

Waterloo Renewal

Project Update



Waterloo Renewal Project

The NSW Land and Housing Corporation (LAHC) is working with the community and across government to renew Waterloo's essential social housing, providing new homes that meet the needs of residents.

Over the next 20 to 30 years, we will deliver a mix of social, affordable and private housing as well as new and improved parks, open spaces and community facilities.

This newsletter provides an update on plans to renew the estate, progress with the Waterloo South Planning Proposal and the Metro Quarter, and other information for residents from the Department of Communities and Justice (DCJ) as well as Counterpoint.

Taking the first step toward renewal

While the Waterloo South Planning Proposal is being finalised, LAHC is taking the first steps in progressing the Waterloo renewal, starting with Waterloo South.

During 2022 and 2023, LAHC will be selecting a renewal partner consortium to work with us to deliver the project over the next 30 years. The consortium will include a developer and community housing provider(s) to renew the Waterloo South precinct, with the opportunity to lead future stages at Waterloo Central and Waterloo North.

An ideal renewal partner will respect the strong and diverse community of Waterloo, support residents through change and create a vibrant and mixed inner-city community with a real sense of place.

This month, we released an expression of interest (EOI) as the first step in selecting a renewal partner which will take around 18 months.

LAHC has committed a minimum ten percent of all new social and affordable housing at Waterloo Estate is dedicated for Aboriginal people. LAHC and the Aboriginal Housing Office (AHO) are working together to support and enhance outcomes for the Aboriginal community throughout the renewal.

To assist Aboriginal residents stay in community and on Country through the renewal, new social homes at the Waterloo Metro Quarter and the future Elizabeth Street Redfern Redevelopment will be made available to support relocations.

Relocations are not starting yet

LAHC and DCJ are working together to prepare a resident relocations strategy including identifying the stages and timing of relocations, the relocations process, and the necessary support to help residents through change. This information will be made public in early 2023.

Our current view, to be confirmed through the relocations strategy, is that no social housing residents will need to move from their homes until early 2024.

Residents will have the support of a DCJ Relocations Officer throughout the process, and will get at least 6 months' notice before having to relocate. Residents will have a right to return to new homes in Waterloo once they are built, should they continue to meet eligibility criteria.

Steps to select the right partner

STEP 1: EXPRESSION OF INTEREST

This will outline what we are looking for in a renewal partner. Potential partners will have around six weeks to respond.

STEP 2: PHASE ONE REQUEST FOR PROPOSAL

Up to six potential partners will be invited to prepare a detailed project proposal.

STEP 3: PHASE TWO REQUEST FOR PROPOSAL

Two shortlisted potential partners will refine their proposals.

This newsletter is also available in Russian and Simplified Chinese.
For more information, turn to the back page.

Данный информационный бюллетень также доступен на русском и упрощенном китайском языках.
Для получения дополнительной информации перейдите на последнюю страницу.

本新闻简报有俄文和简体中文版本。请阅读最后部分了解详情。

Mixed communities

LAHC is growing and changing social housing so that more people and families in need can live in better-quality, modern housing.

One of the ways we're doing this is by creating mixed housing communities. Also known as 'mixed tenure,' these developments deliver a mix of new social, affordable and private housing, along with enhanced place and social outcomes.

In mixed housing communities, the new social housing is well designed and indistinguishable from the private and affordable housing.

Improved housing and infrastructure helps to increase education and employment outcomes, and reduce disadvantage, crime and anti-social behaviour.

By redeveloping old social housing estates into new mixed housing communities, we're creating opportunities for neighbourhood renewal alongside new homes for current and future residents and for first and new home buyers.



Why renewal is important

The Waterloo Renewal Project will enhance the strength and diversity of Waterloo, a unique urban village on Gadigal Land. The renewal will deliver new homes, community places, and green spaces which prioritises the health and wellbeing of social housing residents and more sustainable mixed communities. The project is underpinned by the following objectives:



New and better social housing

Deliver more and better social housing in mixed communities, to meet the needs of residents now and in the future.



Positive outcomes for our residents

Create a place that supports social housing residents' health and wellbeing and sensitively manages change over time.



Aboriginal outcomes

Prioritise outcomes for the Redfern-Waterloo Aboriginal and Torres Straight Islander community through planning, delivery and operations.



An authentic sense of place

Building on Waterloos past and current strengths to create an authentic, distinctive and welcoming place.



Sustainability

Support an inclusive and welcoming community that is socially, economically and environmentally sustainable.



Strong partnerships

Collaborate with the community, not-for-profit and private sector to deliver enduring social and housing outcomes.

An update on the Waterloo South public exhibition

After eight weeks on exhibition for community feedback, the Waterloo South Planning Proposal is being assessed by the Department of Planning and Environment.

