



# REDFERN WATERLOO PRELIMINARY MASTERPLANNING PROJECT

WATERLOO COMMUNITY DESIGN WORKSHOPS,  
23-24 NOVEMBER 2011

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 at least 3,500 additional homes resulting in a total of 7,000 dwellings, to be split approximately to at least 50% private housing, 40% social housing and 10% affordable housing. The plan will also provide for new shops and community facilities, and identify improvements to streets and public spaces.

During 2000 and 2011, 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; and
- A Planning Expo.

In November 2011, 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 Waterloo estate. This report outlines the process and outcomes of these workshops.

All social housing tenants, nearby 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. They were facilitated by Barbara Campy 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 elicit values held by the community about their area, both positive and negative
- To raise awareness amongst the community about the potential for positive change
- To seek ideas from the community about how their area could be improved

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 Redfern Town Hall, a well-known and central venue.

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. Group exercise: Identification of the main aspects of the area that the residents love, followed by reporting back
3. Brief presentations of community priorities, key challenges, key opportunities and key ingredients of a successful neighbourhood
4. Group exercise: Identification of the main aspects of the area that the residents don't like, followed by reporting back
5. Group exercise: Identification of other places that the residents like (including streets, open spaces, shops, community facilities and residential buildings)
6. Group exercise: Identification by residents of where new 'ingredients' such as shops, community facilities and open spaces should be introduced in their area, and how streets should be changed, using photos and a plan
7. Viewing of the plans resulting from activity 6, and 'voting' on preferred plans
8. Wrap up and next steps

The following sections of this report summarise the main outcomes from each of these activities.

# 03

## LOVED ASPECTS OF THE AREA

The aspects of Waterloo that the residents love are summarised below.

### Daytime workshop

Table 1
<ul style="list-style-type: none"> <li>• Good that transportation is close</li> <li>• Central close to everything</li> <li>• Beautiful, green</li> <li>• Comfortable &amp; warming</li> <li>• Seating in the park</li> </ul>

(There was no Table 2)

Table 3
<ul style="list-style-type: none"> <li>• Close to the city</li> <li>• Diversity of the people is great</li> <li>• Public transport is very good - trains and buses</li> <li>• Close to shops and services</li> </ul>

Table 4
<ul style="list-style-type: none"> <li>• Library is great</li> <li>• Location is close to city</li> <li>• Accessibility is generally good</li> <li>• Trees and green space is nice</li> <li>• Community gardens/ 248 George St gardens</li> </ul>

Table 5
<ul style="list-style-type: none"> <li>• Close to city is great</li> <li>• Part of inner city is good</li> <li>• Roots in the area</li> <li>• Family nearby is good</li> </ul>

Table 6
<ul style="list-style-type: none"> <li>• Transport close</li> <li>• Parks are great</li> </ul>

(There was no Table 7)

Table 8
<ul style="list-style-type: none"> <li>• Community centres are great</li> <li>• Transport is easy</li> <li>• New supermarket is great</li> <li>• Overall safe</li> <li>• Great sense of community</li> </ul>



## 03 LOVED ASPECTS OF THE AREA



### Evening workshop

Table 1

- Proximity is great
- Spaces between buildings is good
- Quiet
- Multicultural mix
- Large trees

Table 2

- Not crowded
- Village feel
- People know each other - community atmosphere
- Close to university & city services
- Not over-developed (yet!)

Table 3

- Access to transport is good
- Shops - proximity
- Close to doctors, chemists, shops. Services
- Community feel
- Good rent
- Supermarket choices close by

Table 4

- Variety of people
- Children
- Green spaces
- Multicultural people
- Nice views
- More than paradise!
- Herb gardens
- Organic shop
- Ability to have pets
- Ability to hang pictures on the wall

### Summary

Amongst the aspects of Waterloo that the residents love identified through this activity, a series of common themes emerged. These included:

- Proximity to facilities and public transport
- Diverse people
- Sense of community
- Trees and parks

## Daytime workshop

- Poor community facilities
- Too many trees - too dark, gloomy, depressing
- Storage areas not utilised properly and in wrong place
- Poor playgrounds - need upgrade
- Not enough community facilities and gardens
- Poor lighting and left on all day
- Unsafe environment
- Dangerous pathways
- Poorly maintained outdoor facilities
- Need places for dogs
- Cold and hot buildings
- Old shops - need upgrade
- Not enough bus service in evening & to different destinations
- Not enough rehab facilities
- Not enough pedestrian crossings
- Improved Redfern Station facilities - particularly for disabled
- Better roads to shops
- Not enough public toilets
- Not enough flowers
- Not enough disability services
- Need seats - shelter from sun and birds





