

# Preferred future character in growth areas

Community engagement  
summary report

January 2022

## Contents

Overview .....	3
<b>Next steps .....</b>	<b>4</b>
1 Background .....	5
2 Definitions and scope.....	6
<b>2.1 Glossary .....</b>	<b>7</b>
<b>2.2 Related Council documents and consultations .....</b>	<b>7</b>
3 Consultation process.....	8
<b>3.1 Consultation purpose .....</b>	<b>8</b>
<b>3.2 Consultation methodology .....</b>	<b>8</b>
Participant profile .....	11
4 Consultation findings.....	12
<b>4.1 Support for actions.....</b>	<b>12</b>
<b>4.2 Brighton / Elsternwick.....</b>	<b>13</b>
4.2.1 B2 GRZ2 Church Street Activity Centre .....	13
4.2.2 B1 GRZ2 Bay Street Activity Centre .....	16
4.2.3 B2 GRZ2 Bay Street Activity Centre .....	17
4.2.4 B5 GRZ2 Bay Street Activity Centre .....	19
4.2.5 B5 GRZ4 Bay Street Activity Centre .....	21
4.2.6 A2 GRZ1 Elsternwick Housing Growth Areas .....	22
<b>4.3 Hampton.....</b>	<b>25</b>
4.3.1 F1 GRZ2 Hampton Activity Centre .....	25
4.3.2 F1 GRZ3 Hampton Activity Centre .....	27
4.3.3 E2 GRZ2 Hampton Activity Centre .....	29
4.3.4 E3 GRZ2 Hampton Activity Centre .....	31
<b>4.4 Sandringham .....</b>	<b>32</b>
4.4.1 F1 GRZ2 Sandringham Activity Centre .....	32
4.4.2 F1 GRZ3 Sandringham Activity Centre .....	33
4.4.3 F1 GRZ1 Sandringham Activity Centre .....	35
<b>4.5 Cheltenham / Pennydale .....</b>	<b>36</b>
4.5.1 H5 GRZ1 Pennydale Housing Growth Area .....	36
4.5.2 H2 GRZ1 Cheltenham Housing Growth Area Survey .....	38
4.5.3 General community survey .....	40
<b>4.6 Managing moderate growth in General Residential Zones.....</b>	<b>41</b>
5 Project evaluation.....	42
6 Appendix.....	44
<b>6.1 Preferred Future Character Statements .....</b>	<b>44</b>
<b>6.2 Have Your Say survey .....</b>	<b>47</b>

## Overview

The Character Review seeks to define preferred future character throughout Bayside. This project will guide how residential development will be planned and managed in the future by determining how existing planning policy and controls are functioning and if any local policy content, planning controls or mapping within the Bayside Planning Scheme needs to be amended.

The Review is expected to be implemented in two stages via two separate planning scheme amendments: General Residential Zone (GRZ) areas and Neighbourhood Residential Zone (NRZ) areas throughout Bayside. This report covers the first, informal phase of community engagement on preferred future character in GRZs.

### Defining character in growth areas

Consultation on character in moderate growth areas - General Residential Zones - was conducted over eight weeks from 18 November 2021 – 16 January 2022. All homeowners/residents of property located within Zones included in this Review were invited via letter to participate.

This first phase of engagement was designed to understand if draft preferred future character statements were consistent with resident's perceptions and expectations of their area.

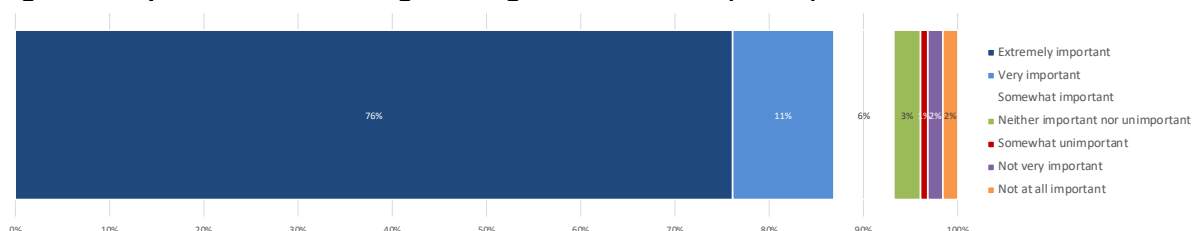
Around 350 community members participated in the consultation primarily via area-specific online Have Your Say surveys (252 respondents), supported by six drop-in sessions at Bayside libraries (57 participants), meetings (3), and phone, email and written correspondence (37).

The areas that received the most feedback were:

- Brighton / Elsternwick (91 responses, including 45 for Church Street)
- Hampton Activity Centre (64 responses across all four zones)
- Pennydale Housing Growth Area (44 responses)

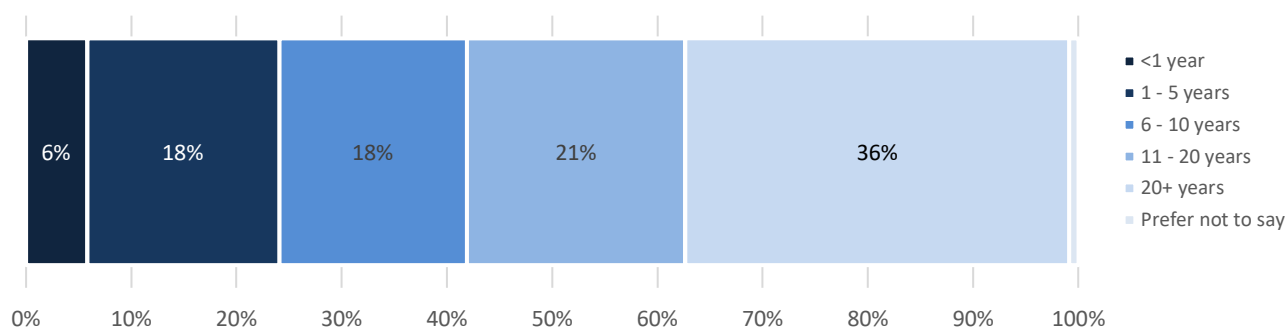
As expected, most survey participants (85%) said retaining existing local character was extremely or very important.

**Figure 1: Importance of retaining existing local character (n=251)**



The consultation drew local knowledge from new and long-term residents, with many surveyed living in their zone for more than 20 years (88, 36%).

**Figure 2: Period of residency in local area (n=241)**



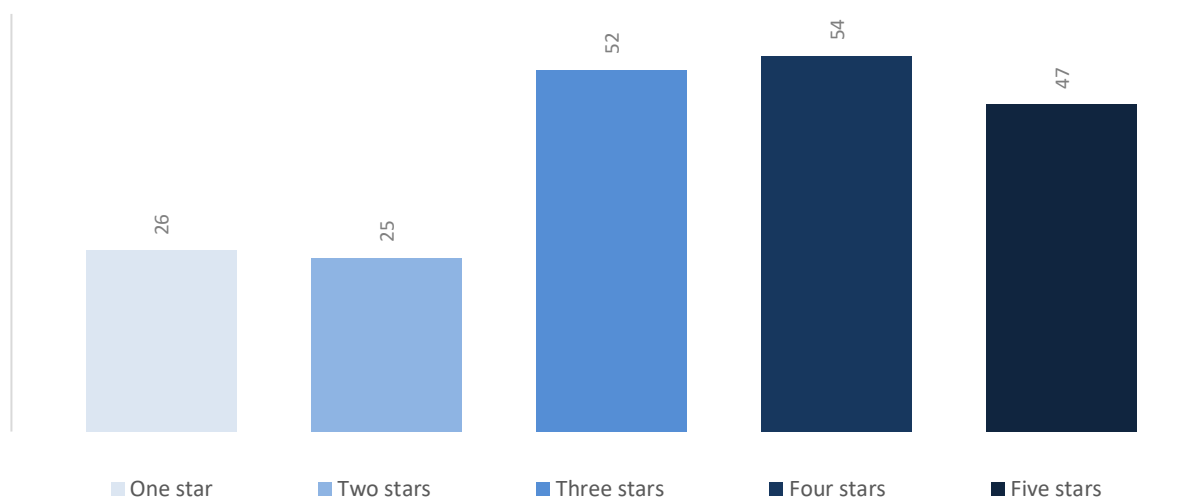
Survey participants were asked to describe the character (look and feel) of their local area, as well as rate proposed preferred future character statements for their zone from one to five stars.

A feeling of 'space' through front, side and upper-level setbacks and low, semi-private fencing; 'tradition' through pitched roofs and use of materials such as brick and timber (weatherboard); and 'greenery' through good-sized garden areas with canopy trees were common themes across most areas.

Maintaining privacy was also a key concern. Some participants, such as those near busy roads or railway lines or with only street-facing private outdoor areas, suggested allowing some flexibility for high fencing to enable privacy, security and noise reduction, where required.

Overall, proposed future character statements were viewed positively with four stars the most frequent survey rating and an average rating of 3.3 out of five stars.

**Figure 3: Star rating for proposed future character statements (n=204)**



Many survey participants (157, 65%) also provided suggestions for ways to improve the proposed future character statements, as well as how Council should manage moderate growth in GRZ neighbourhoods, in general (179, 74%).

### Next steps

Feedback will be used to refine and set preferred future character objectives for specific precincts within GRZs. These character objectives would sit under applicable schedules in the Bayside Planning Scheme to guide the assessment of

future development proposals that require planning approval, with the aim of establishing and protecting a preferred future character.

Council is expected to consider community feedback, including this report, and the next steps for this project at its February 2022 meeting.

It is anticipated that a second phase of consultation would be via a planning scheme amendment process.

## **1 Background**

This document provides a summary of stakeholder and community feedback on preferred future character in growth areas.

Bayside has not revised its neighbourhood character regulations since 2011. It is important that these regulations are updated to ensure that they continue to encourage the most accurate and desired character in each location. While many features of character may remain the same, it must be acknowledged that Bayside is continually evolving. It is important that the preferred future character of each precinct is kept up to date in the Bayside Planning Scheme.

This is particularly important in growth areas, such as General Residential Zones (GRZs). These areas are mainly located within and around activity centres/shopping precincts and are designed to facilitate moderate growth within areas that are well connected to services, jobs and transport.

The Victorian Government has mandated that all areas in and around Melbourne (not just Bayside) must take their share of our state's population growth. For Bayside this means an additional 7,500 homes by 2036. Much of this growth will be within General Residential Zones, which cover around 15% of Bayside.

Within General Residential Zones, there can be an obvious contrast in character between older housing stock that was built under very different planning regulations and more recent additions designed to facilitate moderate growth. Character statements within schedules in the Bayside Planning Scheme will help to address and reduce this contrast by guiding the assessment of future development proposals that require planning approval.

Please note that the Department of Environment, Land, Water and Planning expect that neighbourhood character is balanced with the need to accommodate moderate growth. If a proposed planning scheme amendment does not demonstrate this balance, it is unlikely to be approved.

## 2 Definitions and scope

The table below informed the scope of engagement and was published as part of community consultation:

**Table 1: Scope of influence**

<b>Negotiables</b>	<ul style="list-style-type: none"> <li>• <b>Preferred future character of each precinct</b></li> <li>• <b>Identification of elements not currently captured in character statements</b></li> <li>• <b>Decision guidelines</b> A section of the GRZ schedule that will state exactly what characteristics will be considered by Council when assessing a planning application</li> <li>• <b>Preferred future character objectives within draft Schedules</b> A schedule is an attachment to the GRZ zone that will outline specific objectives and guidelines for a specific area</li> <li>• <b>Selected ResCode controls</b> Residential development in Victoria is controlled by residential development provisions and tools. While commonly known as 'ResCode' the provisions aren't a separate document; they're included in all Victorian planning schemes and the Victorian Building Regulations.</li> </ul>
<b>Non-negotiables</b>	<ul style="list-style-type: none"> <li>• <b>Growth requirements of General Residential Zones</b> GRZs are strategically selected locations that are most suitable to accommodate the majority of Bayside's growth. This project is to determine the preferred character of new developments. It is not about stopping or restricting development, but rather the built form characteristics that new development is required to respond to</li> <li>• <b>Character of areas outside General Residential Zones</b></li> <li>• <b>Existing application of the Heritage Overlay</b> While neighbourhood character and heritage can overlap, the Heritage Overlay controls are outside of the scope of GRZ amendments.</li> <li>• <b>The location and boundaries of existing underlying residential zones</b> These designated areas are strategically justified and addressed through the Bayside Housing Strategy.</li> <li>• <b>Height controls</b></li> <li>• <b>Planning scheme amendment process</b> This is expected to be undertaken to implement recommendations of the Character Review. This is a legal process Council must undertake to change content in the Bayside Planning Scheme.</li> <li>• <b>Preferred architectural styles</b> Preferred architectural styles cannot be encouraged or discouraged over other types of development. Architectural styles are not, of themselves, characteristic of an area. This is a clear consideration, having regard to a 'respect' for character not resulting in mimicry or copying.</li> <li>• <b>Character of buildings that do not require a planning permit</b> Many knockdown-rebuild developments do not actually trigger a planning permit, therefore are not assessed against character.</li> </ul>

Table 2 lists the community members and stakeholders identified as having an interest or impact from the project to be considered in the consultation.

**Table 2: Community and stakeholder assessment**

Stakeholder / community	Interest	Impact	Influence
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Landowners of property within GRZ zones	M	H	Involve
Landowners of property adjacent to GRZ zones	M	H	Involve
General Bayside community (outside of GRZ)	L	L	Consult
Property developers	H	M	Consult
Individuals who want to object to a current planning permit application	M	L	Consult
Community resident groups	H	M	Involve
Environmental interest groups	M	L	Consult
General community groups	M	L	Consult

## Level of engagement

The level of influence for engagement was assigned at the 'Involve' level on the IAP2 Public Participation spectrum for stakeholders identified as having a high impact from this project, and 'consult' level for those with a lesser impact.

This is consistent with Council's application of the IAP2 Spectrum for community engagement on strategy and policy development. This report on Phase 1 engagement results is publicly available via the Have Your Say website.

## 2.1 Glossary

Item	Definition
DEWLP	Department of Environment, Land, Water and Planning
GRZ	General Residential Zones
ESD	Environmentally Sustainable Design
NRZ	Neighbourhood Residential Zones
IAP2	International Association of Public Participation
VPO	Vegetation Protection Overlay
Stakeholders	See above for stakeholder list.

## 2.2 Related Council documents and consultations

- General Residential Zone Preferred Future Character Review Summary Document, November 2021

## 3 Consultation process

### 3.1 Consultation purpose

The purpose of this stage of community engagement on character in General Residential Zones was, to understand if draft preferred future character statements were consistent with resident's perceptions of their area, and identify ways these statements could be improved or strengthened.

Feedback will be used to refine proposed preferred character statements and determine whether changes to applicable schedules in the Bayside Planning Scheme are required. It is anticipated that a second, and statutory phase, of consultation would be via a planning scheme amendment process.

The engagement process was open to all members of the City of Bayside municipality and specifically targeted to residents/homeowners of property within applicable General Residential Zone areas.

**Figure 5: Phases for consultation**



### 3.2 Consultation methodology

Engagement was conducted from 18 November 2021 – 16 January 2022 as COVID-19 restrictions were easing, so online tools (websites, digital surveys, video workshops/meetings) remained the most appropriate primary options. Six face-to-face drop-in sessions were also held.

The following activities were undertaken:

- Project information and 15 area-specific and one general community survey hosted on the online engagement platform *Have Your Say*
- Interactive map to identify your zone and view your area's preferred future character statements
- Drop-in sessions (6) at Brighton, Sandringham and Hampton libraries
- Printed information distributed through Bayside Corporate Centre and Libraries
- Video meetings and project phone line
- Promotion of the project using social media and Council communication channels.

