- Too fundamental, too cold
- I like the use of colour
- Not enough sunlight
- Design is too old fashioned
- Like individual balconies

04 FEEL FROM THE STREET



21.

- Concrete mess, looks like a prison
- Looks like a prison – dislike
- Screen breaks the form – like
- Looks gloomy
- From outside, this building looks too dark and cheerless
- Not nice colour, size of the windows and the grill
- Feels secure, nice design, suitable height
- Don't like: funny shape of the windows, not enough light and overall looks like a jail



22.

- Does the building fit into the area?
- Sharp outlook with beautiful sliding blinds to allow enough light



23.

- We don't like it : the design looks too busy
- Does the building fit into the area?
- Like the break-up of the balconies – this increases security
- Looks like a hospital
- A repeat of blocks
- Messy design with glass areas put on façade



24.

- Unpleasant
- Heavy
- No greens or trees around – bad
- Example of over-modernisation : looks like a box with windows like small holes
- Good building height
- Inconvenient windows
- A bit interesting but a bit solid and dull in colour
- Industrial looking – has a modern feel
- The colour is drab
- Like the look of the balconies
- Do not like the front part as it looks like it was added on afterwards

05

BUILDING ENTRANCES

The facilitator gave the group a short recap about some of the key things to consider when designed building entrances.

The residents were given a copy of the information to consider. They were then given a number of photos of building entries, and asked to identify which ones they liked and which they didn't, and why.



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BUILDING ENTRANCES



Building Entries

- The more front doors there are facing the street or park, the safer it feels
- Front doors that face the street or park and are accessed via a short, direct footpath within a wide space are easier to find, safer and more inviting to use.
- Front doors at footpath level or accessed via a gentle, direct ramp provide better for those with mobility impairments
- The fewer homes using the same entry the better it is cared for
- Building entries must provide easy access for emergency services
- It is safer to separate pedestrian and vehicle entries
- Vehicle entries should be minimised and located away from busy pedestrian areas
- Car parks in front of buildings or underneath them at ground level are unattractive and can have safety issues

A few questions to consider...

- Are there a number of entrances to the buildings, so the street is active and animated?
- Can you find the building and unit numbers easily?
- Are the entrances clearly identifiable through style and signage

Summary

As with building appearance, it seems that the same building entrance can elicit contrasting responses from different people. However, the following features of building entries were considered important by most residents:

- Big legible building addresses, street names and numbers or building names
- Universal access (ramps and lifts) to dwellings
- Bright colours to signify building entrances
- Multiple entrances to buildings and individual entrances to ground floor dwellings
- Good natural light and well illuminated entrances at night time
- Avoid dwellings or balconies immediately above building entrances
- Good quality footpath leading to building entrance
- Security measures such as concierge and intercoms in bigger buildings
- Good clear sightlines leading to building entrances
- Residential, 'homely' character to entries
- Shelter/weather protection over doorways

Other general comments about entrances included:

- Heavy fire doors can be problematic for the elderly as they are often unable to open them.
- At least two lifts within each building



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BUILDING ENTRANCES

Liked Entrances

The building entrances that were generally liked by the residents are shown below, along with the comments made about them.



25.

- Good wheelchair access
- Like the colour theme
- Very straight forward
- Don't like : the building itself looks like a hospital
- We don't like – the entrance is too dark
- We like – the access via ramp is good
- Good for disabled/elderly people and wheelchairs
- Very nice entrance, nice that there are no stairs and greenery too
- Bright colour, beautiful outlook
- Where is number of the houses and the name of the street?
- The good thing is how entrance looks – no stairs and it is nice and green
- Like ease of access ramp and stairs
- Good walkway
- Plenty of plants
- Not enough light
- Like this one - provides no place to loiter





26.