## 04 ISSUES

(There was no Table 2)

Table 3

- Lack of aged care housing & services
- Expensive shops - need access to better alternatives and services
- Good to create skate park
- Good to create centre that offers elderly activities
- Housing services - lack of integration, 1-stop shop
- No community centre - Need social space
- Unsafe areas
- Lack of appropriate facilities - eg basketball court used for soccer
- Shops back to front
- Seating not designed for interaction with others
- Elderly do not feel safe in high rises
- Not enough outdoor social space for the elderly

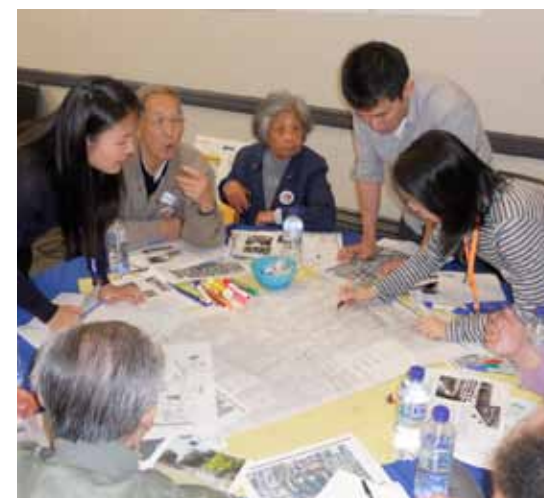




Table 4

- Dislike unsafe places like corridors - places to hide
- Buildings without colour
- Dislike mixed age groups in buildings
- Playgrounds not multi-age and need more equipment
- Unkempt/unclean places
- Safety of elderly a concern
- Lack of solar panel for lighting
- Lack of public toilets



## 04 ISSUES

Table 5

- Drugs and alcohol a problem
- Danger of traffic & construction trucks & double parking for pedestrians and cars
- Seats do not all have backs, uncomfortable
- Industry means no cafes to bring people out onto the streets
- Lack of attraction for families
- Danger of cracks in footpaths & lack of lighting
- People not in streets - empty, unpleasant
- Wrong mix of dwellings & too small - bedsitters in Matavai and Turanga
- Nowhere for carers or families
- Blurred lines between public and private spaces
- Selling Rachel Foster means aged care facilities in Balmain
- Aging population not well catered for - lack of services
- Young families not well catered for - lack of services
- IGA bad and hotel across road
- Not enough bicycles paths