The proposed plan was on public exhibition from 3 March to 29 April 2022 and the community were encouraged to have their say. This was a significant step forward in the planning process and for the people of Waterloo.

The department is currently reviewing feedback received during public exhibition and undertaking some extra analysis on issues like safety and traffic. This includes looking at the issues that were raised around the McEvoy and Pitt Street intersection.

The public exhibition was supported with a series of online and face to face information sessions. The sessions were an opportunity for people to talk to planners, ask questions and share their thoughts on the proposed plan. To help the community

understand the plan, face to face sessions included a 3D model, bilingual support for the Russian and Chinese communities, printed copies of the planning documents and a fly-through video.

Other activities and support included online meetings, phone calls, a dedicated web page, newsletters, newspaper ads, radio ads, digital media, an interpreter service and translated material.

Submissions that were made on the planning proposal have been published on the department project website. The department is also preparing a submissions report to summarise feedback received and the department's response. The report will be made public later this year.

We thank everyone who came along to the sessions and provided feedback on the plan. Community feedback is an important part of the planning process and will help shape the final plan for Waterloo South.

Planning process for Waterloo South



Waterloo Metro update

Sydney Metro Waterloo Station is starting to take shape. Column installation is now complete in the south site and will continue at the north throughout July. Underground construction of the platform structure is complete, and installation of services and finishes is underway. Installation of escalators is now complete, with the final three of seven escalators installed at the end of June. Thank you for your cooperation and understanding while we complete this essential work.

You can contact the community team on 1800 171 386 (24-hour community information line) or email Waterloometro@transport.nsw.gov.au.

On July 21, Waterloo Metro will be hosting a community drop in session to meet the Waterloo Metro Quarter team, who can answer your questions and provide you with a construction update over free coffee and cake. Drop in to Cafe Japonon, 129 Raglan Street, Waterloo, anytime between 1:30pm and 3:00pm.

Safety information for residents

DCJ wants to provide a better social housing experience for residents and surrounding communities including living somewhere that is safe. While the majority of social housing residents are good neighbours, there are a small number of residents whose antisocial behaviour puts the safety and security of their neighbours at risk. Under its policies and procedures, DCJ can take a number of actions, including issuing Warning Notices, Strike Notices and applying to the NCAT to evict a resident.

You can report antisocial behaviour to your local DCJ Housing office or phone the Housing Contact Centre on 1800 422 322, 24 hours a day, seven days a week.

If you report the incident to NSW Police, you should be provided with a Police Event Number, as a record of your report. Provide this event number when reporting the behaviour to DCJ. If you don't have an event number, DCJ can request information about the report from the NSW Police.

To report a matter to the police, please contact Crimestoppers on 1300 333 000 (this can also be done anonymously).

For further information about this process, please refer to the factsheet here: <https://www.facs.nsw.gov.au/housing/living/rights-responsibilities/antisocial-behaviour/chapters/how-we-manage-antisocial-behaviour>

Escalation process for enquiries

Local office enquiries should be escalated to the DCJ Team Leader if no update or outcome has been provided within the following timeframes:

- Transfers: after 28 days of all documents being submitted
- Antisocial behavior complaints: after 14 days of report being lodged
- Other tenancy related matters: after 14 days of being lodged

This can be done by contacting the Waterloo office on 9384 4166 and asking to speak to the Team Leader.

This newsletter is available in Russian and Simplified Chinese online and in print. To view the website, scan the QR code or visit <https://bit.ly/3qllOEg>. You can get a print copy from Security or at the Oz Harvest pick up station.

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Counterpoint Community Services

Counterpoint Community Services is your local community centre that provides independent support and advice to residents. Counterpoint runs two meetings about the Waterloo redevelopment.

The Waterloo Redevelopment Group (WRG) is a public meeting attended by government, non-government organisations and the broader community to discuss the Waterloo redevelopment. The group meets on the third Wednesday of every month and is an opportunity for residents to discuss matters relating to the redevelopment.

A tenant-only subgroup meets on the first Wednesday of every month. This provides an opportunity to meet other residents and discuss ideas and concerns about the Waterloo redevelopment with the support of an independent advocate.

For more information, please contact Counterpoint Community Services.

- **Phone: (02) 9698 9569**
- **Email: info@counterpointcs.org.au**
- **Drop in: Monday to Thursday 9.15am–4.15pm, 67 Raglan Street Waterloo**

Upcoming soil testing

In the coming months, LAHC will undertake work to test the ground conditions across Waterloo South to help progress the plans to renew the estate. The work will include the use of drill rigs and hand tools. We will provide a community update in August.

Contact us

If you have any questions about the Waterloo South renewal project, please contact:

Waterloo Connect on **1800 738 718** or via email at **WaterlooConnect@facs.nsw.gov.au**



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