



# REDFERN WATERLOO PRELIMINARY MASTERPLANNING PROJECT

**REDFERN**  
COMMUNITY DESIGN WORKSHOPS,  
21 MARCH 2012

SUMMARY REPORT

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# 01 INTRODUCTION

The Redfern housing estate area contains a major concentration of social housing in buildings ranging from 2-storey walk-ups to towers up to 17 storeys high. The Redfern and Waterloo housing estates combined contain 3,500 social housing dwellings.

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 Redfern 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 Company 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 facades 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 facades 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 over-riding importance of people feeling safe in their home and neighbourhood
- The importance of residents having a sense of ownership and pride in their environment – *“Live here, love here”*
- The importance of getting the small design details right too
- The importance of good place management

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.







### **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 facades (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 facades

### **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:

- Varied heights
- Shops at ground floor
- Setback from street (except shops)
- Unusual shapes and angles
- Varied apartment designs
- Generous windows and balconies
- Facades broken up by varied materials and colours (but not too 'busy')
- Shutters
- Artistic treatments, particularly of blank walls
- Trees in front of the building (but not too close) and plants on the building

Other general comments about building appearance included:

- Private and social housing buildings should look the same
- There should be a mechanism to create some uniformity of building design, rather than a 'hotchpotch'
- There should be gaps between buildings

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





### Liked Buildings

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



#### 1.

- Interesting artwork
- Fine grain
- Light because of windows and balconies
- The corner looks very nice
- Shape is unusual and pleasing to the eye
- Good use of materials
- Interesting ... adds variety without being over the top
- Would like to see more privacy and security on the ground floor

#### 2.

- Good use of vegetation
- Modern, looks expensive, good style
- Great balconies, good size, could have green spaces
- Secure frontage with soft hedge for privacy
- Good parking
- Trees to break up the building
- Stone walls with plants hanging down
- Open, plenty of sunlight. Important not to block sunlight
- Looks friendly and homely
- Not too high
- Open to community and passers-by

- We would feel comfortable with 3-5 storey buildings
- We like the wall protection between the street and dwelling for security reasons
- We like the option of planting our own greenery for screening
- Building and the street fit in quite well
- Privacy on the ground floor is protected
- Floor level can be extended
- Building could be taller –10 or less
- Like having a verandah like this
- Brick wall – clean and safe feeling
- Disconnect from pedestrian street
- Low rise

- Open, low rise and light in colour
- Fence is too high
- Do not like: brick walls – too hard surface, should use semi-transparent materials

## 04 FEEL FROM THE STREET



### 3.

- We like façade: break up scale by colour, by façade treatment. Looks interesting
- Building with this height is suitable for us to live in
- The balconies are good for the sun and for hanging out washing
- Outlook very nice
- Well done and broken up
- Building needs to be sympathetic to surrounding architecture
- Separate balconies needed
- The shade of blue used needs to be more like the colour of the sky at midday
- Look like dark holes
- Screen doors appear to let a lot of light in



### 4.

- We like balconies, colours used, security and aesthetic
- Bank, post office, mixed business, doctors, dentists, child care, fruit and veges
- Sort of ok ... balconies are friendly
- However, the trees and cars are too close to the building – it can be very noisy
- Design fit well and looks nice
- Needs bigger balconies
- It is better to have shops on the ground level with glass windows
- Ground floor can be set back with landscaping that could be safer and look good
- Wider balconies with different colours is nice to look at



### 5.

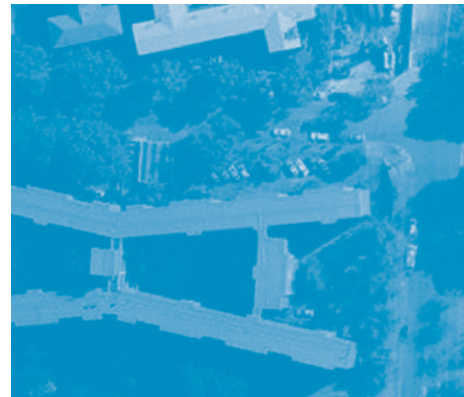
- Like the diversity of shapes used
- We like the open windows and shutters, breaking the building up
- Privacy of the trees
- Clean, sharp style
- Balconies are not necessarily made out of wood ... maybe iron grille as an option
- This building looks nice, beautiful
- Trees are good
- Feels airy and suitable for living
- Love the design which allows the potential to grow plants at windows
- Nice trees
- Façade quite light, modulation required