Engagement was conducted in part over the Christmas/New Year holiday period. To compensate for this consultation was widely promoted at launch via letter to all residents within applicable zones and held over an eight-week period.



**Table 3: Engagement activities and participation**

<b>Details</b>	<b>Activity</b>
<p>18 November 2021- 16 January 2022</p> <p><b>1,260 visitors</b> <b>260 contributions</b></p>	<p><b>Online Engagement - Have Your Say</b></p> <ul style="list-style-type: none"> <li>• The page included information on character and General Residential Zones and an interactive map to identify your zone, as well as links to area-specific surveys.</li> <li>• The primary means of collecting feedback was through 15 zone-specific surveys, and a general survey for interested residents (Appendix 2).</li> <li>• Answer to Frequently asked questions were provided, and a Q&amp;A forum had two submissions.</li> <li>• Printed information was available at the Corporate Centre and Bayside libraries.</li> <li>• The Engagement Plan Overview for this project was published (Appendix 1).</li> <li>• A live-streamed webinar was scheduled for 9 December but cancelled due to illness.</li> </ul>
<p>30 November – 7 December 2021</p> <p><b>6 sessions</b> <b>57 conversations</b> <b>150 flyers distributed</b></p>	<p><b>Library drop-in sessions: Brighton, Sandringham, Hampton</b></p> <ul style="list-style-type: none"> <li>• Two drop-in sessions were provided each at Brighton, Sandringham and Hampton libraries.</li> <li>• 57 conversations regarding character in general.</li> <li>• Approximately 150 flyers/postcards were distributed.</li> <li>• One couple attended specifically due to receiving the Council letter in the post. Their concerns were about protecting their northern light rather than character.</li> </ul>
<p>30 November 2021 – 14 January 2022</p> <p><b>3 meetings</b> <b>6 attendees</b></p>	<p><b>Meetings: video or in-person</b></p> <ul style="list-style-type: none"> <li>• Meetings were bookable via Have Your Say or the project hotline.</li> <li>• One in-person meeting and two virtual meetings were held.</li> </ul>
<p>18 November 2021 – 16 January 2022</p>	<p><b>Print surveys</b></p> <p>Hard-copy surveys were available at the Corporate Centre, Bayside libraries, at drop-in sessions and on request. No print surveys were received.</p>
<p>18 November 2021 – 16 January 2022</p> <p><b>21 phone calls</b> <b>13 written submissions</b> <b>3 emails</b></p>	<p><b>Correspondence to Strategic Planning</b></p> <ul style="list-style-type: none"> <li>• 21 phone calls for more information on the Character Review.</li> <li>• 13 written submissions included general criticism of development in growth areas. This feedback was out-of-scope and has not been included in this report.</li> <li>• 3 emails were received criticising the timing of the engagement process and postal delays receiving the letter.</li> </ul>

### 3.3 Communication tools

Information about this consultation was directly promoted to more than 16,500 community members through the following communication channels:

**Table 4: Communication tools and reach**

Channel	Distribution
<b>Print</b>  <b>&gt;10,000 reach</b>	<p><b>Letters – 9,717</b> Information about character in growth areas and invitation to participate in consultation sent to all residents/owners of property in GRZ areas – received late November 2021 due to COVID-related print and post delays.</p> <p><b>Postcards – 1,000</b> Information postcards displayed at Corporate Centre, Bayside libraries and distributed at drop-in engagement sessions.</p> <p><b>Posters – 6</b> Displayed at drop-in engagement sessions.</p> <p><b>Let’s Talk Bayside magazine – 41,000</b> Article in Dec/Jan issue delivered to all Bayside households.</p>
<b>Digital</b>  <b>&gt;16,500 reach</b>	<p><b>Websites</b></p> <ul style="list-style-type: none"> <li>• <b>Have Your Say</b> 3,146 views, 1,792 visitors.</li> <li>• <b>Council website</b> 3 news stories: 542 unique page views.</li> </ul> <p><b>Direct email</b></p> <ul style="list-style-type: none"> <li>• <b>Have Your Say members</b> 3,115 recipients; 46% open; 8% clicked.</li> <li>• <b>This Week in Bayside</b> e-newsletter Six editions to &gt;8,900 recipients.</li> </ul> <p><b>Social media</b></p> <ul style="list-style-type: none"> <li>• Council Facebook post reach 8,846.</li> <li>• Bayside Community Hub &gt;22,000 members.</li> </ul>

## Participant profile

Over 350 community members participated in the consultation. The majority took part via online surveys (252). Demographic information was not recorded for those who participated via drop-in engagement sessions (57), meetings (6) or correspondence (37). Table 5 shows a comparison of reported participant demographics with the Bayside census profile.

While there was a spread of participation across age groups, it was not reflective of the Bayside age profile, with higher participation recorded from those aged over 55. There was also a higher proportion of females (52%) than males (42%).

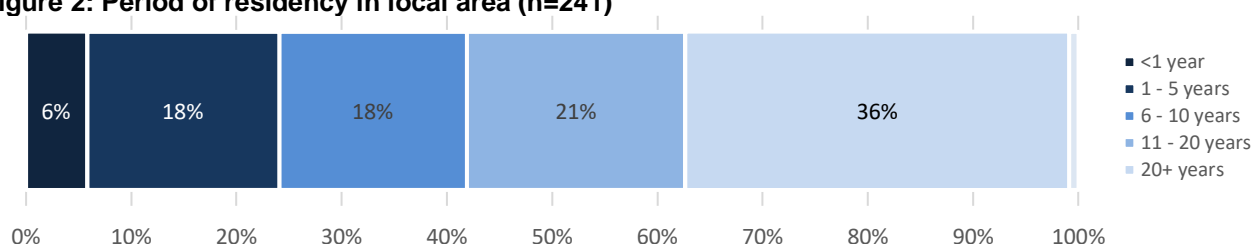
Participant suburbs were recorded for each survey and reported in sections below. Overall, almost all participants were Bayside homeowners (237, 94%), who either lived in (177, 71%) or immediately adjacent to (27, 11%) the Zone they provided feedback on. Around 18% of feedback was provided by interested community members who lived outside GRZ zones.

**Table 5: Age and gender of participants and population profile**

	Demographic	Bayside 2016 Census	Participants (%)
Gender	Male	47.6%	41.8
	Female	52.4%	51.8
	Unknown	-	6.4
	Other identity	-	
Age	15-24	11.5%	0.8
	25-34	8.2%	4.8
	35-44	13%	14.1
	45-54	16.3%	21.3
	55-64	13%	22.9
	65-74	10%	20.5
	75-84	5.5%	8.0
	85+	3.7%	0.4
	Undisclosed	-	6.8

The consultation drew local knowledge from new and long-term residents, with many living in their zone for more than 20 years (88, 36%).

**Figure 2: Period of residency in local area (n=241)**



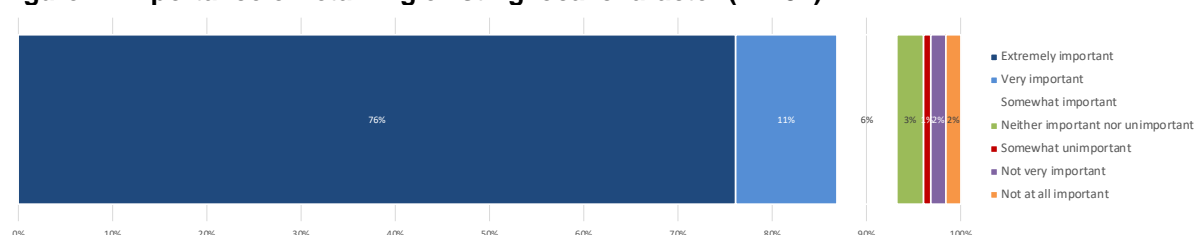
## 4 Consultation findings

The following section summarises the key themes which arose in community feedback on defining preferred future character in growth areas (GRZs). In the interest of stakeholder and community privacy, individual quotes have not been included within this public document. Where there was more than one mention of a topic or item, the number of mentions has been specified in brackets. Some participants feedback may be recorded under multiple themes.

### 4.1 Support for actions

Most survey participants (85%) reported that retaining existing local character was extremely or very important.

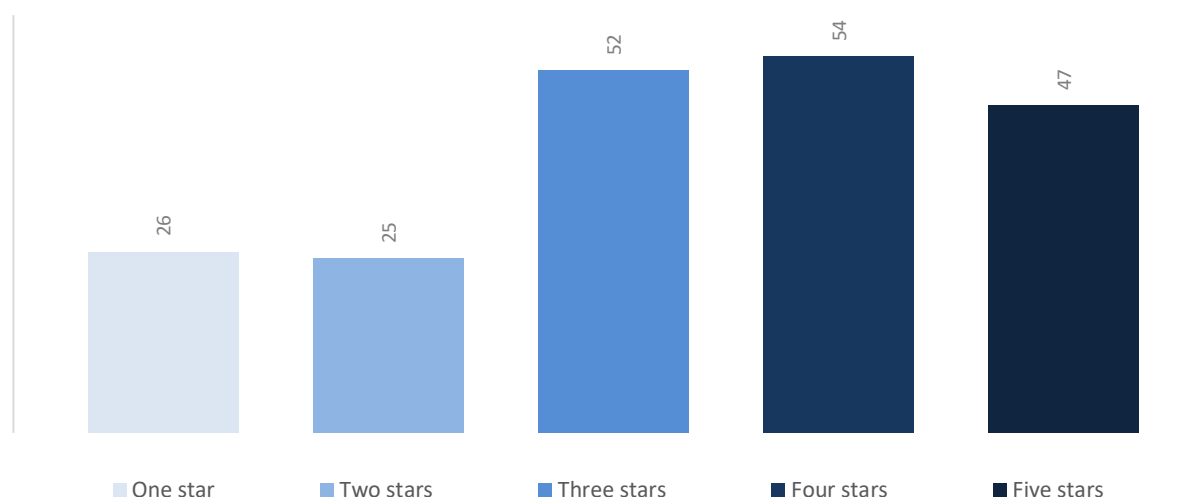
**Figure 1: Importance of retaining existing local character (n=251)**



Participants were asked to describe the character (look and feel) of their local area, as well as rate proposed preferred future character statements for their zone from one to five stars. Proposed future character statements for each zone are listed in appendix 1.

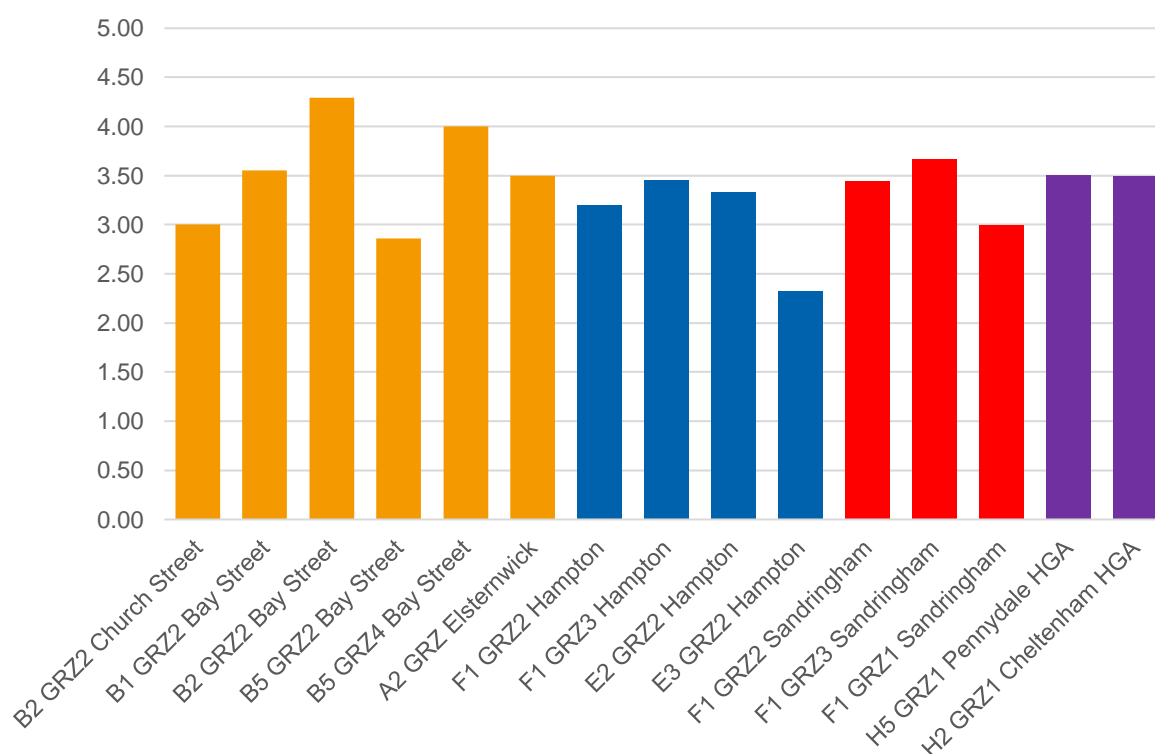
Overall, proposed future character statements were viewed positively with the most frequent rating four stars and an average rating of 3.3 out of five stars.

**Figure 3: Star rating for proposed future character statements (n=204)**



Collectively, character statements for Brighton zones were viewed more positively than average star ratings for other suburbs.

**Figure 4: Average star rating for proposed future character statements in each zone**



Many participants (157, 65%) also provided suggestions for ways to improve the proposed future character statements, as well as how Council should manage moderate growth in GRZ neighbourhoods, in general (179, 74%).

In the sections below, feedback is grouped by suburb and reported in detail by zone.

## 4.2 Brighton / Elsternwick

The Brighton/Elsternwick area received the most survey responses of any suburb/area, with 91 responses received across six General Residential Zones.

### 4.2.1 B2 GRZ2 Church Street Activity Centre

The Church Street Activity Centre survey received the highest response rate of any individual zone, with 45 contributions. Retaining existing character was also extremely or very important to most participants (80%).

Respondents to this survey were mostly homeowners/ratepayers (42, 93%) who living in the zone (34, 76%) or immediately adjacent (3, 13%). Several respondents owned tenanted property or worked in the zone. There was a broad spread of length of residency in the zone from less than one year to 20+ years and age ranges from 25 to 84. Seven community members also provided feedback on this zone via the general community survey.