- Design looks homely
- Needs a bit more colour and creativity
- Good : has wheelchair access
- Make sure the entrance is kept lit up
- This entrance is good for use of people on wheelchairs
- The entrance is well designed
- Numbering and name is clearly seen
- Nice to have a ramp here too
- Goods as there are two entrances, stairs and ramp access
- Looks very sophisticated in regards of design
- We like the name and number on this building can be easily seen
- Entrance is great with stairs to the side
- Looks safe and welcoming
- Protective
- Good cover
- We like the entrance- with stairs and without them
- We like that the there are no cars anywhere near the entrance
- It is good to have two entrances – one with stairs and another for elderly/disabled people without stairs
- Clear street number, convenient entrance
- Safe and convenient access
- Needs to have security, otherwise unsafe
- Convenient for the disabled with the ramp as well as having stairs
- Like big building entrances
- Like ramp and sheltered doorway
- Like big numbers and clear address sign
- Entrance is good, providing natural light
- Pedestrian ramp is good
- Size of entrance is good
- Entrance is overbearing and looks like an entrance to a temple and not someone's home
- Good ramp and step lighting
- Like the obvious entry – easy to find – and the big street numbering
- Do not like living areas directly above the entry
- No overlooking of the street which would make one feel unsafe
- Very good access for mobility impaired
- Open – good lighting and safe
- Like the fact that it looks like an entrance to a home
- Good: both ramps and stair at the same point

05 BUILDING ENTRANCES



27.

- If more levels, needs an elevator
- Looks very neat, simple
- Straight forward
- Needs individual garages underneath
- Fence is good, secure but still see through
- Well defined entrance
- Looks good from the street
- Great entrance
- Good use of colour to designate entrance
- Clear numbers (behind the tree)
- Too dark colours
- Very nice entrance, very flat too – good



- The footpath and private property are separated by fence – not a bad idea
- Nice colour
- Wide windows
- Entry shared by 2 units, suitable for elderly
- Ventilation is good
- Private open space is visible from street, planting is required to provide privacy
- Like setbacks from the street, able to view the traffic from inside the unit
- Do not like picket fence
- Like colour over entrance
- Trees are too close



28.

- I like the individual entrances to your own house/unit
- Looks clean, modern
- Need to add access for wheelchairs
- Good: Single trees instead of numerous trees
- Good: Opportunity to build at the back of the block
- Easy for wheelchairs
- The colours look too dark
- We like the idea of having individual entrances, it is good
- Like the entrances facing the street, its safer
- Convenient access, easy parking



- Separate entrances are good
- Like individual entrance, allows for more privacy
- Entrance is obvious however provides no shelter and not private
- Like individual entries onto the street



29.

- Don't like: too narrow entrance and stairs
- Poor light
- Too close to the road
- Dark entry
- Do not like the colour (too bright)
- Do not like the column, looks commercial
- Entrance is well defined by use of colour
- Good cover
- Entrance protected from the weather
- Well lit
- Number (G) is very clear
- Steps may be a problem for the elderly or a young mum with a pram
- Wheelchair access may be a problem
- Looks alright but we don't want parking in front of our buildings

- Very good because there is apparel (ramp access)
- Need apparel (ramp access)
- The parking under your windows – noise and exhaust
- The parking is right next to entrance and the windows – a very bad idea
- Entry door is too far back
- Easily identifiable building entry but awning would be better
- Like the colour
- Easy to identify where the entrance is, however it is not wide enough
- Need a ramp for wheelchair access
- Entrance looks a little out of place and blocks the footpath
- Entrance is very visible and easy to find
- Entrance too far back

30.

- Each apartment seems to have its own access point
- Don't like: Entrance is confusing
- Not welcoming or well-designed, no cover near entrance
- Looks ideal for offices
- Good entrance, convenient
- Very secure
- The shop on the first floor might be good for the residents (not the liquor shop however)
- Nice entrance with number of building
- Better when there is name of the street too
- Looks good
- Nice design of entrance
- Good – no stairs
- Bad – there is no name of the street

- Easy to look for the street
- Public footpath along building line to provide safe entry and exit leading to footpath crossing
- Like the setback from the street to the entrance
- Like multiple entrances
- Good clear numbers
- Like lower building plus bigger balconies
- Ventilation important
- Looks like an office building and not a residential unit block
- Entry too dark, ceiling appears low

05 BUILDING ENTRANCES



31.

- Building is nice but the entrance is too dark
- Do not like entry directly below balconies – potential issue for things dropping
- Looks good from a safety view point



32.

- I like the separate garages for each resident
- Easily accessible entry
- I like the overlooking balcony
- Don't like: There is no ramp
- Parking should be at the back of the building, not at the front
- Parking should be restricted to the residents only
- Car is the dominant user here – should be pedestrians
- Too many entrances
- Where's the entrance? It is confusing as there are no numbers
- Really nice to look at and it must be comfortable to live in too
- The garage and entrance for cars right next to footpath is a very bad idea



33.