## 6.

- We like this sort of trees and the distance between them and the building
- We like the modulation of this building and its overall shape
- Very good, this is a better balance of shops and the street
- Up to 6 storeys is suitable for the elderly residents
- The outlook is very good
- Sunny with individual balconies
- Put this building a bit away from the street
- The outlook is quite modern, not boring
- Like shops on ground level with walkways
- Like individual balconies



- Too dense
- Having a 3.8 - 4m gap between floors can act as an acoustic buffer
- Too big for solely public housing but if a mix of rental types could be ok
- Interesting design and appear light
- Like the trees
- Impersonal and look like rabbit warrens



## 7.

- The awning looks good – protection from the sun and the trees help
- Looks ok
- Colours a bit bland
- Practical
- Interesting use of different materials and textures
- Ground floor units too close to the street
- Would like to see all windows have protection from the rain



## 8.

- Like the height of the building
- The glass makes it look spacious
- Great example of modulation – we like this
- This building has a lot of light, suits on top of the shops
- Ok, nice open aspect, which makes them look light and airy with the palm trees helping to achieve this feeling
- Like this one due to the fact that it looks light and airy
- Like the use of glass but could cause an ongoing maintenance problem

## 04 FEEL FROM THE STREET



### 9.

- Like larger balconies like this
- Great example of modulation – we like this
- We like use of balconies to break up bulk of the buildings
- Free space outside makes it airy
- Changing building surface makes it light
- This design allows the light to get in
- The height is ok
- With wider balcony it feels like there is more ventilation
- The higher building at the back is too high, feels crowded



- The building is higher at the back, not boring
- The balconies are quite wide
- Like the mix of height with wide balconies and ventilation
- Like the design of the small building with the appearance of each unit having a different layout
- Taller building would be too densely populated and all the units appear the same
- More privacy and security required on ground floor units



### 10.

- Great mix of heights and building design (even though they are different)
- Good use of community and neighbourhood – mixed use shops on ground level and meeting area
- Greenery is important around the building
- Nice proportion of building, not too tall, not too short
- Totally unfriendly and cold
- Car park?
- The different shape of the building makes it look great
- These mixed height building designs fit well facing the street

- Also they would be good at the corner
- Retail on the ground level with residents on upper levels
- Different levels can be seen from the street, not boring, not crowded
- It feels modern
- This design with circular shape do not feel crowded even though this building is high rise
- Incorporation of circular and rectangle make the building fit better and good
- Like the look of the balconies
- Has the appearance of an intergalactic battleship

### 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.



#### 11.

- Variety of colour
- Low rise development
- Open garden
- Security fence
- A bird cage
- How industrial can you get
- Doesn't look like someone's home
- Not friendly or enticing
- Cold

#### 12.

- We like: articulation, mix of materials and colours, public art, not too busy
- Looks like a youth hostel or motel
- Cramped looking
- Not relating to the footpath and road
- The tree and the building is too close to footpath
- We like 3 storey building at street level: it is less dominating for the pedestrian
- Keep tall buildings set back from the footpath, deeper into development



- For the mix of public and private houses, this design is unsuitable for the private owner
- Mid-high rise
- Nice outlook
- Security fence is good to have
- Acceptable with a pleasant aspect without being overbearing
- Balconies too small



#### 13.

- Looks like a cement block
- Not friendly or homely
- Too industrial looking
- Bland and cheap looking
- Plain building: hedge presents security problems of a hiding place out of sight
- Colour: can see through from inside and outside
- Good for planting
- Outlook is beautiful
- Good use of trees as a fence
- Building is too close to the street