Asked to describe the character (look and feel) of the area, 45 respondents provided detailed descriptions, which are summarised in the table below:

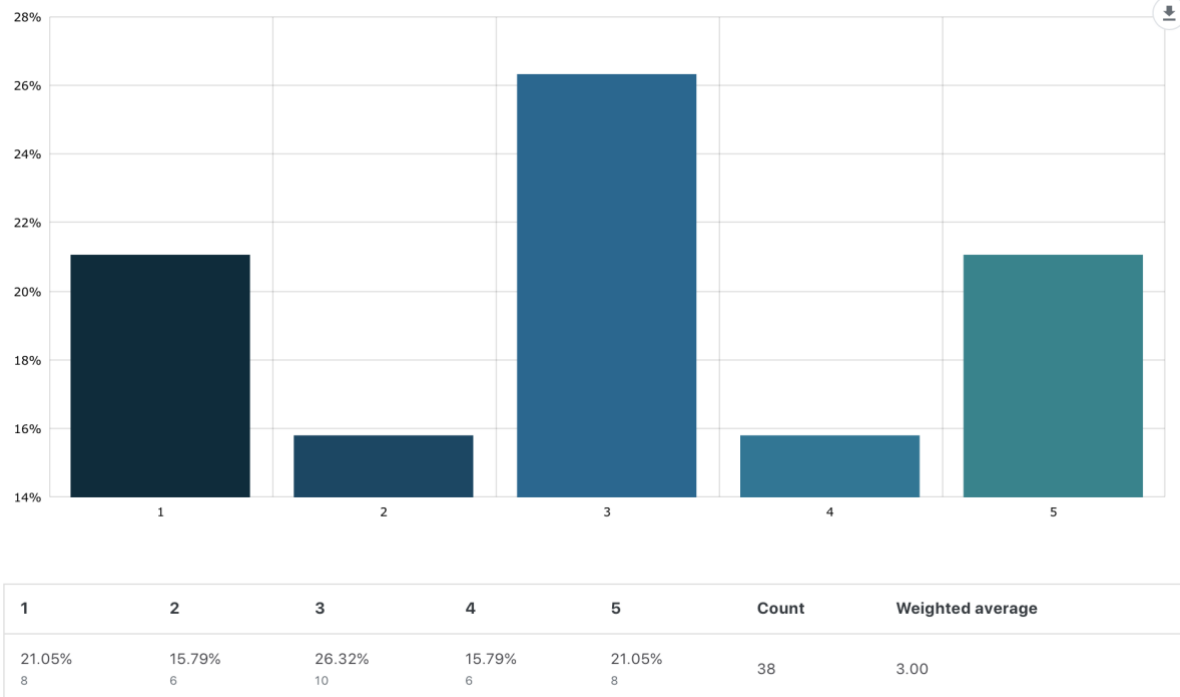
Topic	Community feedback
<b>Building style/design &amp; heights (28)</b>	Variety of styles (3) 'eclectic'. Single and double storey residential (3) and commercial. No more than 3 storeys (2); no higher than 2 storeys. Verandas and porches (3); verandas on commercial strips.

	<p>Entry and windows face street (3); doors should not open directly on footpath, garage at rear.</p> <p>Clusters of Victorian houses (heritage) - no more than 2 storeys opposite historical precinct.</p> <p>Traditional, detached heritage homes - 100 years+ (3).</p> <p>Increasingly new, large, contemporary (3) 'radical change', highly-urbanised look.</p> <p>Predominately construction sites and new 3-storey apartments (3).</p> <p>New developments should have underground car parking.</p>
<b>Vegetation (20)</b>	<p>Front gardens with plantings/greenery (6); lots of vegetation; lush gardens that attract wildlife.</p> <p>Courtyards with greenery.</p> <p>Mature, large trees in street (4).</p> <p>Vertical gardens should be encouraged.</p> <p>Open garden areas visible from street; extension of streetscape.</p> <p>Removal of existing gardens (3); not enough garden space.</p> <p>Buildings separated by gardens.</p> <p>Optimistic about eventual tree cover.</p>
<b>Setbacks (16)</b>	<p>Setbacks are great and work (2).</p> <p>Large side setbacks (important) (3).</p> <p>Large buildings need to be setback further (2).</p> <p>Front setbacks; upper levels setback.</p> <p>Sense of space (3).</p> <p>10m from street; 3-4m setback on wide street.</p> <p>Minimal spacing between buildings.</p>
<b>Fences (11)</b>	<p>Maximum heights for fencing should be enforced.</p> <p>High, private to semi-private.</p> <p>High and private (5).</p> <p>Low, semi-private.</p> <p>Mixed styles.</p>
<b>Roofs (10)</b>	<p>Pitched (8), tiled.</p> <p>No flat roofs - diversity of roof lines preferred.</p> <p>New builds tend to have flat roofs.</p>
<b>Materials (6)</b>	<p>Brick (4), rendered (2) or stone.</p> <p>Timber (weatherboard).</p> <p>Large buildings need texture to reflect light and heat.</p>
<b>Other (15)</b>	<p>Lots of cars/traffic (2).</p> <p>Church St pedestrian crossings impede traffic flow.</p> <p>Urgent need for guidelines.</p> <p>Under attack from developers; too many apartments (4).</p> <p>Lack of open space.</p> <p>Construction causes damage to streets/footpaths.</p> <p>Consider construction impacts (2) timing/staggering.</p> <p>Trees impeding rail line; graffiti and vandalism.</p> <p>Zone affected by development in neighbouring zones - need better boundaries.</p> <p>Privacy is near impossible.</p>

Participants (38) rated proposed preferred character statements an average of three out of five stars, in terms of how they will help to ensure that preferred character is included in future developments



**Figure 6: Level of satisfaction preferred future character statements (n=38)**



Participants (23) who rated the statements neutrally (three) or positively (four or five stars) said they assigned that rating because:

- Covers all areas of concern (6); good balance
- Support strengthening vegetation (5)
- Great if these are followed/enforced (3)
- Support recessing third storey (3)
- Need to include overlooking/privacy; side boundary setbacks
- Too general - not strong enough (3)
- Must stop overdevelopment / 3 storeys (4)

Participants (14) who rated the statements negatively (one or two stars), commented:

- Too many apartments (5)
- No evidence of application/enforcement (3)
- No reference to building materials
- Impedes progress
- No large trees near shopping areas
- Not strong enough
- Do not increase to setbacks
- Other: general loss of vegetation (3); need to address environmental sustainability.

Participants (35) suggested the following ways to improve the statements:

- Limit height and density: buildings too large (9); no 3-storey buildings (3)
- Greater setbacks (7)
- Larger gardens / more vegetation with minimum requirements (7)
- Protection from overlooking
- Sustainability: solar; electric car charging, minimise non-porous surfaces (3)
- More contemporary architecture

- Let gardens be positioned where light is best, including rooftop (2)
- No extension of development across multiple blocks
- Underground powerlines (2)
- Better transition between zones/other areas; consider character of adjacent properties
- State preferred building materials
- Limit high, imposing front walls; front gardens open to the street
- Design ways to mitigate noise
- Include basement parking in apartments
- Other: maintain footpaths, create cycling lanes; reduce speed limits, build in other areas, stronger enforcement of guidelines

#### 4.2.2 B1 GRZ2 Bay Street Activity Centre

This survey received 12 contributions, with 58% saying retaining existing character is extremely or very important. One third lived in the B1 GRZ2 area, with half residing immediately adjacent. There was a broad spread of length of residency, with many living in the area 20+ years. The majority of participants were aged 45-54 or 65–74.

Two community members also provided feedback on this zone via the general community survey.

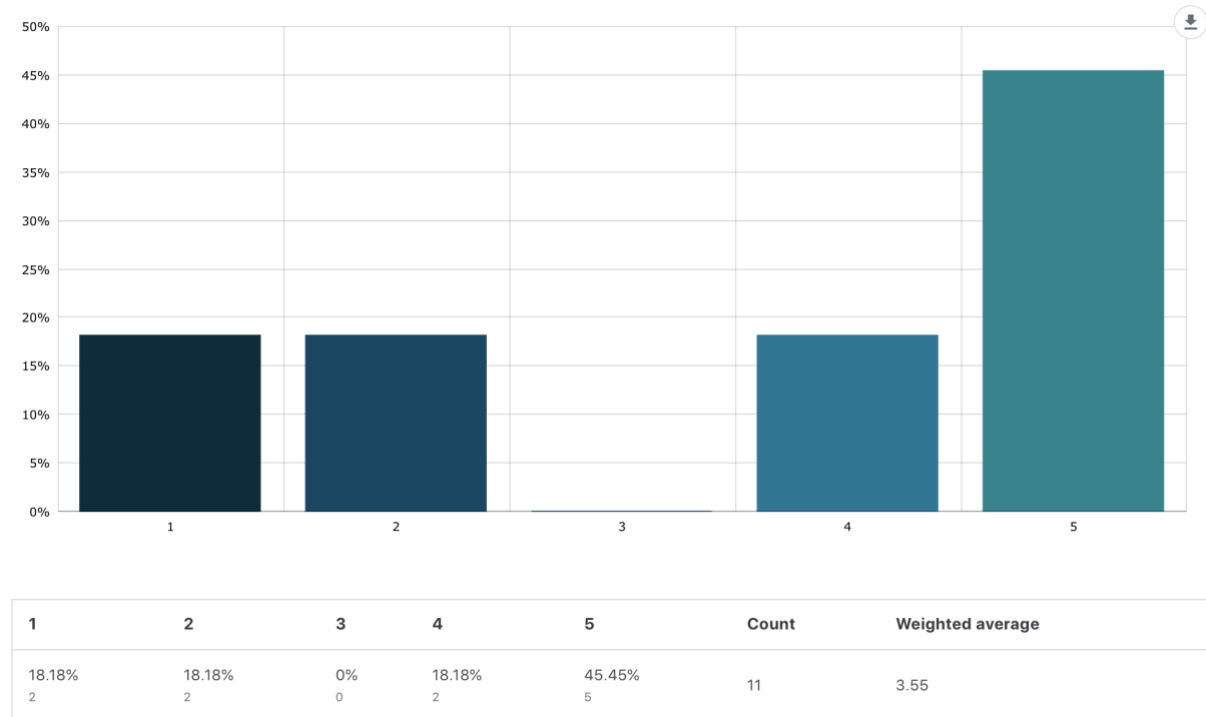
Eleven participants provided commentary on the character (look and feel) of the area, as summarised in the table below:

Topic	Community feedback
<b>Building style/design and heights (10)</b>	Verandas and porches common (4). Historic / 19 <sup>th</sup> Century properties (2). Mix of modern and Californian bungalow. Mixed styles/age of buildings. Driveways/garages don't impact visual uniformity. Windows facing street. Off-street parking. Mostly single storey (2). Low-rise.
<b>Vegetation (5)</b>	Green streetscape (2). Gardens front and back (2). Private gardens.
<b>Building materials (4)</b>	Various materials (brick, timber, stone) (3). Red brick or weatherboard.
<b>Setbacks (5)</b>	Space between buildings / setback from street (5). Upper levels setback. Side boundaries have access for services.
<b>Roof style (2)</b>	Various. Pitched.
<b>Fencing (2)</b>	Various styles. Fences/walls between properties.
<b>Land size</b>	Relatively large.
<b>Out of scope (4)</b>	Busy with traffic but underpopulated. Ruined roads with roundabouts. Spacelets/Christmas decoration reduced waste collection area.

Limited greenery at train station.  
Priority for pedestrians over footpath trading.

The most frequent rating of proposed future character statements was five stars, with an average of 3.5 stars.

**Figure 7: Level of satisfaction with preferred future character statements (n=11)**



Seven participants who rated the proposed statements highly (four or five stars) said they were 'achievable, balanced and fair', and would mean future development would better integrate with the existing area.

Four participants who rated the statements negatively (one or two stars) commented that heritage must be protected; they weren't specific enough; or some were outside of Council's remit.

Suggestions from eight participants on how to improve the proposed character statements include:

- Privacy: low/transparent front fences not always appropriate
- Elaborate and explain how each would be achieved
- Remove statements 4 and 5 and amend statement 3.
- Preserve or, if missing, reinstate nature strips
- Some out of scope comments included showing respect to those that originally built Brighton; using street art to deter graffiti; build a walkable city; illuminate streetscapes at night and fix footpaths.

#### **4.2.3 B2 GRZ2 Bay Street Activity Centre**

This survey received feedback from seven participants, who all said retaining existing character was extremely or very important. These participants were all Bayside homeowners/ratepayers with most (5) living in the zone, one living adjacent, and another planning to move to the area soon. Most had lived in the areas 6–10

years, with a range from less than 1 year to 20+ years. The majority were aged between 65–74.

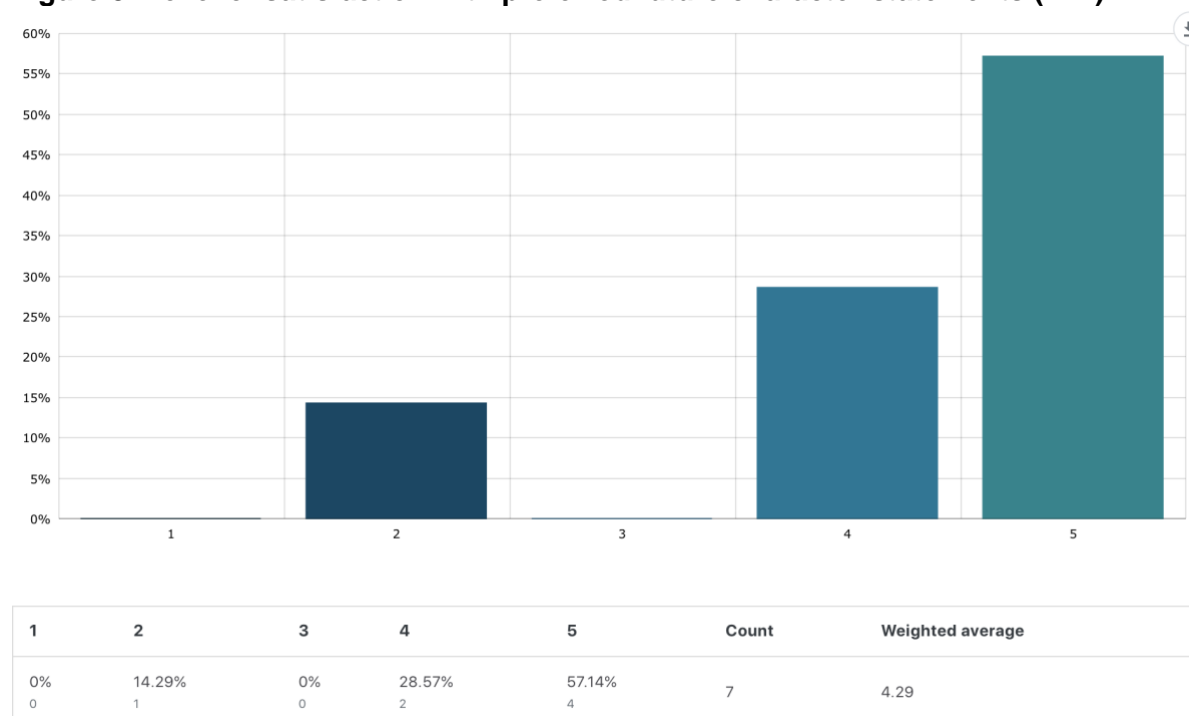
Three community members also provided feedback on this zone via the general community survey.

Asked to describe the current character (look and feel) of the area, five respondents provided comments which are summarised in the table below:

Topic	Community feedback
<b>Building design (5)</b>	Mix of Victorian, Edwardian, 70s units and new flats (2). Attractive properties. Single dwelling and dual occupancy. Off-street parking: driveways/garages at side or in front.
<b>Setbacks (3)</b>	Setbacks (2) with front gardens. Spaces are becoming smaller.
<b>Fencing (3)</b>	Private (2) to low and semi-private (1). Medium height.
<b>Building height (3)</b>	Low rise residential and commercial. Some two storey. New-builds mostly 2-storey dominate existing homes.
<b>Building materials (2)</b>	Brick (2) and stone (1).
<b>Roofs (1)</b>	Pitched with tiles.
<b>Vegetation (2)</b>	Well established gardens that face the street. Gardens and trees.
<b>Other</b>	Wide streets.

Respondents expressed a high level of satisfaction with the proposed future character statements, with most (4, 57%) rating them five stars out of five.

**Figure 8: Level of satisfaction with preferred future character statements (n=7)**



Asked why they assigned that rating, participants who rated the statements four or five stars (6, 85.5%) commented that they want to ensure existing character is maintained (2); allow sufficient space for vegetation; and that the challenge will be to enforce these requirements and allow owners to renovate. One respondent commented that they agreed with all except low/transparent fencing.

Five participants also provided feedback on what they would add or change to the statements, summarised below:

- Building height should be limited (no high rise or commercial)
- Concern about overlooking and overshadowing
- No development should increase the number of dwellings that are presently on that land.
- Include more on front gardens and plantings
- One participant supported low/transparent fence heights for a community feel while another wanted consistency with neighbours i.e. high fences where the majority of properties had them.