- Clean lines to garage entry
- Secure
- Plenty of parking underneath
- Where is the entry here?
- The garage is too dominating
- It looks too much like a box
- Garage on the first floor is not good – it is dirty and noisy
- Convenient car park entry
- Like the vehicle entry and the space available to wait at the gate
- Looks safe but could be more pleasing to the eye



34.

- Ok, but not accessible with pram or wheelchair
- Too close to street and pedestrian path
- Wide entrance, build as setback
- Clear numbering
- Appears light and spacious
- Needs ramp
- Individual entrances
- Setback from the street
- Front yard provides potential for the trees and green plantings
- Good surveillance of the street
- Steps may be a problem for elderly or young mothers with pram
- No wheelchair access
- Numbering of the house is very clear
- Very clear where entrances are
- Welcoming and inviting
- Need ramp for wheelchairs
- Needs access for people with disability, elderly, etc
- There are some numbers of the houses, but where is number 49?
- Where is name of the street? It should be clearly seen
- The stairs are too high
- Must be without stairs
- Nice building design, good for management
- No disabled entry, not good
- Building height is suitable for elderly
- Spacious balcony is very good
- Nice building colour
- Clear unit number and street number
- Entrance is good and individual privacy
- Pavement to be covered by grass for the trolley to easily go on
- Like that door is visible from street
- Like level change between street and internal access
- Like big street numbers
- Like the individual entrances
- Like the lightness provided by the glass
- Like the clear street numbering
- Plenty of signage
- No option for disabled or less mobile people
- Does not have overhead cover

05 BUILDING ENTRANCES



35.

- We don't like it when building looks like the back of Kmart
- It is clearly a car park space
- Good use of signs
- The parking in front of the building could be inconvenient
- Entrance with different colours for easy identification
- Incorporate an activity/club if shops are below apartments
- Like separate car park entrance and residential entrance
- Like the newer housing in Redfern, 3-4 levels
- Good to have retail on ground floor
- Very private



36.

- The security is the most important. We need entry with concierge
- Good: The entrance looks secure and nice
- Bad design, front door too small, feels confined
- Too dark inside
- Like: Better internal amenity, more natural light
- Like different height
- Too dark inside, windows need to be larger to let in more sunlight
- Like the fact that you can see where the entrance is however it is sheltered and there is space to rest

Disliked Entrances

The building entrances that were generally disliked by the residents are shown below, along with the comments made about them.



37.

- Not secure enough
 - The fencing could easily be jumped over
 - Entrance is not really identifiable
 - Is there a gate or entrance to the apartment or to the car park?
 - No house/apartment numbers – bad
 - Confusion over the entrance – could it become a safety issue?
 - The balcony is too low and too close to the street – it is not safe
 - Like the separate entrance for cars and pedestrians
- Don't like apartment/balcony above shared vehicle access
 - Needs individual/separate entrance to the street
 - Garbage area and collection must be away from apartments – smells and noise
 - Not a bad car park entry
 - More shrubbery required
 - Like it as a vehicle entry only- space between footpath and gate for vehicle to wait
 - Poor use of street frontage



38.

- Balconies are not secure enough
 - Pedestrians need to be protected from cars
 - Looks just like a factory
 - Entrance is difficult to see – car park or entrance? Does not look safe
 - Not inviting, not functional
 - Underground parking is ideal for the multi-storey buildings
 - Bad entrance and exit for cars – pedestrians cannot see cars when they are getting out, can be very dangerous
 - Parking better under the building
 - Entry separate to driveway
- Car park entrance should be at the back of the building
 - Do not like the fact it has no signage and pedestrian entry is not visible
 - Good entrance very secure



06 PRIVACY AND SURVEILLANCE

The facilitator gave the group a short recap about some of the key things to consider when designing new buildings from a privacy and surveillance viewpoint.

The residents were given a copy of the information to consider. They were then given a number of photos showing different building frontage designs, and asked to identify which of them they considered contribute to a good street environment and apartment privacy, and why.