# 04

## FEEL FROM THE STREET



### 14.

- Doesn't look like someone's home
- Too precocious, as if design was more important than practical living
- Modern look is good as long as it is in keeping with surrounding architecture
- Like the use of different angles and potential use of different materials
- The protruding design makes the building look bulky, similar to someone who is carrying backpack on their chest
- Windows too small, looks like a jail



### 15.

- We like: articulation, mix of materials and colours, public art
- Not too busy
- Like the stone walls and trees
- Don't like the building on top
- Not homely
- Shops at street level provides convenience for residents and activity which is good!
- Good, suitable for a quiet street
- Drab and depressing



### 16.

- We like: articulation, mix of materials and colours, public art
- Not too busy
- Like the shape of the windows and the entrance
- Colour (green) looks good
- Another architect aiming for a design award
- No balconies!
- Cut off from the street and community
- Not friendly looking, too 'aloof, cool and modern'



- Looks too 'cold'
- No balconies, no people
- Windows are too small and do not appear to open for fresh air
- Colour ok
- Looks like a rubics cube



## 17.

- Sandstone used, good mix of materials
- Good use of angles and different shapes of windows and balconies
- No, too boxy and cramped
- Need a balcony to socialise on and grow a garden
- Like mix of materials, colours and textures – livens up the street, rather than monotonous box
- Roof form also provides sense of shelter from the street level
- Appears to offer a variety of unit types and styles
- Very bad, feels too enclosed

- Great use of texture, materials, colour and shapes
- Like the shutters on balconies
- Greenery added to building and the addition of window boxes to allow for plants
- The base stone work has a lot of potential

## 18.

- We like the vegetation used at various levels
- No design attributes, not appealing as a home
- Too high
- Looks cold and unfriendly
- The footpath is too narrow
- The building is too close to the road
- The good thing is that most of the buildings are not facing the road, their sides do
- More structural view from street level
- Smooth mono-material walls makes street look cleaner
- Like – very 3D, shows depth

- 8-10 storeys is a good height
- Ok if park nearby
- Balconies appear to get plenty of light
- Ugly and imposing, too tall, no character
- No privacy on balconies
- Lower units are too close to the street

# 04

## FEEL FROM THE STREET

### Disliked Buildings

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



- 19.**
- Looks like boxes stacked up
  - Too boxy
  - Balconies don't appear practical



- 20.**
- Doesn't look like someone's home
  - Wouldn't want to live in it



- 21.**
- No greenery or gardens on balconies
  - Too cold and unfriendly
  - Mundane, bland and cheap
  - Mid-high rise
  - Good ventilation





## 22.

- Dog boxes
- Restricted balconies
- Mid-high rise
- Common area in between can be good for meetings
- Does not like the appearance of the building
- The building is too large and the windows are too boxy
- Like: colour, beautiful design – façade treatment, good height
- Hope every unit has a balcony



## 23.

- Balcony too small, narrow and cheap looking
- No design, just a block
- Looks 'squishy' – it's been squashed
- Do not like as does not provide any shade and is too minimalist

## 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.





### 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



# 05

## BUILDING ENTRANCES

### 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:

- Generous entry – wide and high, clear sightlines
- Good natural lighting and artificial lighting at night
- Multiple entrances
- Set back from street, but not too far
- Use of colour to clearly identify entrance
- Level with footpath
- Clear building name and number, logical numbering system
- Security measures, “but without looking like a jail”
- Shelter in front
- Landscaping, but avoid creating potential hiding places
- Good separation between pedestrian and vehicle entries
- Basement car parking

Other general comments about entrances included:

- Must feel homely, unique and special
- Informal meeting space at entry, including benches for sitting on
- Noticeboards at entries
- Secure but accessible mailboxes
- Shops at ground floor to provide surveillance
- “Theatre begins at the foyer”



