

INITIAL QUESTIONS AND ANSWERS REGARDING THE PROPOSED WATERLOO ESTATE REDEVELOPMENT

1. The Cabinet Decision

- (a) *What was the proposal put to government for the renewal of the Waterloo public housing estate as part of the Waterloo station proposal accepted by government?*
- (b) *UG has said that the Waterloo decision was based on financial assessment. What were the parameters for that assessment in terms of FSR, land coverage, public private mix etc. and what is the estimated land cost of the Waterloo estate under these assumptions?*

The Government decision to redevelop the public housing estate at Waterloo was based on a range of considerations including, social, financial and economic. Initial assessments by UrbanGrowth NSW as part of its Central to Eveleigh Strategy were considered. Yields, strategy, timing and plan for the redevelopment of the Waterloo Estate will be developed as part of the master planning process, which will commence late in 2016.

- (c) *What has already been decided by cabinet about Waterloo public housing redevelopment?*

The NSW Government has decided to build a new metro station at Waterloo. The Government objective is to redevelop the Waterloo Estate to deliver more social housing, mixed with private and affordable housing over 15 to 20 years. The detail of the plan, strategy and timing will be subject to the master planning process.

- (d) *What is open to further work within FACS & UrbanGrowth?*

Family and Community Services (FACS), Land and Housing Corporation (LAHC) will commence the master planning process late in 2016, and UrbanGrowth NSW will support LAHC to assist with this work.

- (e) *What is open to community input and what is not?*

The community will be invited to participate in the master planning process. FACS is preparing a community engagement strategy, based on community feedback and workshops over the past six months. This engagement strategy will assist in determining how the community would like to be included in master planning.

2. Earlier Studies

- (a) *The community have been involved in providing input to a range of studies in Redfern and Waterloo related to the renewal investigations of the public housing estates. That information is seen as being of benefit also to the community through the master planning phase. Will these reports be released so the community has background information to be involved in discussions with Government over the current proposals?*
- (b) *What were the recommendations of the Final BEP2 proposal and why was the proposal overall considered not to be viable?*

- (c) *What were the recommendations of the federally funded Housing NSW Draft Master Plan and what elements of this study are still relevant in considering options for the new proposal?*
- (d) *What did the Government Architect propose in the BEP2 review? What issues are relevant for consideration for options under the current proposal?*

Community feedback from earlier consultations on plans for redevelopment at Waterloo Estate and Redfern will be considered as part of the master planning process. FACS will prepare a summary of previous community feedback to assist in informing the master planning communication process.

3. Staging

- (a) *The Draft BEP2 was primarily about redeveloping the walk ups and infill on existing parks. The high rises were left because they were estimated to have a long viable life remaining. What is the basis for including the high rise in the current proposal? Will they be left to be redeveloped last as proposed under a later BEP2 revision?*
- (b) *Is any consideration being given to felling the high rise at the beginning of the redevelopment? If so has the dislocation of a large number of people been weighed against the smaller impact of starting on the walk-ups?*

The redevelopment of the Waterloo Estate will be staged over a 15 to 20 year period and there is a great deal more consultation and planning required.

The first group of people will not need to relocate until the middle of 2017, at the earliest.

The NSW Government has stated that some social housing residents will need to be relocated on a temporary basis and all have the right to return to the Waterloo Estate. The objective of the master planning process will be to allow the resident to move directly from their old home to a new home on the estate.

The high rise units have aged infrastructure and facilities. The redevelopment of the Waterloo Estate provides the opportunity to provide new, modern social housing dwellings better suited to the needs of social housing residents. The approach to the redevelopment program will be considered as part of the process for preparing the master plan.

4. Clarification of Proposed Housing Mix

- (a) *The announcement talks of 10,000 units in the proposed re-development with 70% being private. Please advise what proportion is currently being considered for public housing, community housing, rental affordable housing, purchase affordable housing and private housing. It appears from HNSW comments at the Lord Mayor's Forum in Waterloo that affordable housing will come from the private 70% and not the social 30%. Is this so?*
- (b) *Will the redevelopment increase the quantity of public/social housing in the Waterloo estate redevelopment?*

The detail about the mix of social housing, affordable housing and private housing will be determined as part of the master planning process. The NSW Government will increase the

number of social housing dwellings, to provide new, modern, homes. The goal is to achieve a 70% mix between private/affordable housing and 30% social housing to enable integrated communities. The master planning process will assist in defining the mix of housing.

(c) One written question submitted at the REDWatch meeting said "What about social mix in Double Bay mate?" While this might be outside the UG and LAHC remit what is possible for UG is to look at if public and community housing can be increased in the broader Central to Eveleigh corridor along with affordable housing. Will this be considered and if not why not?

Noted.