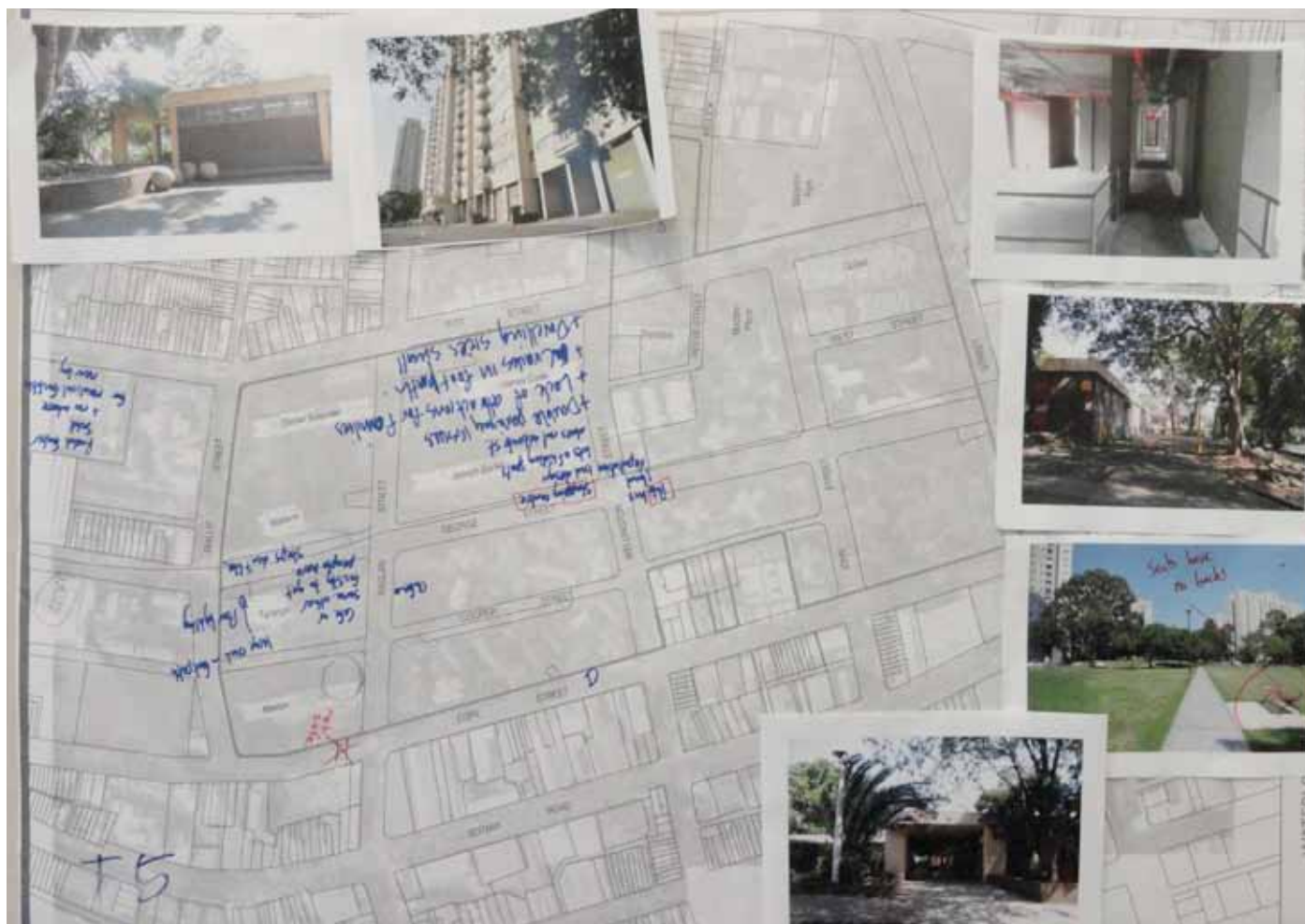




Table 6

- Too many people drinking and dogs in parks
- Shops too far
- Facilities not clear
- Streets not safe - lighting
- Trees too dense - noisy birds, shade causes vegetation not to grow
- Daniel Solander and Matavai - not enough sun below 6th storey because of trees
- Too much traffic on Botany Rd - hard to cross
- Entries dirty and rubbish
- No public toilets
- No community centre for Chinese
- Benches need backs
- Not enough seats on paths

(There was no Table 7)



## 04 ISSUES

Table 8

- Dog droppings
- Lack of space for storage
- Height of buildings - 29th floor too high
- Rubbish on footpaths
- Gaps in footpaths
- Lack of multilingual signage
- Lack of medical services
- Green spaces too dark and dirty
- Illegal & drug dealing activity
- Old houses
- Not enough bus routes at Elizabeth St near Waterloo
- Too heavy traffic at Elizabeth St
- Not enough parking spaces at Waterloo
- More lighting on Elizabeth St





The aspects of Waterloo that the residents don't like are summarised below.

### Evening workshop

Table 1

- Dislike some large trees
- Concern about risks associated with large trees - particularly figs
- Unclear connections to towers
- Wasted open space - little amenity, poor maintenance
- Poor lighting, needs to be serviced
- Wrong type of lighting - too diffuse
- Better maintained trees would improve light
- Rubbish areas in wrong place
- Feel unsafe - particularly in recycling area
- Wellington shops should be redeveloped - opportunity for 2-level community facility
- Antisocial use of space
- Parking by commuters, non-residents, in streets and car parks
- Plane trees dangerous for asthmatics & allergies