### Liked Entrances

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



## 24.

- Good things: huge entry, vegetation in the front, looks inviting
- Has both steps and ramps
- Different material – stands out
- Address is clear, number stands out with name of building
- Good entry, looks clean
- There is sign and shelter
- Also needed – lighting and seats
- Good entrance with the number and address in front
- Clear entry
- Good protection from the rain
- Looks ok – we like two entrances, one with stairs and the other easily accessed by disabled people
- Footpath is safe for pedestrians – no cars
- The entrance makes this building look more sophisticated and outstanding
- Greenery surrounding entrance good
- Cover over the entrance means it is protected
- Solid, ornamental, clearly marked entry, recognisable
- If there are multiple entrances only have on one side of the building to be more safe whilst still having accessibility
- If there is only one entrance, not many people can get in and out easily
- Street number is clear and can be easily seen but needs to have back door for emergency exit
- Having a buffer zone with the street and entrance is safer
- Clear address, sheltered, landscaping softens the look of the street
- Like flat path, street sign and a large number
- Out of proportion
- Insufficient cover from rain
- Nice clean building however the poles need art deco

## 05 BUILDING ENTRANCES



### 25.

- Good: street frontage/entry
- Like the entrance and letterboxes inside
- Numbers are clear
- Colour differentiation draws one's eyes to entrance
- Good that there are only very few flats on the same floor
- Looks very flat – no stairs, which is good!
- Very good – no cars anywhere nearby!
- This residential entry is very good, convenient, safe and also looks nice



- Entrance is bright and clear, easily accessible
- Garden area separates the path to the ground floor apartments
- Not sure, because windows in high rises are often vandalised
- Likes multiple entries to ground floor units
- Good, multiple entrances
- High visibility, good private access and safe



### 26.

- Good things: multiple entries, huge entry to property, set back from the street, safe
- Inviting accessibility for eg. pram or wheelchair
- Multiple colours, eg. doors
- Entrances need to be more secure, eg. sensor lights above doors, security peep holes
- Numbers could be bigger
- Good use of bright colour on doors
- If we have to have the stairs, they should be no bigger than these ones!
- Like individual entry
- Set back from street

- Discreet, everything logical
- The bad thing is there is no cover
- Individual entry for each household – convenient access
- Feels safe
- Options of ramp and stairs is good for the disabled and elderly
- Can be a target for anti-social behaviour
- No privacy or security
- Nice when the tree grows
- Units ok but require more colour
- Will there be lifts to the third floor?



### Entrances with Mixed Reviews

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



#### 27.

- Building name and number not easily found
- Like the use of colour and shelter over the entry
- Lighting could be improved
- Good wide entrance with no stairs
- Looks ok, inviting
- Sunken entry
- We want it clearly marked, inviting and drawing you in
- The design of this entrance is too deep into the building
- Too many green shrubs at the front, which can create hiding places
- It feels unsafe
- Entrance too deep, dark, not so safe
- Multiple entrances doesn't necessarily mean it's safer – just more options for intruders
- Car park is not safe due to size and distance to building and pathway
- Looks good – the long entrance into the building like a path to the front door
- Nice entrance
- More lighting needed
- Less plants or different kinds to avoid dead spots
- Likes the fact that there is a good setback for the ground floor units and that they are modulated



#### 28.

- Good use of colour
- Knows exactly where the entrance is
- Would need very good lighting inside
- Has to have security cameras
- Good shelter from the weather
- Too many cars in the front of the building and near entrance
- Very bad for elderly people and impaired people
- The entry emphasised by colour – easy to identify
- Likes the different coloured tones on balconies as it provides individuality and makes the building look pretty
- Entry could be unsafe as someone is lurking around the doorway
- Lack of lighting and very narrow
- No disabled access
- Entrance is clearly identified
- Lobby appears small and dark
- Bad entry – it is uninviting
- Need to have big numbers to be easily seen and the building name