#### 4.2.4 B5 GRZ2 Bay Street Activity Centre

This survey received nine contributions, with most participants (7, 78%) stating retaining existing character was extremely or very important. Most respondents to this survey were homeowners/ratepayers living in the zone (8), with more than half living there for 20+ years. A broad spread of age groups was represented from 18–24 to 75–84 years.

Four community members also provided feedback on this zone via the general community survey.

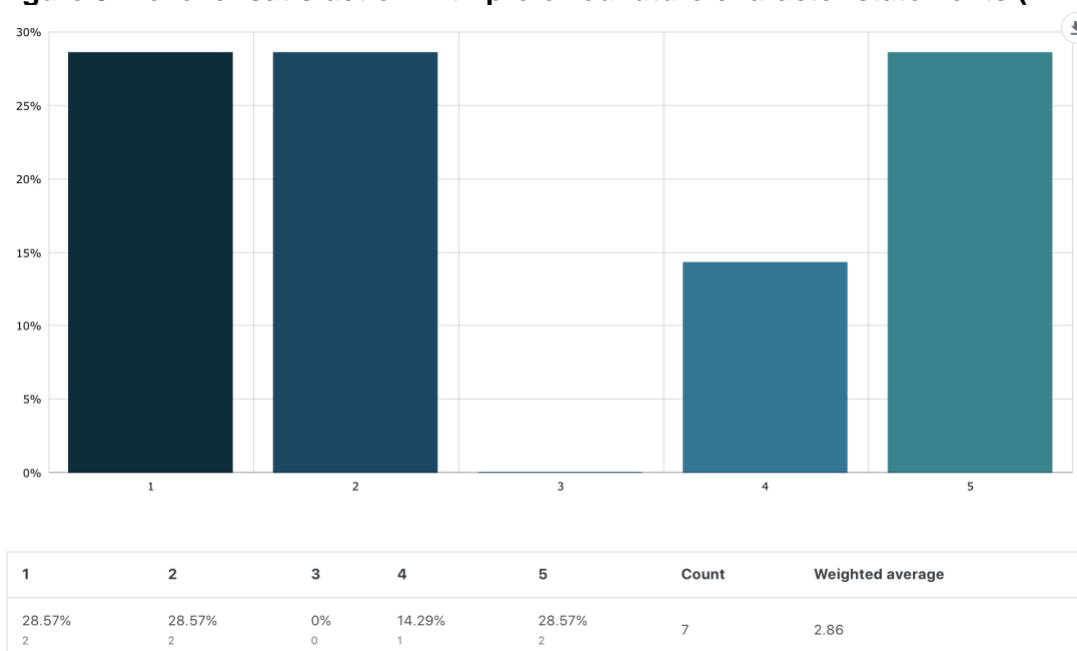
When asked to describe the current character (look and feel) of the area, all respondents (9) provided comments which are summarised in the table below:

Topic	Community feedback
<b>Building design (7)</b>	Mixed designs. Verandas and porches common (3). Garages to side or front of buildings. Entryways/windows facing the street (2). Heritage looking houses. Retain feeling of 'old world'; avoid multiple dwelling on a block. Dual-occupancy common. No off-street parking common.
<b>Setbacks (3)</b>	Space between buildings. Front setback >10m; upper levels setback. Overlooking needs to be considered for privacy; high-rise should have setbacks in proportion to height.
<b>Fencing</b>	High and private (3), especially if no other outdoor area. Houses with low fences (preferred).
<b>Building height (5)</b>	Older, single dwellings, some new high density. Single storey houses (4). Small double-storey semi-detached. No large 3-storey developments without underground area.

<b>Building materials (1)</b>	Brick.
<b>Roofs (1)</b>	Pitched.
<b>Vegetation (6)</b>	Tree-lined streets (2). Gardens front and back. Large garden area (3); traditional planting (rose, jasmine); well-kept gardens; trees in gardens. High-rise: garden area should equal to the building footprint.
<b>Other</b>	Close off some short streets to cars to increase green/open space.

Respondents (7, 78%) expressed a relatively low level of satisfaction with the proposed future character statements, with most (4, 57%) rating them one or two stars out of five (2.86 average). This was the lowest rating of all surveyed zones.

**Figure 9: Level of satisfaction with preferred future character statements (n=7)**



Reasons provided for a positive (four or five star) rating included:

- Statements reflect the character we love – emphasise keeping overall size of a building down.
- Privacy (2): Do not want a transparent front fence across the entire street  
High fences are needed if only one outdoor space
- Agree with statements but not implementation: heritage buildings have been partially demolished; developments approved that overshadow; lack of support from Council.

Reasons for a negative (one or two star) rating included:

- "Visually overwhelm" and "dominate or disrupt the streetscape rhythm" are very subjective
- "Building materials" and "environmental" considerations can change eg. suburbs which mandated dark roofing for light reflection and amenity now mandate light colours on environmental grounds.
- "Low and transparent front fences" not in character with present streetscapes – fences are variable and charming mix of styles



- Does not consider number of storeys or upper levels need to be setback
- Objective 2 suggests Council will permit construction of 3-storey+ residences
- Good to encourage use of low front fences
- Construction of tall, grey residences detract from local streets. Cream or light-coloured renders would fit very well.
- Dwellings are being built which are very bland, dominate narrow streets and do not reflect local character.

Four respondents (44%) also provided comments on how what they would add or change to the proposed character statements:

- Remove subjective terms
- New developments no higher than 2 storeys and upper levels considerably setback
- High fences permitted if only one (street-facing) outdoor space
- Promote growth of trees along the streetscape

#### 4.2.5 B5 GRZ4 Bay Street Activity Centre

Three participants completed this survey: two thought retaining character is extremely or very important; another said it was not very important. Respondents were all homeowners/ratepayers living in the zone or immediately adjacent. Residency in the zone ranged from less than one year to between 6 and 10 years.

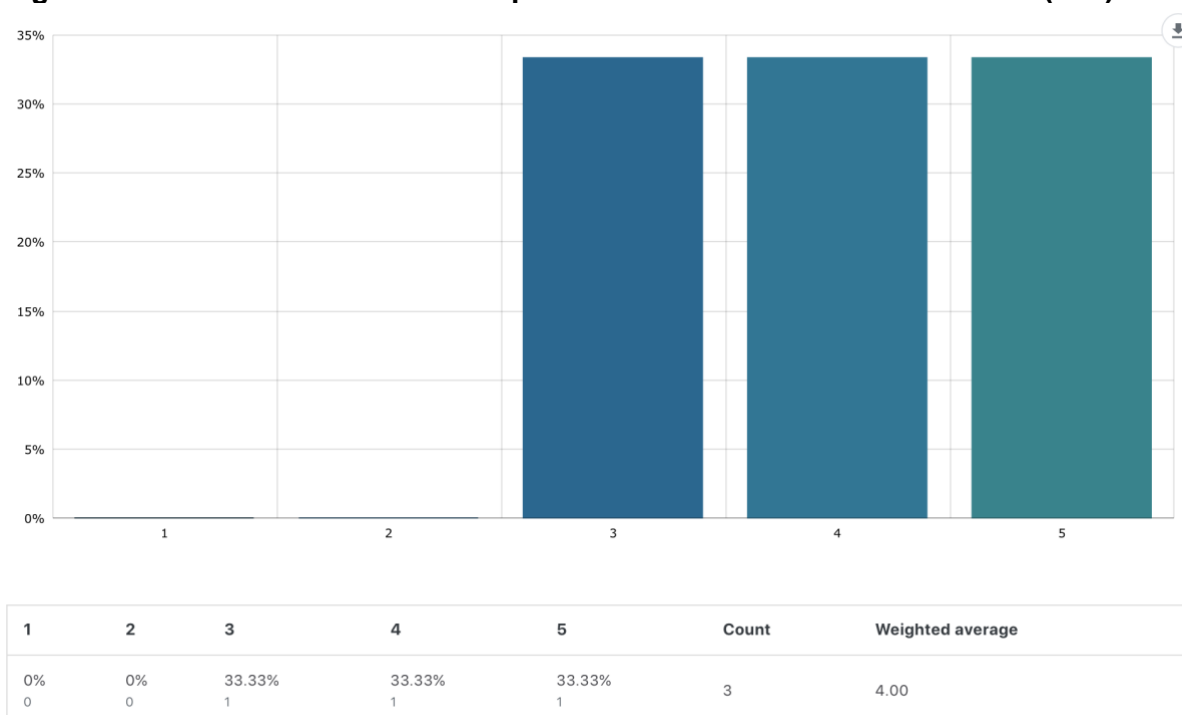
Three community members also provided feedback on this zone via the general community survey.

When asked to describe the area's current look and feel, participants (3) said:

Topic	Community feedback
<b>Building design (3)</b>	Historical look – old facades. Love the combination of old meets new. Mix of older single-story houses and new 2-story houses, with some new 3-story buildings - provides interesting visual 'urban fabric'. Entrances face the street. Verandas separated with solid walls [apartments].
<b>Setback (1)</b>	Buildings setback from street; upper levels setback.
<b>Vegetation (1)</b>	Garden area.
<b>Materials (1)</b>	Concrete, brick and rendering.
<b>Fencing (1)</b>	High and private.

All expressed a high level of satisfaction with the proposed future character statements, rating them three-or-more stars out of five.

**Figure 10: Level of satisfaction with preferred future character statements (n=3)**



Asked why they assigned that rating, participants said they agreed with all points with some minor exceptions. One expressed concern that statements might risk long-term degrading of character if multi-residences become dominant built form, instead of the current mix. Another participant supported all statements except low and transparent front fences as higher density living brings noise and low fences are less secure.

Suggestions for amendments to the statements included:

- Encourage lot consolidation, combined with height and setback limits
- Take into account existing adjacent lots
- New builds should retain adjacent building's existing privacy
- Build good quality smaller apartment blocks to keep the standard high

Other feedback included: keep [public] carparks away from apartments and homes; encourage small independent shops, cafes, restaurants to the area, and increase the time allowed in zoned parking.

#### **4.2.6 A2 GRZ1 Elsternwick Housing Growth Areas**

Fifteen participants completed the GRZ A2 survey, with 93% selecting retaining existing local character was extremely or very important.

All were Bayside homeowners, with 80% living in the zone – others lived adjacent or were regular visitors. More than half had lived in the area 20+ years, with a spread of age groups represented.

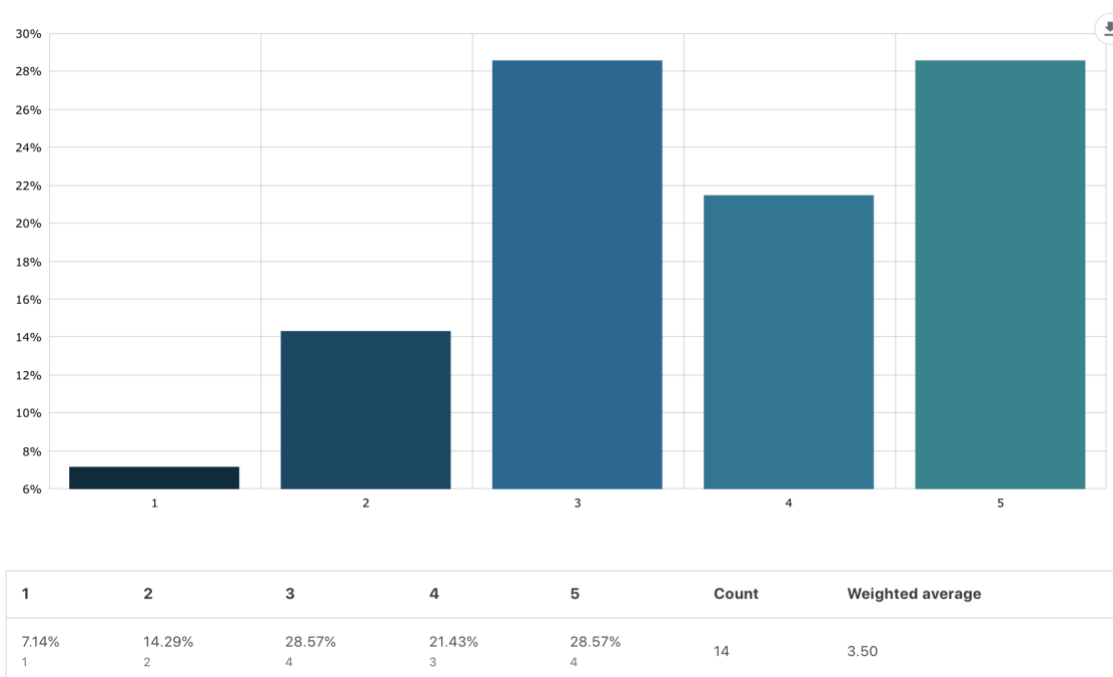
One community member also provided feedback on this zone via the general community survey.

When describing the character (look and feel) of the areas, participants (15) said:

Topic	Community feedback
<b>Building design (11)</b>	Victorian, Edwardian: 1980s to 1930s (7). Period (4) updated well. Verandas and porches (4). Double or triple fronted - consistent style. All lots below 500m <sup>2</sup> (2); lots about 380m <sup>2</sup> . Single storey (3) or with attic conversion, extensions at rear. Carports at side; no garages or designed to be recessive. Mix of housing styles.
<b>Setback (7)</b>	2nd storey recessed. Significant setbacks >5m. Front setbacks >4m; side >3m. Front and side setbacks >2m. Houses occupy 60% of block.
<b>Vegetation (9)</b>	Well-maintained front gardens (4). Spacious blocks, good open spaces (2). Tree-lined streets (4), planting. Small front yards.
<b>Materials (6)</b>	Timber (6) and brick (4), rendered. Stained glass windows.
<b>Fencing (5)</b>	Picket. Semi-private (3). Low fences. Medium height.
<b>Roofs (6)</b>	Pitched (5), hip and gable, tin (2) or tiles.
<b>Other (7)</b>	Paradise! Heritage overlay on Trafford Ave sets it apart from surrounds; encourage extension of overlay. New 3-storey apartments diminish amenity. [Character] slowly being destroyed.

There was a reasonably high level of satisfaction with the proposed future character statements, in terms of how they will ensure preferred character is included in future developments, with an average rating of 3.5 stars out of five.

**Figure 11: Level of satisfaction with preferred future character statements (n=14)**



Reasons provided for a neutral (three star) or positive (four or five star) rating from 11 participants included:

- Objectives seem a reasonable and fair assessment (2)
- Represents current character (3)
- Okay with objectives; like to see more details to understand implications
- Each project should be judged on its merits
- Character statement doesn't protect the level of existing greenery enough
- This area abuts Nature Reserve – need to encourage habitat corridors
- Limit housing density

Reasons provided for a negative (one or two star) rating from 3 participants included:

- Agree with 1 and 2; but with statement 3,
- Buildings should be set back from more than one boundary (2)
- Prevent demolition and/or building of 3rd storeys on period buildings
- Maintain mostly detached homes with front and back gardens
- Whatever you object to VCAT overrules.

Thirteen participants also provided suggested amendments to the statements:

- Ensure setbacks on all sides; at least one boundary for small lots
- Provide side setbacks with vegetation in multi-storey developments
- Roofscapes should be complementary to existing style
- Set back from rear boundary for privacy/overshadowing (3)
- Back garden, slanted roof line and greenery
- Recessing 3<sup>rd</sup> storey forces its construction to the rear, intruding on privacy
- 3 storeys only allowed in centre of property
- Maintain existing width of street frontages and size of properties
- Do not allow acquisition of neighbouring properties by developers
- All development must accommodate off-street parking
- Properties can only expand from one to two residences
- Mandatory heights must remain low.