## 04 ISSUES

Table 2

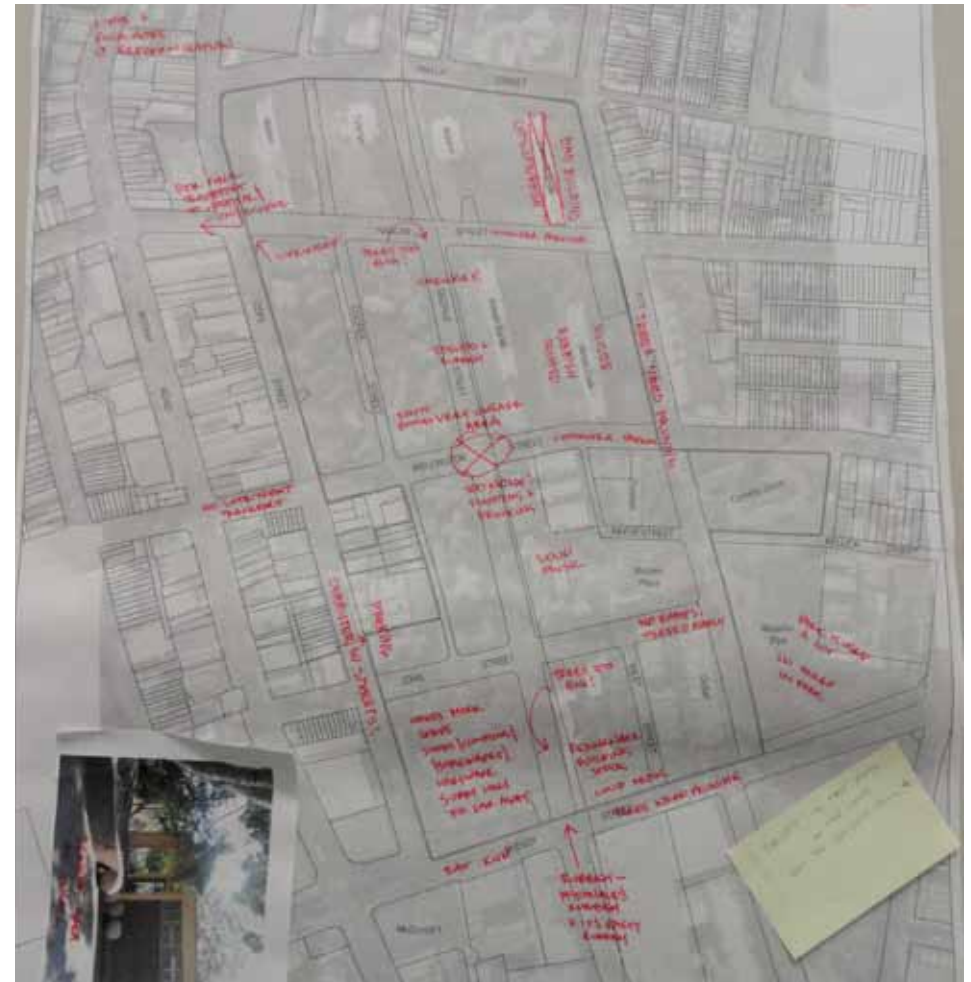
- Cul-de-sac - put more traffic on McEvoy & Botany
- Poor building appearance
- Cope St unpleasant - back lane
- Big trees on George St reduce light
- Ground floor of big buildings not welcoming
- Open spaces not usable or pleasant
- Antisocial behaviour, drinking
- IGA not visible from street, uninviting, expensive, unpleasant





Table 3

- Huge trees - don't let light through
- Huge amount of traffic in McEvoy, Botany, Raglan, Wellington - rat runs
- Dark places / lights don't work
- Can't find shops
- Open spaces - infested with antisocial behaviour, dogs, broken bottles, syringes
- No toilets



## 04 ISSUES

Table 4

- Lack of security
- Break-ins
- Drugs and alcohol (on George and Wellington) deters people from shops
- Damage to buildings not repaired
- Waterloo shops - some empty
- Community centre not used at night
- Daniel Solander - broken concrete, fence too low & dangerous
- Jagged fencing
- Lack of childcare - particularly in high-rise
- Drab buildings
- Wind effects of high-rise
- Poor street & unit numbering





## Summary

Amongst the concerns about Waterloo identified through this activity, a series of common themes emerged. These included:

- Lack of community facilities and services
- Feeling of insecurity
- Lack of sun and daylight reaching dwellings and open space due to dense tree foliage
- Lack of seats with backs
- Poorly maintained and cleaned paths
- Poor visibility of shops



## 05 IDEAS FOR IMPROVEMENT

The ideas for the improvement of Waterloo suggested by the residents are outlined below.