# 05

## BUILDING ENTRANCES



### 29.

- Like the colour that takes in the entrance
- Entry to corridor/ foyer is too dark
- Street number too low and small
- Very good that there are no stairs
- The numbers of flats are marked – very nearly perfect!
- Entrance is too close to the public walkway
- Apartments too close to the entrance
- Entrance is too small
- Having only one entrance is not convenient and secure
- Balconies don't appear to be practical
- Good positioning of letterboxes



- Entrance a bit narrow and tunnel-like
- The lower hallways overshadow the window/glass door areas, makes it look sombre
- Like the little fences on porches
- Letterboxes need to be relocated to the inside of the porch area
- The mid walls need art deco, larger windows
- Shrubbery required



### 30.

- Don't like this entry to garage – should be remote control as it is safer
- Prefer not to give privacy to car entry over pedestrian entry
- Because this is a building with two flats only, it could be ok in regard to the car entrance
- It is not very dangerous in this context as it could be in a higher building
- The design of this entry is not bad, feels safe
- Entrance on the ground is good with no flights of stairs
- Unsure of the impact of noise from cars and roller doors on units above

- Good separation of vehicle and pedestrian entrances
- Obvious entrances however they are dark, small, closed in and not particularly safe
- Everything looks nice and airy, clean and attractive
- Artwork around the wall windows



### 31.

- Car park set back which is good
- No signage, numbers – totally confusing
- Looks like a car park entrance
- Car park entry separate to pedestrian entry
- This design is very good: separate entry for pedestrians and cars, safe and convenient
- Car park underneath with one entrance is good
- Likes the fact that vehicle and pedestrian entrances are separate
- Vehicle entrance to building is clear, but unable to identify pedestrian entrance to the building



### 32.

- Good things: more visible to either side, vegetation, set off the street, ownership at your home, good use of space
- We like the straight lines
- Entry door is huge and visible
- Needs to have some covering in the entrance
- No defined entrance
- confusing
- No numbers
- Very bad example: it is not clear at all where the entrance into the building is

- Entrance of car park is too far from street pathway
- Safety of pedestrians needs to be considered, especially children and elderly who cannot react as quickly
- The design is ok but I can't find the entrance of the building, only the car park
- Nice look, appears bright and airy
- Attracting light
- Space for vehicles
- Replace the shades of grey used on car park entrances and balconies

- Use native trees in gardens as less maintenance needed
- Good separation of vehicle and pedestrian entrances



# 05

## BUILDING ENTRANCES



### 33.

- Don't like: big steps
  - Entrances are in clear sight
  - Where are the lights?
  - Not much cover from the weather
  - Intercoms need to be working properly
  - Needs to have disabled walkway entry
  - Very bad that there are so many stairs and then there is another step before the road
  - There is no footpath at all
  - Use swipe key to access level that person lives on only
  - Good, straight, clear numbers
  - Raised ground floor level
- There is only one entrance to the unit – my building has front and back
  - If there are multiple entrances, front entrance should be locked and rear unlocked
  - Separate entrances for each unit with individual letterboxes
  - Not suitable for disabled due to steps
  - Good visibility and safe
  - Looks new and fresh
  - Good colour scheme
  - Lots of window space

### 34.

- Has to have good lighting
- Confusing where entrance actually is
- Number is too small
- Is there an intercom?  
Is there a security lock on gate?
- The entrance looks ok, but there is a small step before footpath – this could be not safe for elderly people
- Walkway is good size space
- Gate entrance is too small
- Like the high brickwork bordering the entrance
- Vehicle access should be away from pedestrians
- Beautiful – obviously not public housing

### Disliked Entrances

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



### 35.

- Don't like – the entry is unclear
- The entrance is not clearly defined
- Numbers are very clear
- No cover
- Not many entrances for such a big building – this is bad
- Don't like – the entry is very ordinary
- It looks confusing as to which door is the entry
- Retail on ground floor can have more activation
- It also provides surveillance to entry of units above