Building Set Backs and Façades

- Front fences or shrubs clearly define public and private space
- High and solid front fences can create an uninviting and uninteresting street or park. They also reduce surveillance.
- Shops and offices facing streets make them safer and more interesting
- Streets and parks feel safer when they have windows and balconies directly facing them from a close distance
- Homes with windows and balconies facing streets or parks can be made private by:
 - Setting the building back from the street or park
 - Raising the internal ground floor above footpath level
 - Incorporating balustrades that people can't see through
- Landscaping in front of buildings can contribute to an attractive street
- High quality and more durable building materials will look better for longer



A few questions to consider...

- Is there a good mix of privacy and surveillance? (that is does the building limit who can see in but still let the residents see out)
- Is the private open space clearly defined, so you can easily tell what is private and what is shared?
- Are there any other safety features or issues?

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Summary

There was lots of mixed views among the responses of residents about building frontages. The following features of building frontages were liked by most residents:

- Shops and businesses (activity) at ground floor
- Raising the ground floor level above the footpath to improve privacy (although this make universal accessibility problematic)
- Windows and balconies at upper levels overlooking the street
- Shutters/moveable screens on windows/ balconies
- Trees in the front setback, but not too densely planted
- Opaque glass or solid balcony walls to provide privacy to balconies
- Clearly defined public and private realms
- Other general comments about building frontages included:
 - Need to control opening hours of the shops
 - Tiered balconies don't work – the bottom balconies get all the rubbish thrown down
 - Shop awnings can be damaged (singed or burnt) by cigarette butts dropped from balconies above



Liked Building Frontages

The building frontages that were generally liked by the residents are shown below, along with the comments made about them.



39.

- Have reception on the ground floor, can assist visitor enquiries
- The building design with retail at ground level and units above first floor is better and safer
- Architecturally harmonious

40.

- Good: whole bottom floor is offices and shops
- Like privacy provided by awning



41.

- Glass coloured on the balcony as well
- Bright
- No trees (not very good)
- Good use of balconies
- No one can see in, but residents can see out
- Coloured balconies set building off even though landscaping
- The windows are elevated and sit in deep (within the façade), so privacy is good
- The windows in the building are dark. From these windows one can clearly see what is going on outside



- West facing apartments must have balcony, windows with curtains, as can get very hot in summer
- Like shops at street level
- Like privacy provided by screens
- Dislike the fact that everyone can see you on your balcony

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42.

- Street trees allow for visibility at ground level
- Nice street
- Lots of activity
- Landscaping is used for surveillance
- Needs to be well lit at night
- Enough privacy on the balconies
- Many trees covering the windows of the building – privacy and it is easy to see street from the apartments
- Like building facing park (open space)



- More privacy, no one looking at you from building on opposite side of the street
- Rubbish storage and collection needs to consider where the bins are and how they are collected:
 - within basement
 - from rear lane
 - from the street
- Modulation



43.

- Good surveillance, but bad accessibility
- Good: surveillance on the upper floor is good
- Privacy on the ground floor good being elevated
- Very good: windows are too high and those inside cannot be seen but people from their apartment can see what is outside
- Like the amount of trees, not so dense but still have some
- Interesting use of glass panels on balconies (wind and noise protection)
- Use of tree for privacy



- Do not like residential on ground floor as they do not have any privacy – this space should be used for retail
- Translucent screening
- Set back and deep balconies so living space can't be seen into

44.

- Height on street level very good
- Moveable screens



45.

- Good balance between privacy and surveillance
- Windows on west need protection from sun
- Like the shutters to balconies/windows
- Good to have lower apartments above ground level
- Like the panels on part of the balconies
- Defined entrance
- Screening on balconies provides privacy and limited views in



46.

- Façade is interesting : love the green wall and art work, but parking screen and street level looks dark and needs activation, shops and cafes
- Very good contemporary decorative materials
- Vertical gardens creates amazing view and visual effects
- Gauze barrier makes it look too commercial, not homely
- Like the green grass wall
- Footpath should be wider and covered
- Like solid walled balcony – provides privacy



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PRIVACY AND SURVEILLANCE

Building Frontages with Mixed Reviews

The building frontages that were liked by some of the residents and disliked by others are shown below, along with the comments made about them.



47.

- It looks empty, no residents, looks like retail only
- Activated streets should be in George Street
- Privacy looks ok, as the first floor of the buildings is elevated
- This building is safe for both people living inside and for the people who are outside. If you are outside you cannot see what is inside, but if you are inside you can what is happening outside.
- Balconies too open and not private enough
- Too much glass
- Lacks privacy on some balconies
- Could be safety issues climbing up exposed balconies



48.