### Daytime workshop

Table 1

- Multi-function community centre with pool
- More room between buildings with more green space
- Mall facility with commercial facilities - shopping
- Facilities with doctors
- Low-rise buildings
- Buildings with commercial space
- Landscaping - plenty of seats
- Big balconies
- Modern architecture
- Playgrounds - basketball courts
- Parking facilities
- Security systems
- Well-lit areas
- Shaded walkways between buildings
- Water feature, artistic
- Library, pool, gym, café with seating area
- Medium density - mix of heights of buildings
- Waterloo Green - BBQs, children's playground, seating with tables, shading
- Footpaths and walkways
- Palm trees in Waterloo Park
- Change of windows in high-rise, makes it cold
- Change in Redfern Station escalators, better transport
- More parks in between buildings





(There was no Table 2)

Table 3

- Create a new community heart on George St (between Raglan & Wellington)
- Public, pedestrian space
- New train station & transit oriented development
- Vegetable garden & market in Waterloo Green
- Community facilities
- More parks - including where Dobell is
- Widen McEvoy St - rezone to showrooms
- Transition zone between street and building fronts - not too big, not too small
- Green space in transition zones between street and building front
- More playgrounds for children
- More accessible areas for prams
- Buses with low-floors
- Lifts to accommodate motorised buggies
- Noted youth nodes at NCIE and Waterloo Park - integrate



# 05

## IDEAS FOR IMPROVEMENT

Table 4

- Green spine along George St
- Pedestrian and bike zones only - to link NUE to Waterloo Park
- Cobbled intersection at cross streets, multi-purpose
- Piazza at heart of centre
- Centre piazza with multi-purpose community building & services & lower commercial
- Higher density commercial buildings on north side - Wellington, E. of George St
- Green space to north and south ends
- Micro business opportunities on George St
- HNSW shopfront at heart
- 15% affordable housing
- Multi-age playgrounds
- Green roofs
- Community gardens, safe place to daydream, micro industries, employment
- Markets for produce

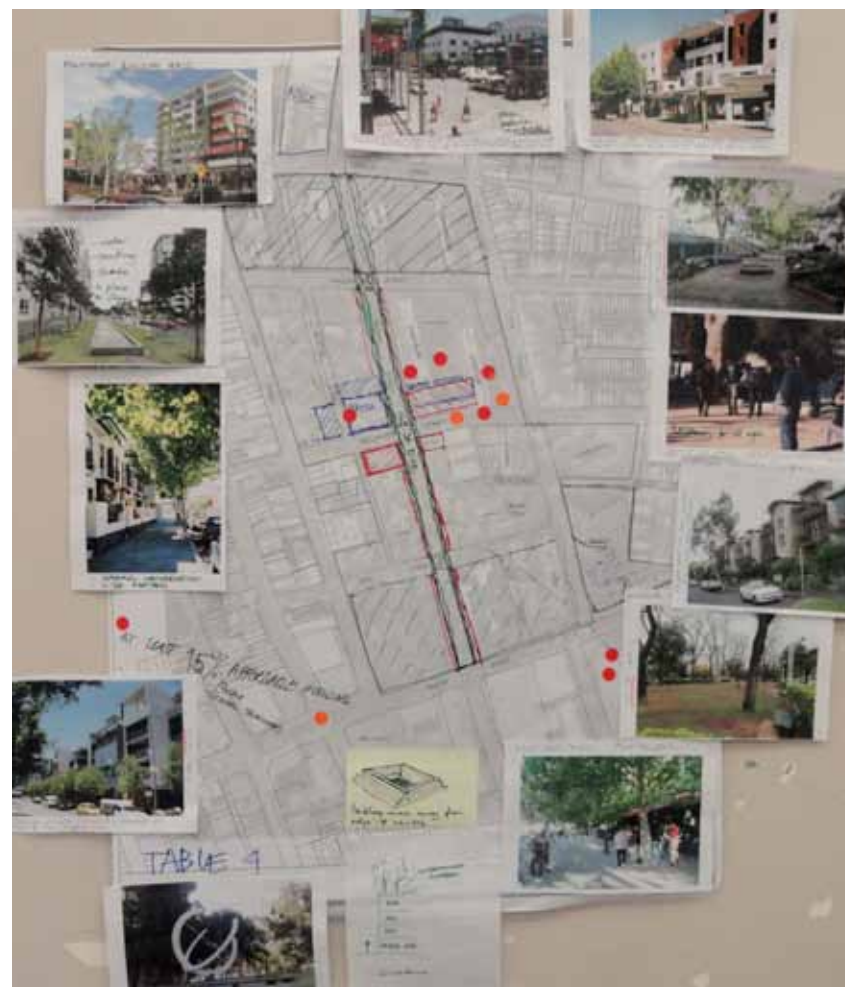




Table 5

- Café at corner of George and Raglan
- Shops underneath
- Need underground parking area
- Plaza needed
- Library needed
- Community centre
- Walkways between big buildings
- Mix of people to make up the community
- Seniors at north and south ends
- Close George St to traffic between Raglan and John for pedestrians (cars can cross at Wellington)
- Clustering of gardens, community facilities, plaza
- Replace all buildings
- Mix public and private housing
- Chairs with backs