- This building is just like the one we are living in, it has lots of units and residents
- Very unsafe, not easy to manage safety issues
- Public facilities often being vandalised
- Hard to keep clean
- Dark and ominous
- Entrance seems obscured by too many objects and set back

### 36.

- Avoid car park entrances like this – should be underneath the units
- Car entrance is not safe for pedestrians
- Car park too far away and underneath building
- Beautiful to look at however are they clear, airy and full of light on the inside?
- Has the building got an elevator?
- Do they have a backyard?
- Good separation of vehicle and pedestrian entrances

# 05

## BUILDING ENTRANCES



### 37.

- Messy, confusing, no clear entrance
- No clear numbers
- Balcony very low to the ground
- Entrance to car park is too close to the pedestrian entrance/ step – not safe, especially with children
- Stairs are not appropriate for people with a disability
- Car park and entrance on ground level is good



### 38.

- No numbers
- No clear direction where entrance is
- Messy
- Vehicle and pedestrian issues
- Urban conglomeration



# 06

## PRIVACY AND SURVEILLANCE



### Building Set Backs and Facades

- 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?

# 06

## PRIVACY AND SURVEILLANCE

### Summary

There was a high degree of consistency among the views of residents about building frontages. The following features of building frontages were liked by most residents:

- Shops and businesses at ground floor (but empty shops are worse than no shops)
- Separate entries for commercial and residential uses
- Balconies overlooking the street
- Larger balconies to encourage use
- Opaque balustrades at lower levels
- Raised floor level for apartments at ground level (although this makes universal accessibility more difficult)
- Individual entries for ground level apartments (though care needed to avoid security issues)
- Trees in front setbacks, but clean-stemmed and not too close to building
- Clearly-defined public and private domains

Other general comments about building frontages included:

- Need for building frontages to be designed so that people cannot climb into balconies
- Mix of transparent and opaque fences in front of ground floor apartments
- Vertical gardens



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.





# 06

## PRIVACY AND SURVEILLANCE

### Liked Building Frontages

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



**39.**

- Shops underneath units are a great idea
- The ground floor-only shops or businesses is excellent for the business use and it is convenience for the local residents
- Better if retail and residential are separated
- Likes the look of the building and the rooftop garden
- Balconies provide the opportunity for surveillance
- Likes the mix of commercial and residential



**40.**

- Street with retail creates a lovely area
- It can make residents feel safe
- Good, we like it
- We want privacy glass on balconies or wire screens
- Love the colour and transparent screens
- Nice little enclosed balconies



**41.**

- Use of obscure glass balances privacy and surveillance
- Buildings which have shops at ground level with residential above should be most ideal design, as it is safe and the problem of lack of privacy no longer exists
- Commercial incorporated with residential is good because it acts as a barrier between public and private access
- No hidden spots, everything is open



**42.**

- Units not directly on the footpaths but higher up
- The trees offer privacy to this building
- Shops facing the street for people living above feel safe and also gives privacy as apartments in this case are elevated
- The street is animated so it is safe because of better surveillance
- The trees are very good on this picture as it is see-through on the ground level
- Very good in regard of visibility from windows
- Should not be any dogs allowed
- Nice, however people committing suicide could be an issue
- Elderly would need to be housed on lower levels



**43.**

- The entrance is from higher level which is good
- Good proportion of trees and grass, observation is not blocked
- Glass windows create clean facades
- Glass reflects the sky – good visual effect
- Elevated ground floor is safe and private
- Glass balconies are ok from second and third floor level, not from ground floor
- Like the use of glass



**44.**

- Lights to come on at night with movement detectors
- Security guards to patrol
- This is a good combination of screens and windows
- Small tree covers but does not block windows
- Like the convenience of individual access but needs better security (bell or buzzer)

# 06

## PRIVACY AND SURVEILLANCE



### 45.

- Elevated balcony is not good – but there is a fine line between accessibility vs. surveillance
- Open for all to see
- Secure
- Visible from different views
- Private space clearly defined
- Good mix of privacy and surveillance
- The building is elevated with screens – creates privacy
- With the entrance higher than street level, people living in the ground floor can have more privacy and feel safe and also have the sunlight get through