5. Housing and Social Mix

(a) How is it proposed that housing mix be implemented? Will housing mix be within buildings or will there be different buildings for different tenancy types? If tenure mixed within a building will mix be on each floor or in different parts of the building. Will all tenancy types have access to the same community spaces and building amenities? Will they use the same front door?

The master planning process will assist in determining the yield or number of new homes and the mix of social, affordable and private housing. The Government's objective will be to achieve an integration of housing and their types. The detail about how this will be designed is yet to be determined. It is expected that there will be community spaces and facilities which all the community can have access to.

(b) Will there be place management post construction to help move tenants and new private residents establish new genuinely mixed communities?

It is expected that there will be place management and community engagement activities to support community interaction.

(c) How is it proposed that housing mix will create social mix?

Providing a mix of housing types and tenures will provide an opportunity for various family forms and income groups.

(d) If different tenure types are in different buildings and if private developments have access to their own facilities such as gyms, pools and private open space which public/community housing tenants cannot access, then public facilities will primarily be for public/community housing tenants and there will be little social mix around such facilities. Under this model how will tenure mix create social mix?

It is expected there will be community spaces and facilities which all of the community will have access to. Community facilities such as childcare, community centres, retail and recreational facilities will be available for all of the community to access. Place management, community engagement and good quality urban design also assist in supporting integration and social mix.

- (e) What examples of successful social mix in renewal of inner city social housing estates are Government using for its expectations of (a) a successful mixed high rise neighbourhood and (b) of reduced anti-social behaviour?*

There are various models and examples of urban redevelopment projects in Sydney (Minto, Riverwood), other states of Australia and the United Kingdom. The Waterloo Estate is unique and through the master planning process the objective will be to ensure we incorporate all the elements of good place management, community development and urban design.

- (f) Are the examples above dealing with situations where Government is increasingly allocating people of higher and higher needs into high density mixed social housing as the old working class tenants pass on?*
- (g) Housing renewal alone has not addressed social issues in problematic estates in other places. What changes/supports will government put in place to ensure the high density development becomes less problematic rather than more?*

The redevelopment at the Waterloo Estate will include specific programs to better support social housing residents with high needs. It is acknowledged that housing redevelopment needs to be accompanied by programs to support social housing residents with high needs.

6. Human Services

- (a) Local human services and tenants were concerned about the lack of existing human service support and integration for current tenants prior to the redevelopment announcement. Is there a commitment to address this problem as a priority so tenants are properly supported heading into the lack of certainty about their housing?*
- (b) Local services and tenants have been concerned about the 'air gap' between inter-agency co-operation at a government department level and what NGO and community are seeing and doing on the ground. Is there a commitment to put in place a mechanism to improve co-operation, understanding and feedback between government agencies and NGO key local human service providers?*

Yes, there is a commitment to better community engagement and to working closely with local community organisations, service providers, residents and advocacy groups.

- (c) One person at the REDWatch meeting put the following written question that illustrates the problem from a community perspective: "Why is there already such poor community health services in this area? This has always shown how little the government cares about disadvantaged people. The government could be making life inside the existing buildings better".*

FACS has been consulting with local service providers in the Waterloo Estate and adjacent suburbs to identify the current needs of the community and additional support that may be required during the redevelopment. This consultation is valuable input to master planning process and addressing current and future service levels.

The NSW Government recognises that social housing residents are supported across many different Government agencies. The Future Directions for Social Housing in NSW strategy

addresses the need for collaboration and accountability with a specific action for a whole-of-government approach to focus on the social wellbeing of residents.

In addition, maintenance services to existing tenancies have increased to assist in making life inside the existing buildings better.

- (d) Will funding for integrated human service support for high needs tenants allocated into public/community housing in the new development be guaranteed in the long term? If not how is it expected that high density social mix with people of high and complex needs will succeed.*
- (e) Will any human service referral role taken on by parties managing tenants post development be matched by the provision of new service capacity to handle the existing and projected level of need or will the current capacity constraints continue to mean people cannot get the assistance they need when they need it?*

The redevelopment of the Waterloo Estate provides the opportunity to better plan and provides support for the high needs of social housing residents. This will assist in determining what services and additional support are required and necessary funding. Engagement with residents, community organisations and service providers has already commenced and the need for an integrated human services plan is recognised.

FACS will work with each social housing resident to ensure each resident's needs, such as social support, pets, health and social services, family connections and specific housing needs, are identified and responded to as part of the planning and relocation process.

The objective of the redevelopment is to ensure the new community is well supported by appropriate community support.

- (f) If it is proposed that there be improved human services support post development can these supports be rolled out immediately for the area to address existing problems arising from lack of integrated human service support.*

Noted. The timing of human services support will be considered as part of the community consultation engagement with local service providers.

