

An update on Waterloo estate south



SEPTEMBER 2021

This newsletter provides an update to Waterloo estate residents on the planning proposal for Waterloo estate south.

Waterloo estate south (see the map over the page) is the first of three stages of the NSW Government's Waterloo Redevelopment Project.

A planning proposal requesting a change to the Waterloo estate south planning controls was submitted to the Department of Planning, Industry and Environment in March 2021.

These changes seek to ensure we deliver more liveable homes, parks and community spaces as part of the Waterloo estate south redevelopment. The proposed changes were assessed by the Department of Planning, Industry and Environment with advice from independent experts.

In June 2021, a Gateway decision was made to move the proposal to the next stage. The decision sets conditions that must be met before the planning proposal can be assessed again. The conditions include further investigations, community consultation and set time frames.

In the coming months, the Department of Planning, Industry and Environment will update the planning proposal. The community will then be given the opportunity to have their say and ask any questions they have.

This is an important part of the process and helps inform a decision on a final 'local environmental plan' for Waterloo estate south in around mid-2022.



Planning Process for Waterloo estate south



Roles and responsibilities

Department of Planning, Industry and Environment	NSW Land and Housing Corporation	Department of Communities and Justice
<p>The NSW Department of Planning, Industry and Environment is responsible for preparing and assessing the Planning Proposal.</p> <p>It will lead consultation for the planning proposal, including with the community, LAHC and the CoS.</p> <p>LAHC and DCJ will support tenants with information on how to participate in this process.</p>	<p>LAHC is a stakeholder in the planning process. It will be consulted on the Planning Proposal.</p> <p>Once the outcome is known, LAHC will lead the overall Waterloo Redevelopment Project.</p> <p>LAHC is responsible for ongoing housing maintenance.</p>	<p>The NSW Department of Communities and Justice is responsible for tenant services and for future relocations once planning outcomes are known.</p> <p>DCJ also funds the Tenant Participation Community Engagement program, delivered by Mission Australia.</p>

An Update from the Department of Communities and Justice

Covid vaccinations

The Department of Communities and Justice (DCJ) is committed to keeping residents of Waterloo safe and minimising the transmission of COVID-19. We understand it can be harder for you to attend vaccination centres and want to assist you where we can.

DCJ has been working with NSW Health to coordinate Vaccination Hubs on the Waterloo estate. You may soon see some posters providing further details, and where possible you will receive SMS advice. Please check your phone details are current with DCJ to ensure you get these messages.

Face mask distribution

Current public health orders require you to wear masks to minimise COVID-19 transmission, especially when in any shared inside areas.

To support you, DCJ provided 10 masks to all tenants in July.

In addition, security workers within your buildings have some supplies they may be able to provide you.

Housing procedures during stay at home orders

Please be assured that the Waterloo office remains open to the public. At this time we encourage you to make appointments before attending, by calling 9384 4110.

We do encourage you where possible to contact DCJ Housing by phone and online via the MyHousing App.

If you do need to attend the office, to ensure the safety of yourself and others, please wear a mask and maintain social distancing.

Updates on repairs and maintenance

Urgent repairs are still being undertaken within Waterloo.

DCJ will continue to comply with public health orders, so some changes may occur which impact non-urgent repairs- but please continue to raise any repair needs. This can be done in the following ways

You can request all repairs by calling the Maintenance Line anytime, on 1800 422 322.

Urgent repairs include:



Gas leaks



Electrical faults



Doors that won't lock



Flooding in your home

You can also request non-urgent repairs by going online and searching for 'eRepair' at dcj.nsw.gov.au

Non-urgent repairs include a:



Towel rail coming loose



Blind cord getting jammed.

You can also request a non-urgent repair request via the MyHousing mobile app.

For further information about repairs, have a look at the DCJ website:

<https://www.facs.nsw.gov.au/housing/living/maintenance/repairs-to-your-home>

Metro Quarter update

These activities are currently underway to continue building the Waterloo Metro station and surrounding precinct.

- Constructing the concourse level of the station
- Utility relocation
- Preparation to begin to lay the train track

Following a planning approval granted in July 2021, construction has started on the southern over station precinct.

Full construction is expected to begin on the remaining precincts before the end of the year.

What does this mean for estate residents?

The Waterloo estate south redevelopment is still in its planning stages and construction is at least two years away.

Once the outcomes of the planning process are known, the NSW Land and Housing Corporation will progress the redevelopment and will work with Department of Communities and Justice to consult with the community.

The Department of Communities and Justice will continue to manage tenant services. When the time comes, this will include relocations. The NSW Government has committed to give estate residents at least six months' notice before any relocations. Each resident will be supported by our relocations team.

How to find out more

If you have any questions, please contact: Waterloo Connect on **1800 738 718** between 10am and 4pm from Monday to Friday or via email at WaterlooConnect@dcj.nsw.gov.au. We welcome your questions and feedback and will look to provide responses in future newsletters.

Further information on the planning process can be found on the Department of Planning, Industry and Environments website <https://www.planning.nsw.gov.au/Plans-for-your-area/State-Significant-Precincts/Waterloo/Waterloo-Estate>

In our next newsletter we will set out how the community can understand, ask questions and have their say on the planning proposal. This will include how to do this if COVID-19 stay at home orders are still in place.

This newsletter is available in Russian and Simplified Chinese online and in print. To view the website, scan the QR code. You can get a print copy from Security or at the Oz Harvest pick up station.

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