

Affordable Housing Project at 44-52 Coomea Street, Bomaderry

Community Consultation Paper

August – September 2021

	Questions, Issues, Feedback	Comments , Response
1	Preferred facade	Based on community feedback, it appears a combination of options A & B are the most favourable. SCH will provide this feedback to our architects as well as other comments raised; such as more covered entry areas to units facing Coomea St, ensuring all external cladding meets adequate fire standards, and consideration to shading from the western sun/heat. Need to recognise that one side of the road is residential zoned, the other side (this site) has a mixed use zoning. As such the nature of the development will potentially be different.
2	Energy Efficiency	All units will be required to meet a minimum energy efficiency scoring complying with BASIX targeting an overall energy efficiency equivalence of 6 stars or better NatHERS rating.
3	Private Open Space (POS)	Each unit will have its own POS to ensure residents have access to private outdoor amenity. Units located above ground floor will have adequate discreet screening on balconies to ensure privacy as well to hide small low dedicated clotheslines.
4	Access to / from Coomea Street	Access and egress can only be from/to Coomea Street. Properties located adjacent to the site north and south are privately owned and cannot be used as entry/exit points from the complex.
5	Apartment Furnishings	All apartments will be completed with adequate and stylish furnishings. Floor covering may be a combination of ceramic floor tiles, commercial quality vinyl slats, and carpet to bedrooms. Some pre allocated tenants may be able to choose their preference.
6	BBQ space is wasted space and could be better served by additional parking or apartments with Waratah Park being used as local amenity for BBQs, gatherings and such.	SCH considers outdoors gathering amenity for residents quite important. This provides a nice space for SCH and tenants to meet, engage, and discuss resident issues similar to a Body Corporate. This would be different to Waratah Park which is accessible by any member of the public. Waratah Park is not currently in Councils ownership. Council has again resolved to pursue its purchase, but this is still not a guaranteed outcome. Going back to the original design workshops, the aim was to provide a sense of community etc. in the development.

7	Prefer higher rise with a mix of tenant and owners.	SCH considers the proposed density of the development to be a good balance and high rise development would not fit into the local character. Council has contributed the land to this project and therefore SCH cannot sell any units, however, SCH is working on other shared equity schemes which will assist with low cost home ownership.
8	Looks expensive to build.	SCH will ensure the project delivers good value for money. Our aim is to deliver good quality, safe, secure, and low maintenance housing.
9	Concerns about ongoing property maintenance and upkeep.	SCH will have on-site management to immediately identify poor property care or maintenance issues. SCH has a 24/7 call centre facility to ensure issues are actioned promptly. This project will be 100% owned by SCH with no third party restricting maintenance decisions.
10	What is your risk management strategy? (what risks have been identified and how will they be managed)?	Risk Management Matrix attached.
11	How do you propose to support your clients?	Not all clients living in affordable housing require support. However, each tenant allocated to a SCH property will be referred to the appropriate support service if deemed appropriate or necessary. SCH has Service Level Agreements with all our support partners to ensure quality and commitment of work.
12	What services have they engaged with? Health, Schools, health, law enforcement, veterans etc.	SCH networks with community service providers to assist tenants in sustaining their tenancies. Our Communities Assist Team continues to work closely with all our community partners.
13	Will there be a dedicated space to provide outreach services at no cost to the providers?	SCH support partners will either utilise an on-site desk in the dedicated commercial space as well as conducting home visits, alternatively, SCH has facilities within close walking distance on Bolong Road where outreach service can be provided.
14	How many of the units will be accessible and how many will be adaptable for ease of modification for older residents?	16 units will be 'accessible' meeting a minimum Silver Standard under the Liveable Design Guidelines. This means they can be retrofitted with modifications assisting people to age in-place.
15	Will there be lifts?	Yes, lifts are provided in the main northern building.
16	Will there be enough room for community transport buses to park and on/off load?	Community transport can drop off and pick up residents under the current design, however, more consideration will be discussed with the architects.
17	How will the properties be managed? Rental only or options to purchase?	Rental only
18	What ratio will be provided for moderate, low and very low incomes?	At present it is envisaged that approximately 25% for very Low, 50% for low, and 25% for moderate income. However, SCH is waiting on state funding outcomes which may mandate levels of different cohorts.
19	How many units will be allocated to social housing?	SCH will allocate according to demand and local need, however, if state government funding is granted, this may impact on allocation of specific cohorts.
20	How will tenants be screened?	SCH ensure all tenants meet eligibility criteria prior to allocations. Past tenants who have breached previous tenancies will not be allocated