- (g) Has any consideration been given to rolling out integrated human service supports in another estate (say Redfern) where the impact of improved supports alone can be compared with an estate renewal including increased supports? Redfern and Waterloo seem ideally suited to such a comparison.*

The needs of the Redfern estate will be considered as part of the planning process, as most human services agencies work regionally across both areas.

7. Affordable Housing and transition in and out of Affordable Housing

- (a) What is being proposed for “affordable housing”? Will it be rental or purchase and based on percentage of income or percentage of market price?

The NSW Government is currently developing its affordable housing strategy to inform the master planning process for the Waterloo Estate.

- (b) *Will priority be given to people who gain employment who are in public housing to transition to affordable housing? If so, will there be a fast track to move back to public/community housing if their circumstances change from loss of job/relapse etc?*
- (c) *Can there be a system where designation of housing changes from social to affordable rather than people needing to physically move locations if their circumstances change?*

This will be considered as part of the Waterloo Estate redevelopment.

8. Unit Mix

- (a) *What is the current bed room requirement of existing Waterloo tenants and of those on the waiting list? Do these figures include carer provisions?*
- (b) *What unit size mix is proposed by HNSW and LAHC proposed for the redevelopment of Waterloo?*
- (c) *Will the mix of unit sizes for public/community housing match the current occupancy mix of Waterloo or is it possible that some people will be unable to return to Waterloo because there will not be larger units available to accommodate them?*
- (d) *There is concern that this may impact on some larger families including Aboriginal families. If larger families cannot be re-housed in the estate can they be advised of this at the time of their initial relocation and offered permanent relocated nearby – maybe in the conservation area?*

The current and future social housing demand of the Waterloo area will be a crucially important consideration in determining the unit mix needed in the redevelopment.

Demographic information including family size, ages and any specific health issues relevant to current residents and the waiting list for the Waterloo Estate will be considered in the master planning phase. This information will drive unit sizes needed and the requirement of other facilities and services within the whole Waterloo area.

It is acknowledged that some families due to very unique circumstances will need to be managed individually to best meet their housing needs.

- (e) *The undertaking about retaining at least the same number of tenancies in Waterloo is presumably based on the number of front doors and not the number of bedrooms. Will the 30% of the public/community housing units equate to approximately 30% of the total unit floor space?*

The NSW Government has stated that there will be no loss of social housing at the Waterloo Estate. In fact, the objective is to deliver more social housing. Whether this means there are more or less bedrooms or floor space will be determined by an analysis of family size, ages and any specific health issues relevant to current residents and the waiting list for the Waterloo Estate.

(f) The initial Communities Plus tender proposed that “as a minimum the social housing will be required to meet the Silver Level of the Liveable Housing Design Guidelines as published by Liveable Housing Australia”. Will these provisions apply to all public/community housing in the Waterloo development?

Yes.

(g) Given the problems of people finding units that meet the eight core design elements covered by the LHA silver level and the intention that there will not be a distinction between public/community and private housing will affordable and private sale units be required to meet a similar LHA silver standard?

This will be considered as part of the master planning process.

New homes will be built with the intent of being best in design, catering for the needs of ageing residents and compliant with environmental standards.

(h) Given the size of the Redfern and Waterloo public housing estates and the number of aged people in public/community housing will provisions be made in the Master planning for aged care facilities where elderly people can remain in their community when their needs change to require supported accommodation or a nursing home?

The redevelopment of the Waterloo Estate gives the opportunity to better plan and provides support for the high needs of social housing residents. This will assist in determining what services, funding and additional support are required. Engagement with residents, community organisations and service providers has already commenced and the need for an integrated human services plan is recognised.

(i) What provisions will be made for community gardens in the redevelopment given their existence and support on the existing estate?

It is acknowledged that community gardens provide a healthy and interactive focal point for the Waterloo Estate residents. If through the master planning consultation, residents have a desire for community gardens; this requirement will be included in the open space design brief.

(j) What provision will be made for workspaces to fill the role currently played by some of the Housing NSW lockups that provide space for community and social blue collar enterprises, training, men’s/women’s shed etc.?

Similar to community gardens, existing community spaces and their future role will be included in the resident amenity design brief.

9. Moving and retention of existing tenancy rights

- (a) *There is confusion in the community about the difference between public and community housing and the potential loss of tenancy rights in moving from public to community housing. The statement "In general, your lease will be the same" in the HNSW letter of 8 March 2016 to tenants has raised concerns about the exceptions.*
- (b) *The differences and implications of both signing new public housing leases and possibly signing new social housing leases need to be clearly spelt out to tenants, so they understand what the implications are, and where the relocation and right to return may not deliver the promised outcomes for all tenants.*
- (c) *Current public tenancy rights would seem to be lost in transition to community housing providers as the person will need to sign a community housing provider lease. Is this so or has the Government guaranteed their tenancy rights will transfer?*

The issues are noted and details about community housing and public housing tenancies will be determined in the planning process.