## 4.3 Hampton

Four General Residential Zones across Hampton Activity Centre were included in this consultation, with survey responses from 64 participants.

### 4.3.1 F1 GRZ2 Hampton Activity Centre

The F1 GRZ2 Activity Centre area received the highest number of survey responses (31 contributions) within Hampton, with the majority viewing retaining character as extremely or very important (94%).

All respondents were homeowners, with most living or owning tenanted property (26, 84%) in the area. There was a good spread of age groups, as well as length of residency in the zone.

Five community members also provided feedback on this zone via the general community survey.

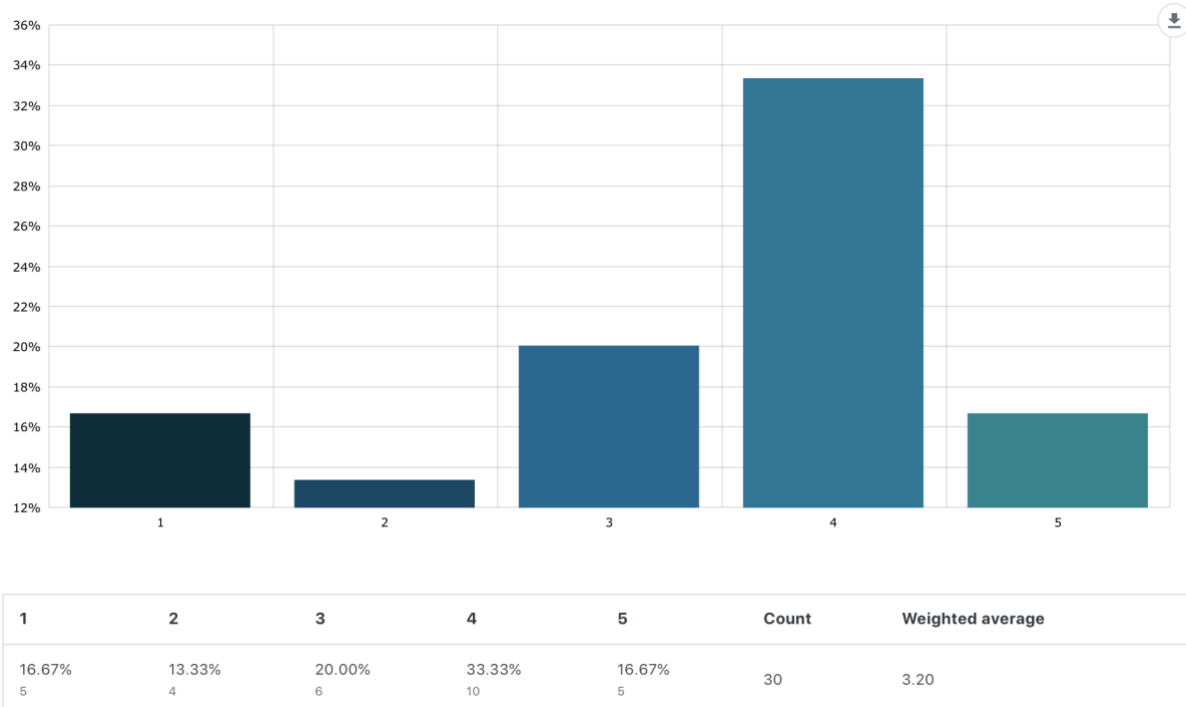
Participants described the area's look and feel, as follows:

Topic	Community feedback
<b>Building design and height (10)</b>	Older, historic look "Californian bungalow". Traditional (4) Federation and Edwardian (2); need protection. Low level/density: single (4) or double storey (2) detached residential dwellings. Verandas/porches common (5). Mix of heritage and modern (3) "eclectic". Driveways (2); garages/carports at ground level; on-street parking common. 3-storey too high. Front door street facing. Too many apartments; inappropriate heights. Commercial and residential, inc apartments.
<b>Setback (13)</b>	Buildings set back from street and adjacent houses (10). Open space (2). Privacy important. Upper-level setback (2).
<b>Vegetation (19)</b>	Leafy (3), lots of green (3). Trees at front set back. Few trees growing in back yards. No sign of green walls or modern vegetation. Generous-sized gardens (4) eg 50% of land. Gardens major feature (7). Tree lined streets (2). Large trees (2), medium sized bushes, open gardens (2). Well-kept traditional and modern gardens. Front gardens (2).
<b>Materials (15)</b>	Timber eg weatherboard. Brick.
<b>Fencing (6)</b>	Low fences (4) semi-private (2) eg picket (1). Some have no front fence. Modern builds high and private.
<b>Roofs (7)</b>	Pitched (6) and tiled; or flat.
<b>Other (7)</b>	Safe (2). Changing – lack of vegetation.

Live on zone boundary: concern about “lop-sided” development.  
Gridlock within five years “destroyed by overdevelopment”.

Respondents (30, 97%) expressed a high level of satisfaction, with four stars out of five the most frequent response.

**Figure 12: Level of satisfaction with preferred future character statements (n=30)**



Reasons provided by 20 respondents for a neutral (three star) or positive (four or five star) rating included:

- Appropriate criteria / agree (9)
- Reducing visual bulk important (5)
- Not currently adhered to (4)
- Large trees/vegetation preserved (priority) (3)
- Too many apartments (2)
- Other: Safe/active streets unnecessary; oppose density and multi-level car parks; no reference to garden areas for private enjoyment; no high walls, use glass and wood not concrete; does not reflect historical village feel; does not include parking; reservations about fencing; more definition on size and shape of buildings.

Reasons provided by nine respondents for a negative (one or two star) rating were:

- Not currently adhered to (2)
- Reducing visual bulk important (2)
- Minimum areas for garden areas/landscaping (2)
- Need specific heights / setbacks (2) “height is excessive”
- Large trees/vegetation preserved (priority)
- Does not include parking or traffic
- Overshadowing
- [Development] is inevitable



Asked what they would add or change to the statements, 18 participants provided comments, summarised below:

- Allow flexibility in front fencing requirements (2)
- Acknowledge historic style of homes adjacent to the GRZ
- Buildings should be sustainable, including vegetation on walls and roofs, with an emphasis on locally indigenous vegetation
- Dwelling sizes should be limited to [eg 100 sqm] to avoid waste
- Parking (3): limited to one space per three dwellings in view of car sharing; no more than two spaces; cars to be garaged on the property. Provide for adequate car-parking to residents.
- Encourage more diversity of building form, style and architecture
- Ensure suitable standards of landscaping
- Don't tear everything down 'renovate' (2)
- Mandate private garden areas (2)
- Rear setbacks from neighbouring properties
- Reference the size and nature of the street itself
- Keep local character, fewer multi-unit dwellings
- Make it understandable 'plain English' and be specific about what is allowed
- Create 'characters' for different streets so there is some theme
- Maximum height under 3 stories (2), less bulk, more gardens/greenery
- Do not allow title amalgamations and construction of apartment blocks with inadequate open space and parking
- Reference density limits to prevent large apartment blocks being built
- Third stories should be set in a pitched roof to reduce visual bulk and better fit with Edwardian heritage homes.
- Use natural and traditional materials for fences and building facades e.g. timber, vertical gardens, bricks, rather than concrete and glass
- Limit actual size and bulk, as appropriate, not 'visual' bulk.
- Preference townhouses above apartments.

#### 4.3.2 F1 GRZ3 Hampton Activity Centre

This survey had 15 contributions, with most participants (13, 87%) viewing retaining character as extremely or very important. Almost all respondents were homeowners (14, 93%) who live in the area. Around half had lived in the zone for between 11 and 20 years and were aged 65 – 74 (9, 60%).

Three community members also provided feedback on this zone via the general community survey.

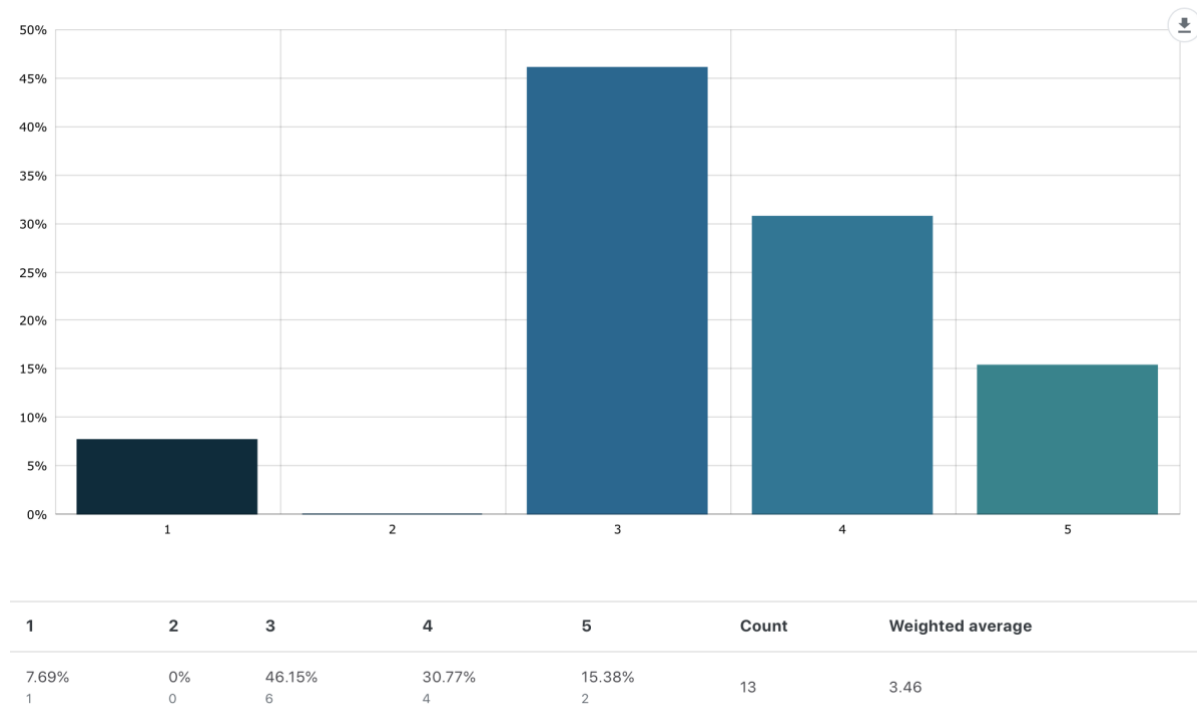
When asked to describe the area's current look and feel, respondents (14) said:

Topic	Community feedback
<b>Building design and height (13)</b>	<p>Single (family) dwellings, few townhouses, excessive apartments.</p> <p>Eclectic mix of styles (5) Californian bungalow, 'beach shack', 60s/70s, Edwardian, modern.</p> <p>Older style: Pre-WWII, classic, heritage (2).</p> <p>Driveways need to be accessible (3).</p> <p>Veranda/porches (2).</p> <p>Garage on the side (2).</p> <p>Entrances/windows face street.</p> <p>Upper levels set back.</p>

<b>Vegetation (8)</b>	Gardens with trees, good sized (6). More planting the better. Preserve shading and porous areas.
<b>Fencing (6)</b>	Low (2) transparent (slated/picket) (4) or none. High, private and semi-private. Beach Rd should allow high/solid fencing for traffic noise.
<b>Setbacks (4)</b>	Space, set back from street (3), around 3m-6m. Setbacks not so important. Upper levels set back.
<b>Materials (4)</b>	Timber (weatherboard) (4). Brick (3). Stone (1).
<b>Roofs (3)</b>	Pitched (3) on older dwellings, newer are flat. Pitched roofs can block views.
<b>Other (4)</b>	Parking is terrible on Beach Road (3). If too uniform in design, character is lost.

Respondents expressed a reasonably high level of satisfaction with the proposed character statements with three stars out of five the most frequent response (average 3.5 stars).

**Figure 13: Level of satisfaction with preferred future character statements (n=13)**



Those who assigned a neutral or high rating (11) said:

- Statements 3, 4 and 5 are open to interpretation (3)
- Covers essential requirements (2)
- Does not cover parking issues (2)
- Low fencing not preferred for shade/noise/privacy/security (2)
- Permission for 'ugly' new properties to be built next to heritage
- No requirements for 'proper' vegetation at rear

The one participant who assigned a low rating was opposed to any high-rise.

Eight participants commented on what they would add or change to the statements, as summarised below:

- Include minimum setback of the house from street (2)
- Encourage the use of indigenous vegetation and energy efficiency design.
- Remove subjectivity of statements 1, 4 and 5
- Add protection for heritage homes
- Protection from overshadowing and using 'all the block' (2)
- More consideration to flexibility for front fences,
- Include trees in vegetation and protect established trees (2)

#### 4.3.3 E2 GRZ2 Hampton Activity Centre

This area had 15 survey participants, with 93% viewing retaining character as extremely or very important. Respondents were mostly homeowners (12, 80%) or tenants (3, 20%). The majority lived in the zone (10, 67%) with others adjacent (5). There was a range of residency within the zone, from less than five years (3, 20%) to more than 20 years (4, 27%). Broad age groups were represented.

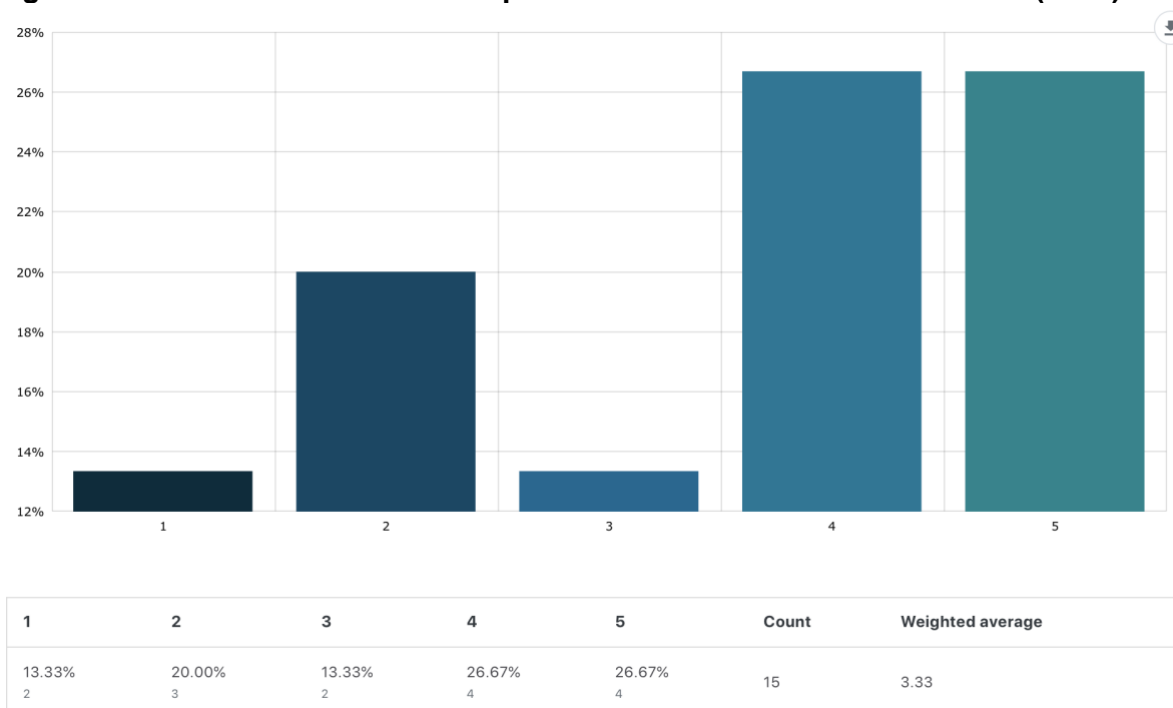
Three community members also provided feedback on this zone via the general community survey.