## 05 IDEAS FOR IMPROVEMENT

Table 6

- Keep some parks but upgrade
- Better seating in parks
- Need outdoor exercise equipment
- Demolish Matavai and Turanga (block sun, units too small)
- New buildings - lower to north, higher to south (for sun)
- Newer shops to west extending into area
- Shops closer to public transport
- New community facilities
- More frequent community bus services
- Wider roads for buses & landscaping
- Upgrade retained buildings to make them safer
- Wrap smaller terraces around slab buildings
- Taller new buildings at south end slabs
- Dual aspect apartments for light

(There was no Table 7)





Table 8

- Leave walk-ups
- McEvoy mixed use - shops beneath flat
- Keep green spaces
- Move seating and lighting
- Need underground parking
- Replace housing with new buildings
- 8-10 levels maximum height
- Bigger flats, balconies
- Community centre and library on George St
- Pocket parks with better lighting, seats & shelter
- More medical facilities
- More shops
- Better shelter & seats on streets
- Better cleaning in dog areas
- Better signage in parks - dog areas
- Underground parking



# 05

## IDEAS FOR IMPROVEMENT

### Evening workshop

Table 1

- More diverse buildings - mix of high, medium & low
- Different building facades
- More open and deciduous trees
- Spaces and connections important
- Series of places for people to connect/socialise
- Urban plaza
- more high-rise with shops at bottom, eg cafes
- Green connections to parks
- Community art centre - McEvoy/Cope
- Soccer - Waterloo Park
- Close off part of George St
- Make another part of George St more pedestrian friendly - calmed traffic
- Use of natural materials
- Predominantly native trees but some deciduous
- Generate residential parking scheme
- Upgrade bikeways
- Playground for all abilities next to where older people can sit
- Artist murals on buildings & mosaics (schoolchildren, blind children, etc)





Table 2

- Keep existing green spaces
- High rise with shops at the bottom - mixed with low rise
- Colour on buildings
- Shops, community facilities on Wellington & George St towards John St
- Walkways alongside buildings
- Pedestrian mall
- BBQ areas
- Block off some roads to avoid rat-running (eg Wellington)
- Coffee shops



# 05

## IDEAS FOR IMPROVEMENT

Table 3

- Resident parking scheme needed
- Wide streets - decent footpaths (eg Cooper St)
- Buildings with shops under
- Gardens - small - in front of buildings
- The right sort of trees that let sun in
- Balconies with privacy - aural & visual
- Footpath next to building, not kerb
- Water features
- Low traffic streets
- New shopping centre - plaza like eg. where existing shops are
- More buses through area
- Access for ambulances and removalists to buildings
- Good quality, interesting buildings
- Better organised parking
- Better parks - more amenities, BBQs
- School
- Swimming pool
- Toilets at shopping centre
- Post Office, bank
- Childcare
- Community centre
- Community room always open
- Lifts at Redfern Station or escalators



Table 4

- Waterloo shops - rotate to face street
- Upgrade police youth club
- Skate ramp
- More paths and ramps for elderly - flat & wide enough for wheelchairs
- Pull down walk-ups
- High-rise - ivy or coloured tiles to beautify
- Communal kitchens - aging in place, managed floor
- Dog parks
- Historic places and plaques
- Better use of existing spaces eg. tennis courts
- New childcare centre, school, multi-purpose community centre that is more accessible and has natural light - sunny aspect
- Spaces for people to meet





# 05

## IDEAS FOR IMPROVEMENT

### Summary

Amongst the ideas for the improvement of Waterloo identified through this activity, a series of common themes emerged. These included:

- Central hub of local shops, services, community and medical facilities on George Street south of Raglan Street
- Larger shops/ showrooms on McEvoy Street with apartments above
- Pedestrian plaza at the heart of a community focal point
- Varied building heights
- New parks of varied types
- More open-canopied trees
- Underground car parking