The Government's expectation is that public housing tenants agreements and obligations are maintained.

- (d) *How does the Minister's launch undertaking that everyone will be able to return and there will be no loss of tenancy rights mesh with HNSW policy on transfers? Do his assurances over-ride departmental policy for the Waterloo redevelopment?*

The Minister for Social Housing, Brad Hazzard made a commitment to the Waterloo Estate residents that all temporarily relocated residents will have the right to return to new housing at the Waterloo Estate.

- (e) *Has the possibility of transfer of existing leases been explored as an alternative to new leases?*

Not at this stage.

- (f) *Given size of Waterloo estate, tenant turnover and that a number of people will wish to take the opportunity to permanently transfer elsewhere, will HNSW offer transfers out to those that wish to leave and make these units available for those under compulsory transfer if they wish to stay in the area to retain access to their supportive community and services?*

This level of detail has not been determined.

- (g) *Will the Government give priority to let people stay in Waterloo to maintain connections and mitigate the redevelopment impact should they need to be temporarily re-located?*

The intention is for the majority of residents to be able to move from their current home in the Waterloo Estate straight into the new social housing as the site is redeveloped. If temporary relocations are required, every effort will be made to accommodate residents into temporary homes in the local area.

10. Waterloo Conservation Area

- (a) The project is currently limited to the consolidated Waterloo Estate. What then happens to public housing in the adjoining Waterloo heritage conservation area?*
- (b) Will individual houses continue to be sold off and Waterloo see a decrease in public housing stock or will all losses in the conservation area be made up in the estate?*
- (c) Is there a guarantee that there will be no loss of public housing in Waterloo or is the guarantee that there will be no loss of units in the Waterloo estate redevelopment?*
- (d) Can anyone in the conservation area who has their house sold be given priority to return to the new Waterloo development?*

The Waterloo heritage conservation area does not form part of the Waterloo Estate redevelopment. There are no plans for the properties within the conservation area and the Government has stated that the objective is to increase social housing at the Waterloo Estate.

- (e) What will happen to ensure proceeds from any sale of public housing stock in Waterloo is invested in replacement housing stock in the Redfern Waterloo area so inner city stock is not lost?*

There are no plans for other properties in Waterloo. There is a commitment to no loss of social housing at Waterloo.

11. Engagement & Support

- (a) We understand that HNSW wish to undertake engagement with its tenants. The impacted community is however much wider than tenants and in the past tenants have benefitted from the involvement and expertise of others. This again came out at the REDWatch session on Waterloo as being important.*

Noted. Over the past few months, LAHC has undertaken close to 40 engagement events with the residents and the community including forums, information sessions and morning teas. In addition, home visits have been undertaken with social housing residents in the Waterloo Estate.

LAHC is committed to consulting and working closely with residents, local services providers, peak organisations, businesses and the community as plans are prepared for the redevelopment of the estate.

- (b) What will be the process for dialogue with the wider community and organisations with mixed membership/roles like REDWatch, local services and various peaks in the preparation of the plan around issues such as those raised in this document?*

LAHC has held a number of meetings and informal discussions with key stakeholders, the community and residents regarding the redevelopment of the Waterloo Estate. These discussions are proof of our commitment that the planning for the Waterloo Estate will be developed in close partnership with them, their community and other stakeholders.

This approach will continue throughout the master planning process. Master planning engagement and consultation is scheduled to commence in late 2016.

A framework for community engagement, developed from consultation over several months will form the basis of the consultation approach to the Waterloo Estate.

(c) It is imperative that local services be involved in discussions about the redevelopment as they deal face to face with those impacted by the decisions. However currently funding for community centres does not cover existing demand let alone meet the new demands generated by the announcement. Minimum centre staffing levels mean that sometimes staff cannot attend outside meetings. Services will see a further increase in demand as plans are issued and relocations start.

(d) What will be done to ensure local services can participate in the redevelopment discussions and that the resources needed to meet the government induced demand are provided?

Workshops with the local services providers were held during the months of June and July 2016 on resident support and the engagement framework. The engagement framework as outlined in 11(b) will assist in responding to their concerns.

(e) What support will be provided long term to community organisations to help rebuild a new cohesive post development community?

A community development program is recognised as an important part of supporting residents and the community throughout the project. The integration of various communities into one harmonious community is a key objective of the Waterloo Estate redevelopment.

Previous experience has demonstrated the value of investing in community development initiatives to provide strong commitment and real action to making sure this happens.