When asked to describe the area's current look and feel, respondents (15) said:

Topic	Community feedback
<b>Building design and height (15)</b>	Used to be single story, losing character with apartments (3); heritage knocked down; very built-up. Single dwellings preferred (2); two-storey homes (2) max. Period architecture/facades (1910s-30s) (5), Californian bungalow style (3). Mix of building styles (2). Large blocks (2). No garage; driveways (2); entrance at front. Not overcrowded. Verandas and fretwork.
<b>Vegetation (8)</b>	Large front gardens (5). Little or no gardens now (2). Trees (3) and on nature strip. Views of Bay.
<b>Setbacks (9)</b>	Good space on all sides (4). Setback from street (3). Apartments not well setback from street. Open space (green) between properties.
<b>Roofs (4)</b>	Pitched (3) terracotta, tiles or iron. Small.
<b>Materials (5)</b>	Weatherboard (3) or red brick (4).
<b>Fence (2)</b>	Most properties; low and picket.
<b>Other (3)</b>	Mismatch between E2 and adjoining MAC where 6 storey is being built. Parking concerns. Danger of losing its character.

Respondents (15, 100%) generally expressed a high level of satisfaction with the proposed character statements with four or five stars the most frequent responses (8, 53%) (average 3.3 stars).

**Figure 14: Level of satisfaction with preferred future character statements (n=15)**



Participants (10) who assigned a neutral (three star) or higher star rating said:

- Aligns with views / satisfactory (6)
- Haven't seen these in new developments (3)
- Fences need to be high where privacy/noise requires e.g. next to train line

Participants (5) who assigned a low (one or two star) rating were primarily concerned with heritage protection or existing developments:

- Inadequate protection of heritage / facades (2) village atmosphere (2) and established trees
- Council has approved buildings that are too tall, have almost no vegetation, and not enough parking (2)
- Objectives need to be mandated rules; further detail between objectives 2, 3, 4 and 5

When asked what they would add or change to the statements, 10 participants provided feedback:

- Mandatory heights required to protect area's character
- Setbacks for all boundaries and between adjacent properties need to be maintained even if developer acquires adjacent land
- Heritage overlays for 100+ year old buildings/facades (3)
- Traffic management in residential streets to be handled/controlled better
- Reduce the number of apartments being built
- Allow front balcony overlooking where people have Bay views
- Statements do not address restricting development
- Protect established trees

#### 4.3.4 E3 GRZ2 Hampton Activity Centre

Three participants completed this survey, with all viewing retaining character as extremely important. There was a mix of homeowners and tenants represented, across a broad age range, who live in or adjacent to area.

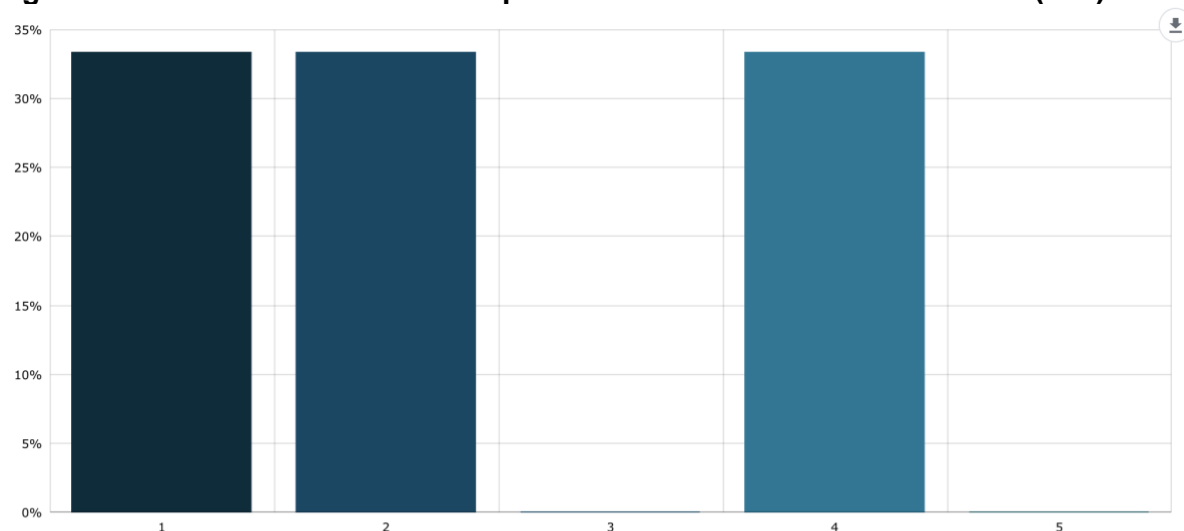
Three community members also provided feedback on this zone via the general community survey.

When asked to describe the area's current look and feel, two respondents provided comments, summarised below:

- Changed in the past few years (2); old houses being knocked down to build modern; in danger of losing its character
- Industrial to the west, inviting to the east – nice streetscape
- Houses are generally well set back with appropriate space between buildings
- Variety of building materials are used.

Respondents (3, 100%) expressed a mixed level of satisfaction with the proposed character statements, resulting in an average of 2.3 stars out of five.

**Figure 15: Level of satisfaction with preferred future character statements (n=3)**



1	2	3	4	5	Count	Weighted average
33.33%	33.33%	0%	33.33%	0%	3	2.33
1	1	0	1	0		

Asked why they assigned that rating, participants said:

- (1 star) Can't see how high-rise apartments will retain area's character
- (2 star) Relevant, but include retaining historic facades
- (4 star) Mandate greater garden space

Asked what they would add or change to the statements, one participant commented that buildings and facades more than 80 - 100 years old should be protected to maintain strong historic character.

## 4.4 Sandringham

Three zones within Sandringham Activity Centre were included in this consultation, with 23 participants providing feedback – the lowest of any suburb area.

### 4.4.1 F1 GRZ22 Sandringham Activity Centre

Thirteen (13) participants completed this survey, with mostly viewing retaining character as extremely or very important (92%). Most participants were homeowners who live in the area (73%), with some living adjacent – many have lived in the zone for 20+ years (40%). A broad spread of ages was represented.

Five community members also provided feedback on this zone via the general community survey.

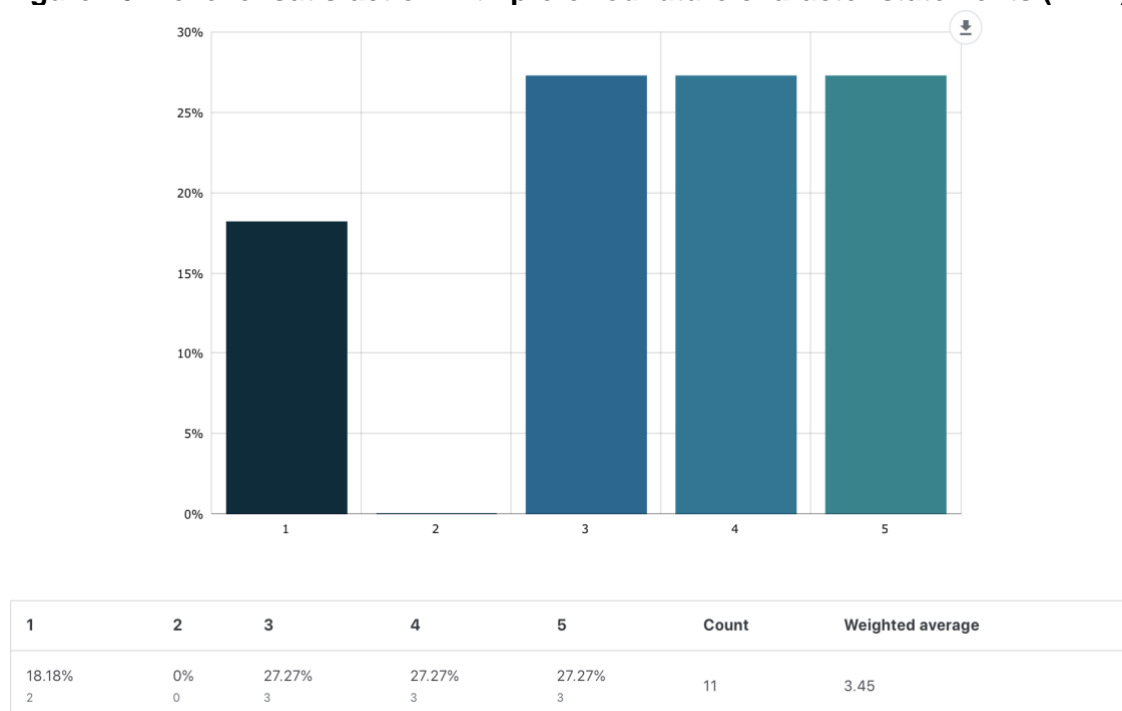
Asked to describe the area's current look and feel, all respondents (13) to this survey provided feedback, as summarised in the table below:

Topic	Community feedback
<b>Building design and height (11)</b>	Inconsistent: used to be period timber, now concrete (2). Varies from street to street; mixed use and multi-res becoming common outside activity centre. High-density set around period style. Veranda, garage adjacent, entrances face street. Period houses (2). Historic/traditional and new build (2). Not overdeveloped (2), village feel.
<b>Vegetation (6)</b>	Gardens visible from street. Cottage/traditional gardens (2). Good-sized yards; large trees, planting for wildlife. Reduction of trees and greenery.
<b>Setbacks (4)</b>	Well setback from street (2). Semi-open, not intrusive. Upper levels setback.
<b>Roofs (5)</b>	Pitched (4) but becoming flat in new builds (2).
<b>Materials (7)</b>	Brick (3) or timber (3), concrete (1).
<b>Fence (3)</b>	Varies: low, semi-private (2) to high 2m+ and solid. Traditional.
<b>Other (3)</b>	Feeling of community. Conjected; shopping strip in disrepair.

Respondents (11, 85%) expressed a high level of satisfaction with the proposed character statements, with an average rating of 3.45 stars out of five.



**Figure 16: Level of satisfaction with preferred future character statements (n=11)**



Asked why they assigned that rating, nine participants who rated the statements three stars and above commented:

- Important to retain village feel (2)
- Agree with principles (5)
- Not enough parking (2)
- "Sympathetic" is not enough: must consult with heritage experts

Two participants who assigned a lower rating said they did so because low open fences don't provide front garden privacy, or there were no trees planted in main streets, and footpaths are in disrepair.

Suggestions provided by nine participants to improve the proposed character statements include:

- Setbacks/space between buildings are important (2)
- 'Respect and protect local character' is not adhered to
- No strict rules: area is evolving/not everything worth preserving (2)
- Consult with heritage experts
- No basement parking
- Include verandas and diverse landscaping in statements
- Existing policies on heights and open space not adhered to and should form part of character objectives.

#### **4.4.2 F1 GRZ3 Sandringham Activity Centre**

Nine participants completed this survey, with most viewing retaining character as extremely or very important (89%). Most were homeowners (9, 89%) or tenants, either living in the area or adjacent. There was a broad spread of ages between 25 and 75 years and length of residency from less than 1 year to 20+ years.

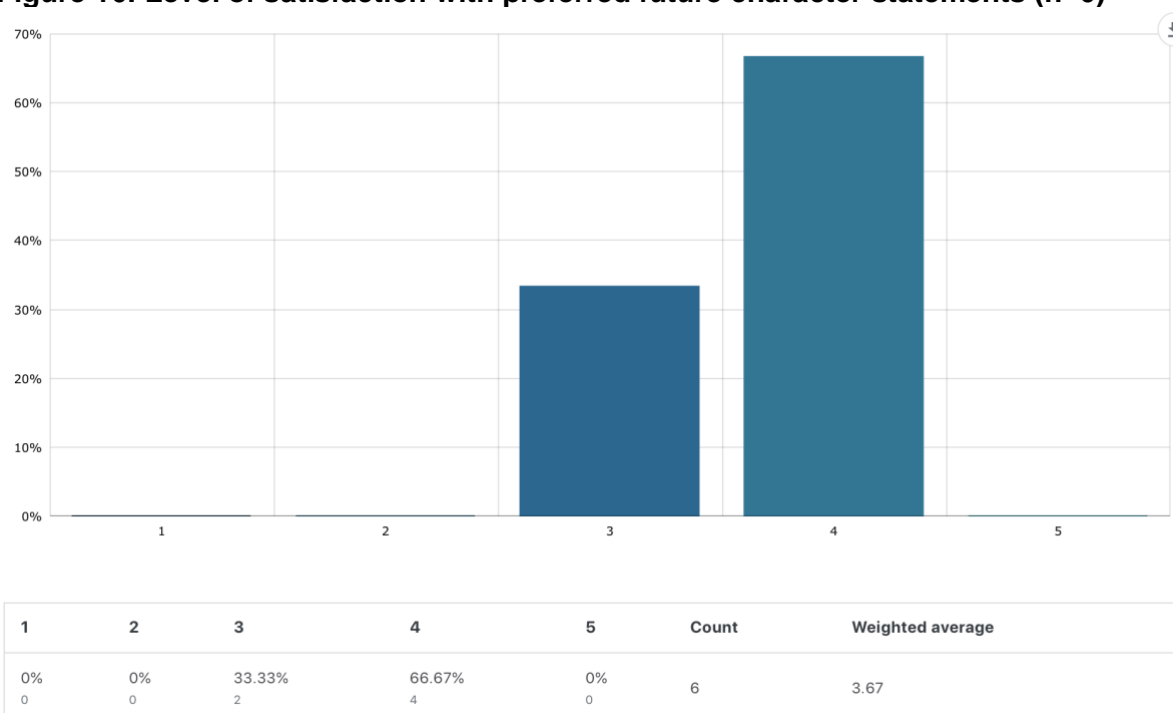
Four community members also provided feedback on this zone via the general community survey.

Asked to describe the area's current look and feel, eight respondents provided feedback, summarised in the table below:

Topic	Community feedback
<b>Building design and height (8)</b>	Traditional: Californian bungalow (2), coastal, period (3) Edwardian. Two storeys maximum (2). Detached, don't occupy most of the block; spacious. Off-street parking. Not many multi-developments (2); not crowded. Well-proportioned to setbacks, some larger buildings tower over streetscape. Verandas.
<b>Vegetation (6)</b>	Generous front gardens (4). Plenty of space. Leafy, lush vegetation (2).
<b>Setbacks (5)</b>	Space on all sides, good setbacks (5). Upper levels setback (2).
<b>Roofs (2)</b>	Pitched. Gabled, tin.
<b>Materials (1)</b>	Timber (weatherboard).
<b>Fence (3)</b>	Low (2). Varies: some low others high for privacy/security.

Survey participants generally expressed a high level of satisfaction with the proposed character statements (average 3.67 stars).

**Figure 16: Level of satisfaction with preferred future character statements (n=6)**



Asked why they assigned that rating, participants (6) who rated the statements said:

- Object to open front fencing styles as regulation due to safety and privacy
- Have seen plans for new developments that do not fit these objectives
- Does not address over-development
- Confirm need for front garden and reflection of the coastal setting
- Agree (3)

The participants also provided suggestions for what they would add or change to the character statements, summarised below:

- Limit heights (2), townhouses and multi-story apartments
- Prevent sneaking an extra level in the form of a roof garden, tower or deck
- Need garden spaces at rear to reduce impact to houses on other side
- Encourage native vegetation; retain garden space
- Be stricter about coastal theme and what this entails
- More open space between the buildings (2) with proportionally increasing setbacks per level

#### 4.4.3 F1 GRZ1 Sandringham Activity Centre

Two participants completed this survey, with all saying retaining character was extremely important. Both were homeowners who lived in the area for more than 11 years: one in the zone and the other adjacent.