		(unless they meet our strict reinstatement criteria).
21	How will you guarantee the community that you will deliver what is promised?	There are a range of oversight arrangements in place to assist in this regard, including a Project Steering Committee with senior Council Officer representation. There is a desire to see this delivered as an 'exemplar' project that can be used as a model to encourage similar partnership projects to help deliver much needed affordable housing elsewhere in Shoalhaven.
22	How will you engineer out risks of mould, leaks, intrusive neighbours et al that are common complaints of social housing residents?	These are all new dwellings meeting stringent guidelines and all current building regulations with good airflow, damp proofing, lighting and meet BASIX requirements. Our Risk Assessment is also attached.
23	Does the design fit into the 'existing character' of the immediate surrounds?	Character is determined by a range of factors, not just existing buildings that may exist around a site. In this case the land is zoned mixed use, as such, it would be expected that different development forms may occur in this location. The proposed development concepts are not necessarily inconsistent with the commentary related to Bomaderry in the Shoalhaven Character Assessments (Fed 2020) Report that notes: New Medium density and affordable housing options will increase diversity, but also reflect built form elements such as brick, pitched roofs and landscape garden. It is noted that the design will also be two storeys in height which is also consistent with existing commercial developments that front Coomea Street.
24	Will there be solar panels installed to reduce power costs to residents?	Yes, particularly for common area energy consumption. All other renewable energy options will be considered to reduce our carbon footprint and attempt to reduce energy costs to tenants.
25	Water tanks?	Communal gardens will be provided with water tanks, also ground floor courtyards will also be considered to have water tanks if possible.
26	Will there be new parking restrictions along Coomea Street?	No designated street resident parking. Some loss of on-street parking with new driveways but no immediate street parking restrictions planned.

Southern Cross Housing (SCH) Affordable Housing Project: Bomaderry

Risk Management Assessment

Risk	Responsibility	Risk Management Strategy
Project deteriorates due to lack of maintenance	PST	All maintenance requests actioned promptly to keep units to a quality standard. SCH have Maintenance Contracts with local contractors for quick responses as required. PST have an ongoing committed maintenance program for all SCH properties.
Communal Gardens and common open space become overgrown or untidy	PST	All tenants encouraged to use and maintain community garden for produce and social interaction. Tenants report any vandalism to SCH's 24/7 CC or on-sae management. SCH Lawns and Grounds Team to maintain all common area grounds to a quality standard. SCH onsite management to conduct daily visual inspections.
Rubbish dumping detracting from project's appearance	PST	SCH Rubbish Removal Team on hand for removal of rubbish promptly. Normal garbage collection arrangements apply throughout the complex.
Parking issues	TT	TT allocate and induct all tenants. Parking arrangements explained and documented on the lease. Onsite parking provided to meet planning code requirements. The majority of units will have allocated and identified parking spaces.
Disturbances due to anti-social behaviour	TT	Onsite management during business hours. CCTV as a deterrent and intervention adions by TT as required. Tenants required to comply with Residential Tenancy Agreements. Issuance of Strike Notices and actions in Tenancy Tribunal (CTTT) if required
Failure of essential services or afterhours emergencies	CC	Tenants contact 24/7 CC on 1300 757 885. Call Centre takes details and refers on for urgent after hours response. SCH Executive Manager, Property Services is on call 24/7.

Legend: PST = Property Services Team, TT = Tenancy Team, CC = Call Centre