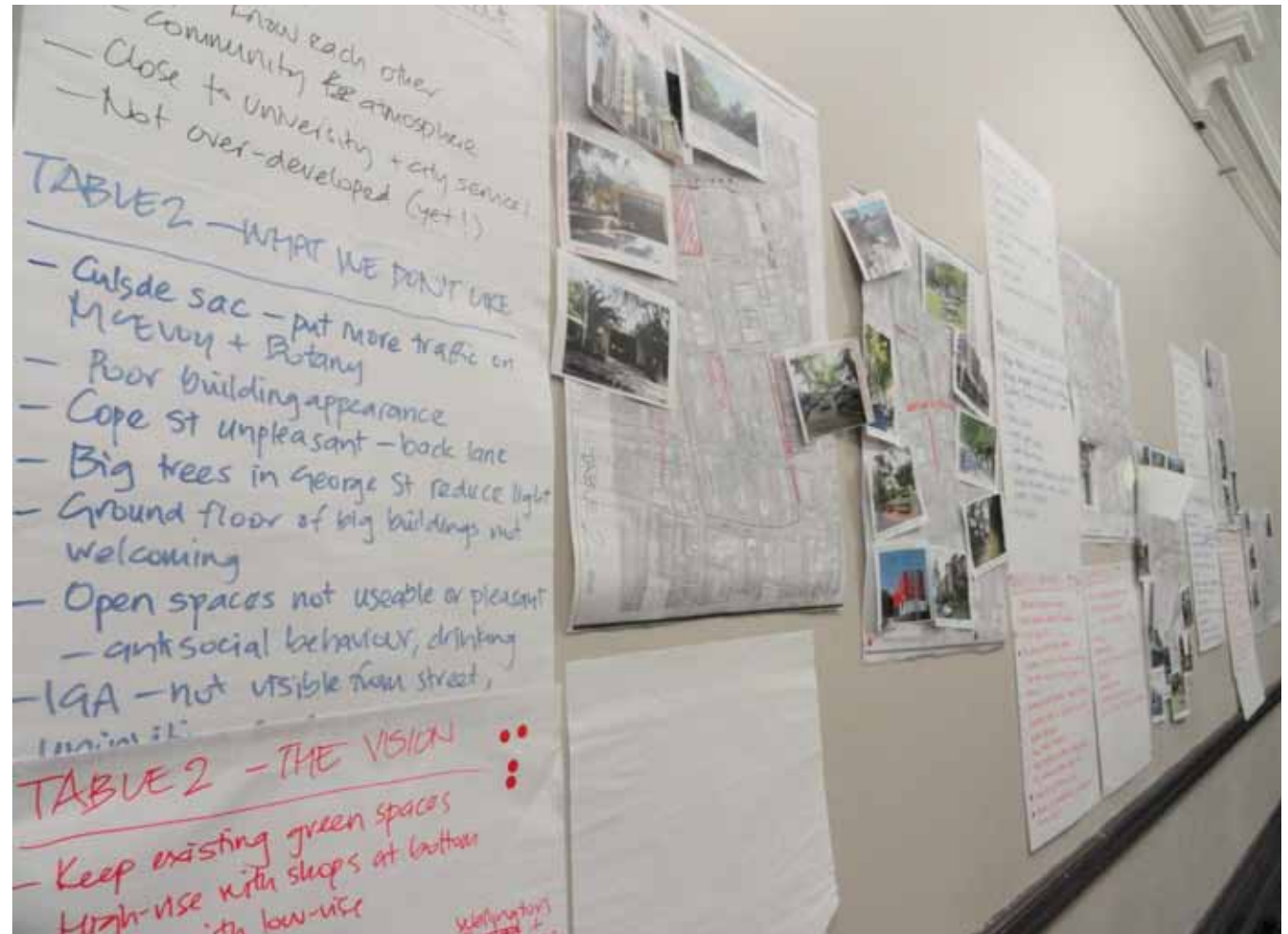


## 06 NEXT STEPS

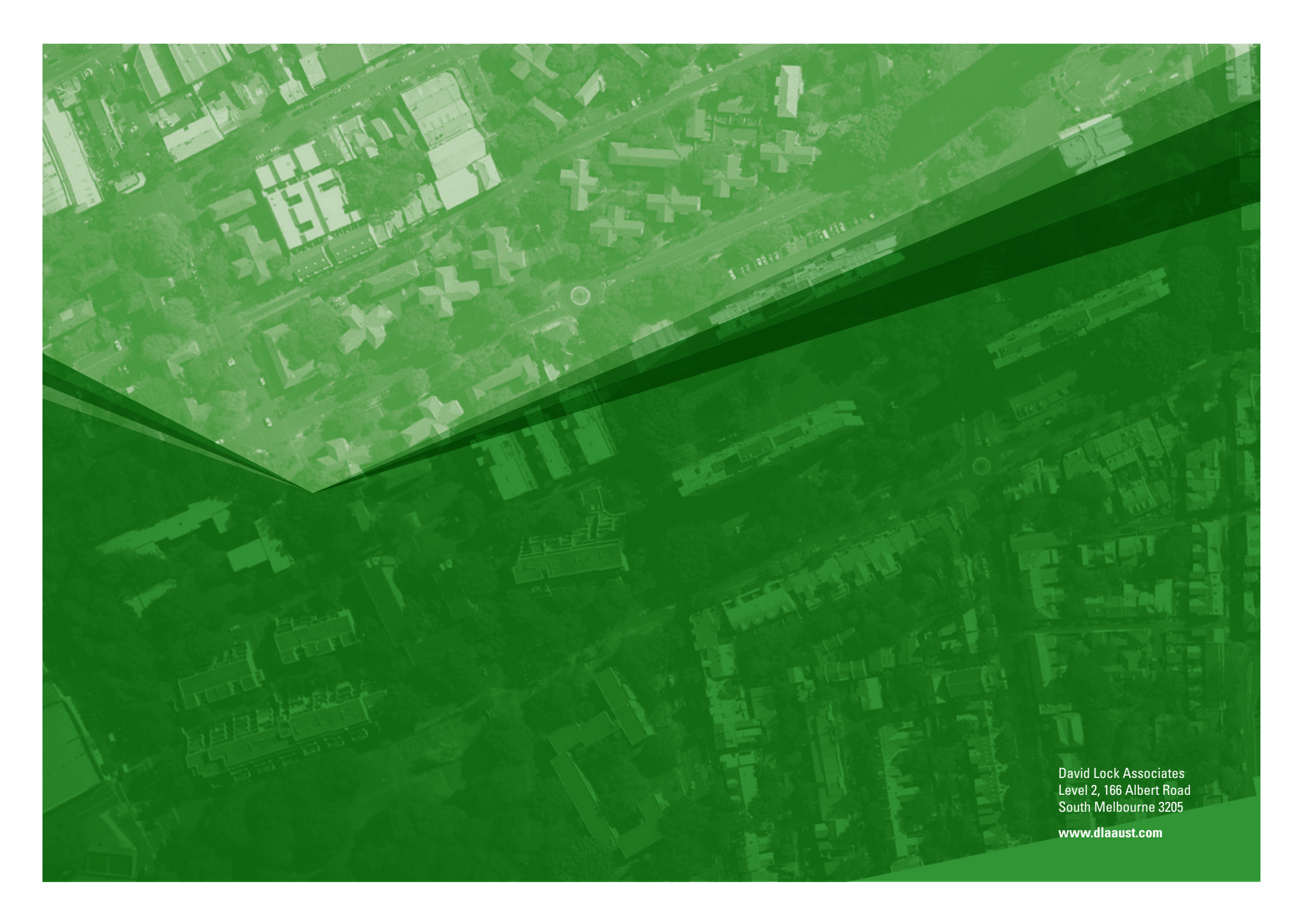
The ideas generated by the workshops will now be used to formulate and refine concepts to deliver the best outcomes. This will result in preferred concepts which will identify the proposed location for new shops and facilities, new and upgraded streets, paths and open spaces, and new residential buildings.

The refined concepts will form the basis of the structure plan within the Preliminary Masterplan and will be presented to the community in March 2012. This will form part of a second series of community design workshops intended to develop more detail around the concepts.

Finally, a Preliminary Masterplan will be developed that will provide more detail about the nature of the proposed new and upgraded buildings, streets and open spaces. This will be presented to the community in the second half of 2012.





An aerial photograph of a residential neighborhood, showing houses, trees, and streets. The image is overlaid with a semi-transparent green filter. A dark green, angular geometric shape, resembling a stylized 'V' or a folded piece of paper, is positioned diagonally across the center of the image, pointing towards the bottom left.

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