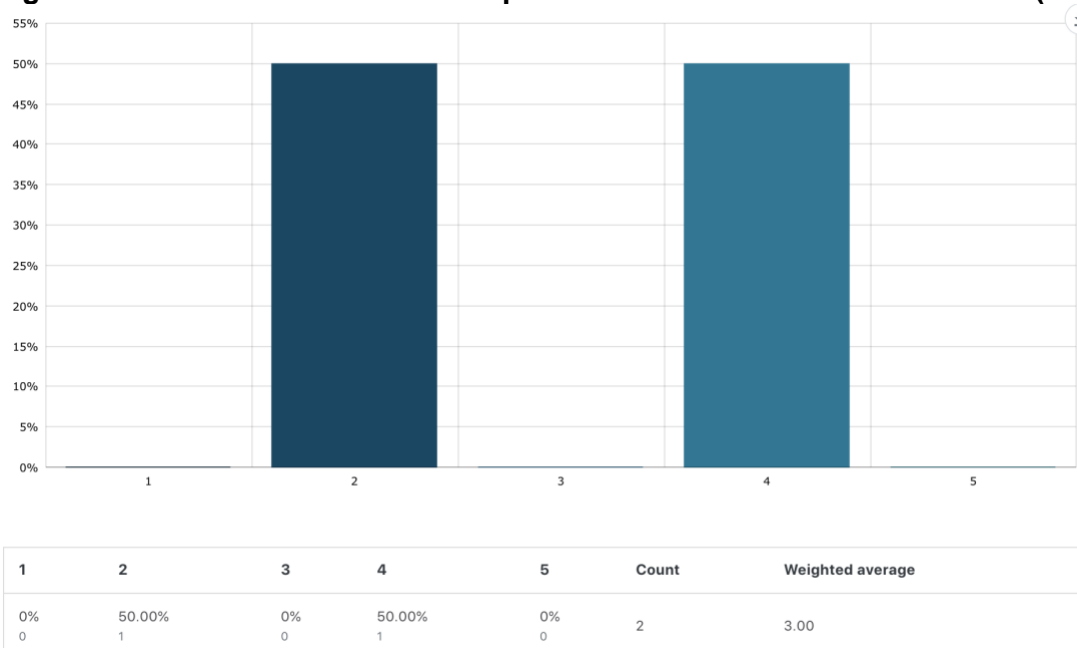
Four community members also provided feedback on this zone via the general community survey.

Asked to describe the area's current look and feel, respondents said:

Topic	Community feedback
<b>Building design and height (2)</b>	1920s style, village style, lovely old homes that retain original character with a small mix of townhouses or apartments. Character windows facing the street and heritage and modern style entrances. Verandas and porches.
<b>Vegetation</b>	Traditional street-facing gardens and trees.
<b>Materials</b>	Weatherboard homes typical to area.
<b>Fence</b>	Fences are semi-private including picket fences.

Respondents expressed a mixed level of satisfaction with the proposed character statements, resulting in an average of three out of five stars.

**Figure 16: Level of satisfaction with preferred future character statements (n=6)**



Asked why they assigned that rating, one participant responded and said Council is not protecting Sandy village enough as there are too many townhouses and 3-storey apartments. There were no suggestions for ways to improve the statements.

## 4.5 Cheltenham / Pennydale

Two zones – both Housing Growth Areas - within Cheltenham / Pennydale were included in this consultation, with Pennydale receiving the majority of feedback (44 survey responses) compared to eight in Cheltenham.

### 4.5.1 H5 GRZ1 Pennydale Housing Growth Area

Forty-four participants provided feedback on the Pennydale Housing Growth Area, with most (91%) stating retaining existing character was extremely or very important.

All were homeowners living in the zone, bar one who lives adjacent. Length of residency in the area was broadly spread from less than one year to more than 20 years (18, 40%). The majority of participants were aged between 45–64 years (27, 64%).

Five community members also provided feedback on this zone via the general community survey.

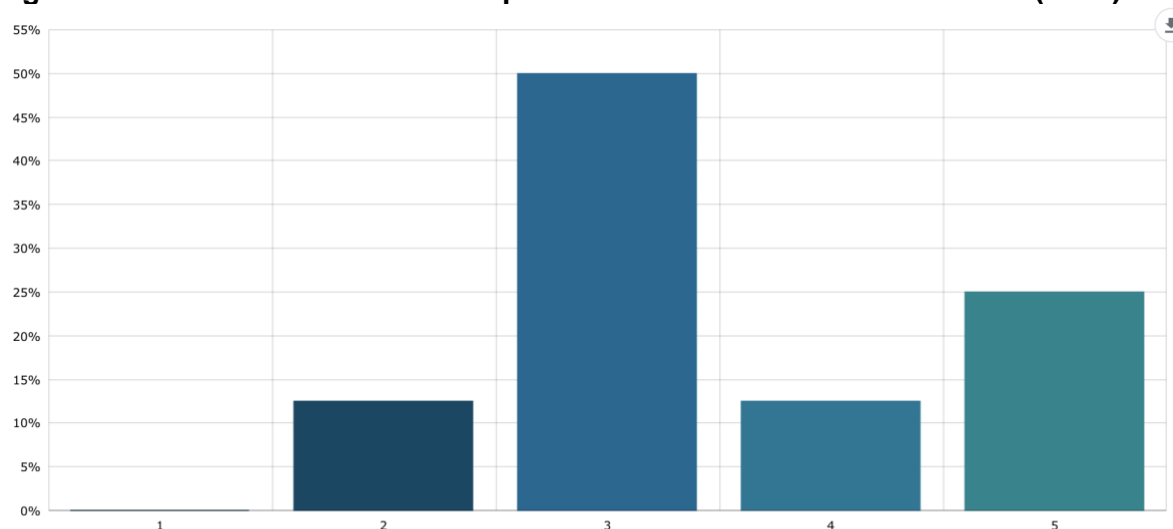
Asked to describe the area's current look and feel, 35 respondents provided detailed descriptions, which are summarised below:

Topic	Community feedback
<b>Building design and height (35)</b>	Mostly single dwellings, increasing number of duplexes (13). Off street parking (12), garage or carport. Single storey detached (9); One or two storeys (8). Good mix in design: detached, townhouses, units, few apartments (7). Post-war design (6). Dual occupancy (5) is generally well-designed, give impression of individual homes. Verandas or porches (5). Entrances and windows face street (5). Nothing more than 2 storeys (5). Older homes being replaced with townhouses. 50s bungalows on large blocks.
<b>Vegetation (34)</b>	Front and back gardens (19) established, well-maintained. Mature, canopy trees (14) coverage. Trees are being cleared for development (6). Mature tree-lined streets (6). Vegetation, green spaces, leafy (5). Large gardens/backyards (3). Loss of external gardens areas. Coastal feel; cottage gardens. Houses recede, gardens are the focus. Medium-sized trees. Few established gardens.
<b>Setbacks (23)</b>	Setback from street (14). 'Space between buildings' (6). Upper levels setback (5). Good setbacks (2). Large setbacks (2). Side setbacks (2).

	Setback all sides. Consistent setbacks. New dwellings build closer limiting privacy.
Materials (16)	Timber (weatherboard) 16. Brick (10). Stone.
Roofs (9)	Pitched (8), tiled or Colourbond. Eaves (2).
Other (14)	Needs vegetation protection overlay (3). Rapidly changing; limit height to two storeys. Family-orientated (3); suburban. Industrial area brings truck noise/traffic. Not overdeveloped. Quiet (2). Parking is an issue. Circular and conventional straight roads.

Respondents expressed a relatively high level of satisfaction with the proposed character statements giving an overall average of 3.5 stars out of five.

**Figure 17: Level of satisfaction with preferred future character statements (n=37)**



1	2	3	4	5	Count	Weighted average
0%	12.50%	50.00%	12.50%	25.00%	8	3.50
0	1	4	1	2		

Thirty-three participants who rated the statements three stars or above, provided feedback on why they selected that rating, as summarised below:

- Need to include protection of trees in Pennydale (6)
- Objectives lack specific commitments to: protect existing trees; mandate adequate separation between buildings; recess all upper levels (5)
- Perfectly describes how I would love it to be; defines the area well (5)
- Support maintain/emphasise green, leafy character (6)
- Discourage 3-storeys as difficult to mitigate the visual bulk/privacy concern (3)
- No higher than two-storey dwellings (4)
- Separation between buildings is important as are trees
- Good compromise to encourage some new housing types
- Be mindful of 3rd storey overshadowing/looking older single-story properties

- Council has obviously considered this is a family area
- Plans need to ensure privacy is maintained by [setbacks] between buildings.
- More flexibility on retention of trees in back gardens to not compromise design
- Needs to be adhered too and development kept to a minimum
- Include that large apartment buildings are out of character
- Townhouses and units tend to be built close together so no option to create garden settings.
- “Visual” separation between buildings does not go far enough – must be actual
- Recessing on second storey is in Bayside Planning Scheme and Rescode
- Include setbacks on all sides to prevent overshadowing/overlooking
- NO watering down of any H5 objectives; there should be MORE protection
- Fine, but needs to include sustainability
- Ambiguous regarding 3 storey element
- Increase planting of canopy trees and appropriate garden space together with minimum garden space, minimum permeability and maximum building coverage.

Four participants who assigned a negative (one or two) start rating said they did so because trees need to be protected; separation of buildings needs to be actual, not visual, 3-storey buildings are not needed and trust in Council to adhere to the statements.

Thirty-five participants also provided suggestions on what they would add or change to the character statements, as summarised below:

- Retain/protect existing canopy trees (6); increase planting/vegetation (3)
- No need for 3-storey developments (6); limit townhouses (2); mandate height limits
- Separation of buildings on all sides (4); setback all upper levels (4)
- Actual not just visual separation (4)
- Ensure off-street car parking (3)
- Sustainability requirements in design (3)
- Regulate material choices (prefer brick, timber, glass) (2)
- Allow non-native planting
- No more than 2 dwellings per block
- No commercial premises on ground floor
- Other: concern it will not be supported by State Government; need to ensure quiet enjoyment of area; provide community gardens and natural footpaths, underground powerlines.

#### **4.5.2 H2 GRZ1 Cheltenham Housing Growth Area Survey**

Eight participants provided feedback on the Cheltenham Housing Growth Area, with most (7) stating retaining existing character was extremely important.

All were homeowners with property in the zone. Length of residency in the area was broadly spread from one to five years to more than 20 years. The majority of participants were aged over 55 years (6, 76%)

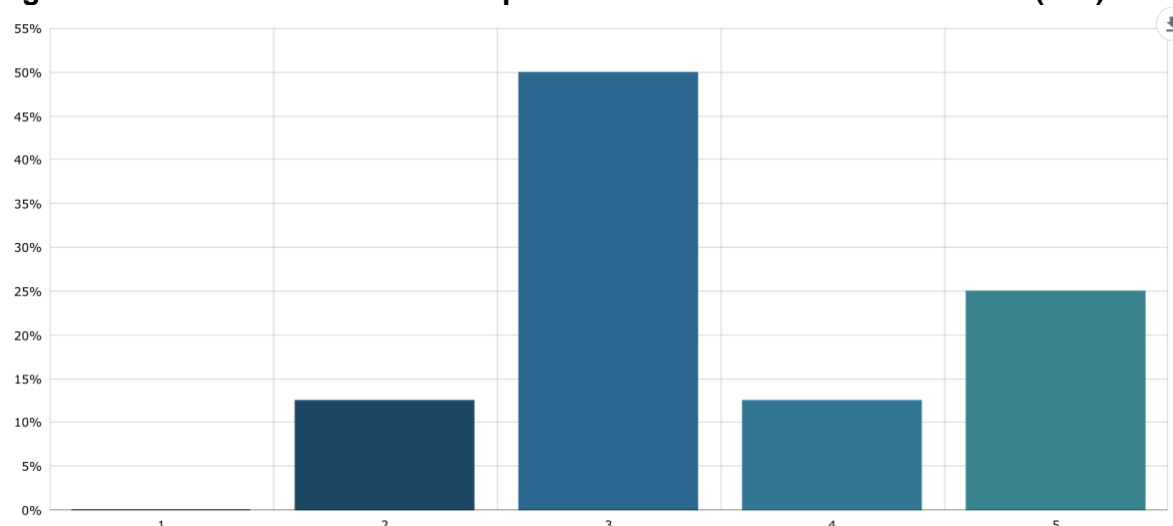
Four community members also provided feedback on this zone via the general community survey.

Asked to describe the area's current look and feel, all respondents provided feedback, which are summarised below:

Topic	Community feedback
<b>Building design and height (7)</b>	Single storey (2). Off-street parking (garage/carport) (2). Mixed: new developments with 70s houses; low-level houses and villas/units (3); some heritage. Entryways and windows facing the street (4). Verandas and porches (2). No porches or verandas. Spanish style.
<b>Vegetation (5)</b>	Front and back gardens (2) well-kept. Traditional planting mixed with natives. Palm trees. Established trees.
<b>Materials (4)</b>	Brick (3), yellow/blonde brick. Timber (weatherboard) (2). Concrete render.
<b>Setbacks (4)</b>	Good setbacks (2). Upper levels setback. Units with no shared walls.
<b>Roofs (3)</b>	Pitched (3), tiled.
<b>Fences (3)</b>	Low (2), traditional. Mix of high and low. High and private.
<b>Other (2)</b>	Village feel, peaceful.

Respondents expressed a relatively high level of satisfaction with the proposed character statements giving an overall average of 3.5 stars out of five.

**Figure 17: Level of satisfaction with preferred future character statements (n=8)**



1	2	3	4	5	Count	Weighted average
0%	12.50%	50.00%	12.50%	25.00%	8	3.50
0	1	4	1	2		



When asked why they assigned that rating, the seven participants who rated three stars and above said:

- More emphasis should be placed on minimising or limiting 3 storeys (3)
- It is a good balance/accurate (2) description
- Should be mention of quality and sustainable builds
- Vegetation Protection Overlay (VPO) should be referenced
- Road safety, including traffic and parking, should be considered
- Do not want area overcrowded

The participant that assigned a lower rating felt 3-storey buildings would be out of character.

Eight suggestions to amend/improve the proposed character statements included:

- Retain the areas largely 1-2 storey character: third storeys to be limited (3)
- Add the VPO and importance of adding native vegetation, where possible
- Ensure development doesn't impact neighbour's privacy and solar access
- Ensure development does not overwhelm available on-street parking
- Minimise number of town houses; dwellings proportionate to the land size.

#### 4.5.3 General community survey

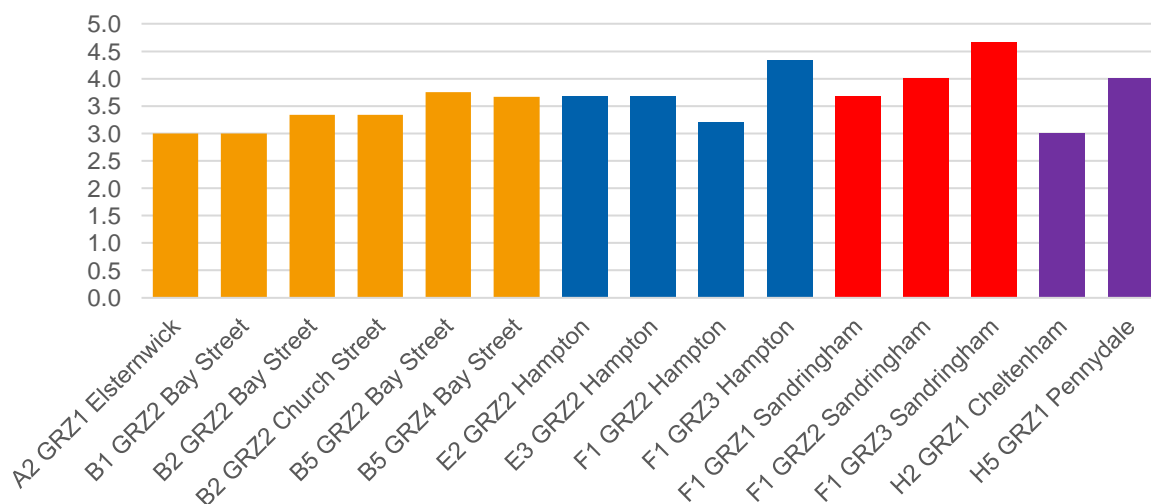
Residents who live in a Neighbourhood Residential Zone or other non-GRZ zone were invited to provide feedback on GRZ area(s) of interest via a general survey.