- The outlook for the ground floor of this design is better – not only does it maintain the privacy of the occupants, it also looks nice
- With a higher base at the ground level, people inside the house can observe what happens outside
- Ground floor setback looks good
- Garden space in front is attractive
- Overall privacy
- Not much privacy but good surveillance
- Like the use of shutters



### 46.

- Fence is a good value in building
- Private – outside can't see inside
- This design is not suitable for disabled people but the fence makes me feel safe



### 47.

- We like how these buildings are elevated
- Like these trees (the sort of trees and their size) and how they cover the first floor
- Quite liked the fact that pedestrians could not see into ground floor units





#### 48.

- Vertical gardens is a great idea
- Use the colour designs on the windows to mean something or relate to the area/ culture, history of the area
- Does not like the green shrubbery on the side of the building
- Likes the colourful windows



#### 49.

- Passive surveillance is good
  - Like the fencing in that it provides surveillance opportunity
  - Defines private open space
  - No concealment opportunities
  - Balconies also good for surveillance
  - This design has windows and balconies directly facing the street with short setback, which appears to be safe
  - We would welcome this type of house
  - Public and private area is clearly defined in these examples
- Prefer a covered wall, not see-through
  - I like the balconies – look very solid, not see-through
  - Privacy ok
  - Big balconies and windows
  - Good fencing providing the opportunity for surveillance

# 06

## 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.



#### 50.

- Vacant shops make it desolate
- Too busy
- Convenient for those living on that block to have shops below
- Little privacy on balconies
- Large balconies encourages residents to utilise space and perhaps monitor streets



#### 51.

- Would be very nervous of accessing this building at night
- Little privacy
- We like the privacy screens, but we are concerned for the overall image of this building and how it would look from the outside if all the blinds are shut – the building would look like a box from outside
- I like the façade for sun protection if facing west
- Good privacy and surveillance
- Setback is good but obscures surveillance from balconies
- Balconies are too small



#### 52.

- Little privacy on balconies
- Good privacy for units on upper levels with the use of darkened glass



**53.**

- Bad use of planting – questioning the use of good surveillance
- There are issues of sunlight and safety on the ground floor
- I like landscaping – gives some privacy
- Like the level change between footpath level and internal ground floor level



**54.**

- We like small buildings
- We like setback from the street
- The shrubs on this picture are good – they create privacy and protect buildings from graffiti
- People can hide behind these trees – they need to be with all foliage at the top, not at the bottom
- Having foliage as fence-type barrier looks good but is not that safe
- Softening of landscaping
- Like low-rise form (not too confronting)
- Shrubs provide privacy at street level



- Upper balconies provide surveillance but also provide privacy
- Building is too obscured by trees
- Nice feel and provides the opportunity for surveillance
- Would be nice to see building designs influenced by Egyptian, Spanish or Greek architecture



**55.**

- This is a nice idea of screen but would be better if it was green colour
- The space between building and pedestrian path is too small, it needs to be wider
- Bad people can hide behind these shrubs, it is not safe
- Bush/plant is good but sometimes can be unsafe as someone can hide in the bush or pee
- Falling leaves can create mess
- Good design (motifs always a good idea)



# 06

## PRIVACY AND SURVEILLANCE

### Disliked Building Frontages

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



### 56.

- These white partitions above the shops may disrupt views of the people living upstairs
- It can be unsafe as people can climb up from the poles

### 57.

- Looks very unsafe
- Entrance not clear for anyone visiting at night, needs to be elevated
- Little privacy
- Like the café outdoor seating as it provides the area with some security and surveillance (during opening hours)
- We do not like this image – it looks old/ old style and the façade of the building is very plain



- Regarding privacy, this building is good because the first floor is elevated
- Alfresco dining could produce too much noise
- Likes the look of the building and mix of commercial and residential

## 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.







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