- I like the idea of ground level shops and residents above, but this is mostly suitable for single to a couple without children due to noise
- Street looks busy and it would be too noisy for the residents
- Without balcony, the long windows seem too narrow, unable to see outside of the balcony
- The black colour doesn't look good as it gets very hot in summer



49.

- Whole first floor are shops and businesses, people cannot see what is in flats as they are on the second floor but people can see the street from their windows
- Base of shops are quite high, which makes it more safe
- Like houses facing main road, retail and offices on the ground floor
- Recessed balconies prevent inter-visibility between balconies
- Too much glass on road which allows people to look in and noise to penetrate
- Like active ground floor shops, cafes, business, medical centre/chemist
- Balconies good depth for private open space
- Clear balcony wall - reduced privacy for tower unit
- Seems safe
- Not clear glass – obscure



50.

- Raising the ground floor above the footpath level, so able to see what's happening outside is good
- Too transparent, lacks privacy from the street, needs frosted glass



51.

- Entrance is not clearly defined
- Doesn't look very safe even though the design of the building is boxed in
- Shutters are good for privacy and hiding clothes lines
- House numbers and street addresses should be better marked
- Durable building, able to see what's happening outside of the building, feels safe
- The white screens are a good and safe design
- Solid walls for safety and privacy for those who live on the ground floor is a good height



- Screens are a good feature
- Ground level quite private
- Too grey in colour
- Like a number of elements including the raised ground floor level, screens on balconies and the opaque glass
- Good enclosed balconies for privacy/safety reasons

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52.

- Good observation and protection of privacy
- Height of building is good in terms of privacy and height for the ground floor apartments
- Lacks active interface at ground floor and lower levels – too much car parking



53.

- Wide open
- Clearly defined public and private space
- The building is setback, which is good
- It is nice to have front yards too
- Doesn't feel safe with the see through fence
- For ground floor apartments having bar fences (balustrades) is safe
- Don't like open upper side of balcony to both sides
- Like privacy screens to one side to prevent neighbours seeing each other when on balconies
- Dislike the ground floor terraces as they have no privacy



54.

- Good privacy provided by shrubs, although not growing too high
- This building looks like a box.
- The design is too simple, but in regards of privacy – yes, if it fully accommodated
- Privacy is good – the windows are in deep and green bushes cover the windows of the first floor
- Like landscape screening at ground floor level with room for storage of bicycles



55.

- Don't like: these bushes could be hiding places
- The different height
- Trees make it safe
- Raised building gives enough privacy
- Privacy is ok as strangers do not have access to building
- Windows should be protected from outside
- Should be some space between building and trees
- I like the green trees as protection in front of the windows, also the buildings are setback, so the windows are not next to the road
- The building looks warm and cosy
- It is good that it is not high and is away from the road.



- It is good to have trees along the building but they should be not too high, not too dense and not planted right next to the house
- Like green setback, mix of tall and small shrubs and bushes
- Building not close to main road
- Fence and shrubs outside the house is good
- Large open veranda
- Streetscape creates privacy by use of shrubs
- Building fronting onto parks should provide public toilet within ground floor frontage



56.

- Don't like : the planting is too dense
- Good : artwork breaks up the façade well
- Would not feel safe on the street
- Screens are very good looking
- Landscape architecture looks good
- Good distance between the buildings and the road
- Too dense looking wall, no sunlight can shine through
- Not clear what is behind the wall, makes for a mystery
- Love the look of the wall garden find it very attractive
- Keeps it cool and stops noise

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Disliked Building Frontages

The building frontages that were generally disliked by the residents are shown below, along with the comments made about them.



57.

- Bad use of opaque materials – hiding place
- Balconies small, but privacy provided by solid balcony wall
- May be able to climb up balconies



58.

- Not safe
- Not enough surveillance
- Balconies too small and not private
- Right on footpath
- No balconies
- No open balconies – need to be private

07 NEXT STEPS

The ideas generated by the workshops will now be used to inform the development of the Preliminary Masterplan. The Masterplan will include design guidance to ensure that buildings fit comfortably in the streetscape, provide safe, accessible and inviting entries, contribute to safe and inviting streets, and provide privacy for residents.





David Lock Associates
Level 2, 166 Albert Road
South Melbourne 3205

www.dlaaust.com