The general community survey was completed by 21 participants who provided feedback on all 15 zones. Retaining existing character as new development occurs was extremely important to most (81%).

These survey participants were predominantly Bayside homeowners, aged between 35 – 84, who lived in the suburb they provided feedback on. Over half had lived in their suburb for more than 20 years.

Proposed preferred future character statements were generally viewed positively by these survey participants, with all zones scoring an average rating of three or more stars out of five – results in figure 18 below.

**Figure 18: Average star rating (1-5) showing level of satisfaction with preferred future character statements (n=21)**



Descriptions of the look and feel (character) of zones that were provided by these participants echoed many of the comments of zone residents, which are reported within Section 5.4. Common themes include the importance of setbacks; high levels of vegetation cover and provision of gardens; and use of traditional materials (brick and timber). These participants were also concerned about overdevelopment, and integration of large (3-storey buildings) into existing streetscapes.

Some out-of-scope feedback was also received from participants concerning development in Highett – in particular, concerns about the development plan for the former CSIRO site on Graham Road. This development plan was the subject of statutory community consultation in August/September 2021.

General Residential Zones in Highett were not included in this Character Review as there is currently a Planning Scheme Amendment underway to implement the Highett Structure Plan, 2018 by introducing new residential zone schedules. These zone schedules include guidance for the future character.

#### 4.6 Managing moderate growth in General Residential Zones

Participants (180) responding to all consultation surveys were asked to share any comments about how Council should manage moderate growth in General Residential Zone neighbourhoods. A summary of feedback and key concerns is listed in the table below:

Topic	Community feedback
Traffic and transport	Ensure appropriate inclusion of off-street car parking in developments (29). Consider traffic impacts from growth (18). Improve public transport facilities / bike paths (5). Remove parking restrictions (1).
Environment	Increased appropriate vegetation: trees, gardens, green zones (22). Protect canopy trees (11). Encourage Environmentally Sustainable Design (7). Mandatory rooftop gardens on developments (2). Better protection from noise impacts (1).
Density	Limit large apartment blocks in one area (17). Ensure only <i>moderate</i> growth (9). No more 3-storey apartment blocks (7). Ensure equitable distribution of growth areas (5). Improve zone transitions to sensitive areas (3). Pedestrianise shopping streets (2). Allow more large-scale contemporary buildings (1).
Building design	Actual (not visual) setbacks from all boundaries (15). Improve design outcomes 'architecture not square boxes' (11). Height limits inadequate: need to be lower, mandatory (9). Use of traditional / textured building materials; permeable hardscaping materials (6). Mixed use (commercial) on ground floor of developments (4). All upper storeys recessed (3). More colour in design (3). Protect heritage facades (1).
Planning process	Improve communication with residents about local developments (3).

	Limit VCAT influence (3).
	Enforce character guidelines (3).
	Enforce storey limits - include roof gardens etc in levels (1).
General (32)	Comments about growth, including development on former CSIRO site in Highett, zone boundaries, support for character review, specific developments, un-related Council services, sportsground provision, rates and housing affordability.

## 5 Project evaluation

### 5.1.1 Participant reach and representation

All key stakeholders, particularly residents owning or living in property located within GRZ areas (9,717) were notified of the consultation and invited to take part via letter.

Engagement was conducted in part over the Christmas/New Year holiday period. To compensate for this, consultation was widely promoted at launch and held over an eight-week period.

Targets set for reach, representation and participation, based on previous similar projects, were all exceeded.

- Have Your Say webpage visits: target 3,000; actual 3,131 - exceeded
- Feedback (% of visits where at least 1 contribution is made): target 3%; actual 13% - exceeded
- Attention (% of visits that last > 1 minute): target 25%; actual 58% - exceeded
- Actions (% of visits where at least two actions were performed: target 15%); actual 35% - exceeded.

The higher than anticipated levels of visitation, feedback, attention and action recorded on the Have Your Say webpage was likely driven by direct communication about the project via letter, and a highly interactive page with GIS map integration.

### 5.1.2 Participant satisfaction

Survey participants were asked if they had the information they needed to provide their feedback, with 242 providing a response. The majority found the information very or mostly easy to find/understand (86%) - 7% found the information mostly or very hard to find/understand and 7% weren't sure.

Three emails were received criticising the timing of the engagement process and the postal delays receiving the information.

### 5.1.3 Community and Stakeholder Engagement Policy 2021 requirements

An 'Engagement Plan Overview' was published as a subpage on the Have Your Say website to provide information about the project's impacts, scope, negotiables, stakeholders, engagement tools and decision-making process.

This report on community feedback will be published on the Have Your Say website from 9 February 2022 – within three weeks of the close of consultation. Project subscribers (90) will be notified via email of the results at this time.

All principles within the Policy were met.

#### **5.1.4 Q&A tools**

A Q&A tool received two questions, which were responded to within the stated timeframe.

#### **5.1.5 Webinar**

A community webinar scheduled for 9 December 2021 received 10 registrations. This webinar had to be cancelled due to illness. Registered individuals were invited to attend a drop-in session at a library, or book a meeting or phone call with Council officers to discuss the project further.

#### **5.1.6 Data integrity**

Registration on Have Your Say, or proof of Bayside residency, was not required to participate as this was deemed as a project of low risk of tampering or external influence.

A review of the raw data and IP addresses associated with digital responses did not identify multiple identical submissions made from the same IP address.

Other steps to contain participation to members of the Bayside municipal community include:

- Addressed letters sent to residents within GRZ areas.
- Face-to-face engagement sessions at Bayside libraries.
- Promotion through Council channels

No questions or categories were discounted due to inadequate/irrelevant responses or lack of responses, with approximately  $\geq 90\%$  of survey participants responding to each question.

## 6 Appendix

### 6.1 Preferred Future Character Statements

#### Brighton / Elsternwick

##### B2 GRZ2 Church Street Activity Centre

1. Ensuring the third floor is recessed enough so it is distinct from the lower part of the building.
2. Maximising building articulation that integrates with the streetscape character and reduces visual bulk.
3. Encouraging the retention and planting of medium to large sized trees and landscaped front gardens while minimising hard surfaces.
4. Strengthening the bayside vegetation character of the area by ensuring sufficient space is provided around buildings to accommodate landscaping.
5. Ensuring new development provides sufficient setbacks from the rear boundary to not overwhelm the backyard character and provides a transition to sensitive residential areas.

##### B1 GRZ2 Bay Street Activity Centre

1. Enhance the landscape character of streetscapes by providing sufficient space for vegetation.
2. Ensure new buildings does not visually overwhelm the neighbouring properties.
3. To ensure new buildings or extensions do not dominate or disrupt the existing streetscape rhythm.
4. Ensure building materials, finishes and articulations integrate with the streetscape character.
5. Maintain and enhance interaction between building and the public realm with low and transparent front fences.

##### B2 GRZ2 Bay Street Activity Centre

1. Enhance the landscape character of streetscapes by providing sufficient space for vegetation.
2. Ensure new buildings does not visually overwhelm the neighbouring properties.
3. To ensure new buildings or extensions do not dominate or disrupt the existing streetscape rhythm.
4. Ensure building materials, finishes and articulations integrate with the streetscape character.
5. Maintain and enhance interaction between building and the public realm with low and transparent front fences.

##### B5 GRZ2 Bay Street Activity Centre

1. Enhance the landscape character of streetscapes by providing sufficient space for vegetation.
2. Ensure new buildings does not visually overwhelm the neighbouring properties.
3. To ensure new buildings or extensions do not dominate or disrupt the existing streetscape rhythm.
4. Ensure building materials, finishes and articulations integrate with the streetscape character.
5. Maintain and enhance interaction between building and the public realm with low and transparent front fences.

### B5 GRZ4 Bay Street Activity Centre

1. Enhance the landscape character of streetscapes by providing sufficient space for vegetation.
2. Ensure new buildings does not visually overwhelm the neighbouring properties.
3. To ensure new buildings or extensions do not dominate or disrupt the existing streetscape rhythm.
4. Ensure building materials, finishes and articulations integrate with the streetscape character.
5. Maintain and enhance interaction between building and the public realm with low and transparent front fences.

### A2 GRZ1 Elsternwick Housing Growth Area

1. Be sympathetic to existing character, particularly the pre WWII buildings.
2. To retain the areas largely 1 and 2 storey character by recessing any 3rd storey.
3. Buildings to be setback from at least one side boundary.
4. To encourage a mix of housing types including town houses, units and detached houses with front gardens, back gardens and greenery.
5. Have open front fencing styles.

## **Hampton**

### F1 GRZ2 Hampton Activity Centre

1. To maintain a strong landscape character with residential buildings set within vegetated front gardens.
2. To ensure that new development contributes to safe and active streets.
3. Maximising building articulation that integrates with the streetscape character and reduces the visual bulk.
4. Maximising building articulation that reduces the visual bulk of the side building facades.
5. Ensuring front fences are open style and low-medium scale.

### F1 GRZ3 Hampton Activity Centre

1. Be sympathetic to existing character, particularly the coastal setting, heritage places and pre-WWII buildings.
2. To maintain a strong landscape character with residential buildings set within vegetated front gardens.
3. Ensuring front fences are open style and low-medium scale.
4. Create a visually interesting and attractive built form interface with the foreshore reserve.
5. Encouraging innovative architecture that reflects the coastal setting.

### E2 GRZ2 Hampton Activity Centre

1. To maintain a strong landscape character with residential buildings set within vegetated front gardens.
2. To ensure that new development contributes to safe and active streets.
3. Maximising building articulation that integrates with the streetscape character and reduces the visual bulk.
4. Maximising building articulation that reduces the visual bulk of the side building facades.
5. Ensuring front fences are open style and low-medium scale.

### E3 GRZ2 Hampton Activity Centre

1. To maintain a strong landscape character with residential buildings set within vegetated front gardens.
2. To ensure that new development contributes to safe and active streets.
3. Maximising building articulation that integrates with the streetscape character and reduces the visual bulk.
4. Maximising building articulation that reduces the visual bulk of the side building facades.
5. Ensuring front fences are open style and low-medium scale.

## **Sandringham**

### F1 GRZ2 Sandringham Activity Centre

1. Be sympathetic to existing character, particularly heritage places and pre-WWII buildings.
2. Be set within vegetated front gardens.
3. Have open front fencing styles.
4. Have recessed upper storeys and attic-style development.
5. Contain basement carparking.

### F1 GRZ3 Sandringham Activity Centre

1. Be sympathetic to existing character, particularly the coastal setting, heritage places and pre-WWII buildings.
2. Be set within vegetated front gardens.
3. Have open front fencing styles.
4. Create a visually interesting and attractive built form interface with the foreshore reserve.
5. Encouraging innovative architecture that reflects the coastal setting.

### F1 GRZ1 Sandringham Activity Centre

1. Be sympathetic to existing character, particularly heritage places and pre-WWII buildings.
2. Be set within vegetated front gardens.
3. Have open front fencing styles.
4. Have recessed upper storeys and attic-style development.
5. Contain basement carparking.

## **Cheltenham / Pennydale**

### H5 GRZ1 Pennydale Housing Growth Area

1. To maintain the area's green, leafy and treed character with buildings sitting within a canopy tree, garden setting.
2. To maintain the visual separation between buildings.
3. To retain the areas largely 1 and 2 storey character by recessing any 3rd storey.
4. To encourage a mix of housing types including town houses, units and detached houses with front gardens, back gardens and greenery.

### H2 GRZ1 Cheltenham Housing Growth Area

1. To maintain the area's green, leafy and treed character with buildings sitting within a canopy tree, garden setting.
2. To maintain the visual separation between buildings.
3. To retain the areas largely 1 and 2 storey character by recessing any 3rd storey.
4. To encourage a mix of housing types including town houses, units and detached houses with front gardens, back gardens and greenery.



## 6.2 Have Your Say survey

*Participants were directed to a specific survey for a zone, or could answer the same key questions via a general community survey.*

### Importance of character

As new development occurs in your precinct, how important to you is retaining the existing local character?

- Extremely important
- Very important
- Somewhat important
- Neither important nor unimportant
- Somewhat unimportant
- Not very important
- Not at all important
- I'm not sure

### The character of your area

Character is created by a combination of architectural and landscape elements to create the general look and feel of an area.

Here are some examples of character to consider:

- Roof – pitched or flat?
- Is there space between buildings?
- How far are buildings set back from the street?
- Are the upper levels of buildings setback?
- Is there a garden area – what size and types of planting?
- How are driveways and garages/carports positioned in relation to buildings?
- Are entryways and windows facing the street?
- Are verandas and porches common?
- What materials are commonly used eg brick, timber, stone?
- What type of fencing is typical? Are fences low, high, private or semi-private?

**How would you describe the look and feel of your local area?** [open comment]

### Draft preferred future character objectives

Council has developed draft preferred future character objectives for each precinct. If incorporated into the Bayside Planning Scheme, these objectives would be used in the planning assessment of future developments to respect and help protect local character.

Please note that elements like street trees, lot sizes, mandatory heights, and private open spaces are already controlled by existing policies and are not incorporated in character objectives.

The draft character objectives for the [Zone] precinct are: [List of objective – see Appendix 1]

Please rate your satisfaction with the above statements in terms of how they will help to ensure that preferred character is included in future developments.

1 star = very poor, 3 stars = OK, 5 stars = excellent

**What would you add or change in the character statements?** [open comment]

Are there any additional character elements that you feel have not been captured by the statements? Please note that elements like street trees, lot sizes, mandatory heights, and private open spaces are already controlled by existing policies and are not incorporated in character objectives.

**Any other comments?**

Do you have any other comments about how you would like Council to manage moderate growth in General Residential Zone neighbourhoods?  
Please note that mandatory maximum building heights and residential zone boundaries are not being changed.

### **About you**

This section contains questions to help us understand the sections of our community that have provided feedback. The information you provide is confidential and non-identifiable.

### **Are you a...?**

- Bayside homeowner / ratepayer
- Tenant
- Business owner / operator
- Visitor to the area
- Other (please specify)

### **Do you live in or immediately adjacent to this GRZ precinct?**

- I live in the [name of precinct]
- I live immediately adjacent to the [name of precinct]
- I'm not sure
- Other (please specify)

### **How long have you lived in your local area?**

- Less than one year
- 1 - 5 years
- 6- 10 years
- 11 - 20 years
- 20+ years
- Prefer not to say

### **Your gender**

- Female
- Male
- Non-binary
- Prefer not to say

### **Your age group**

- Under 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 – 64
- 65 - 74
- 85 +
- Prefer not to say

### **Did you have the information you needed to provide your feedback?**

- Information was very easy to find / understand
- Information was mostly easy to find / understand
- Information was mostly hard to find / understand
- Information was very hard to find / understand
- I'm not sure

**Please select this box if you would like to receive email updates about this project**