

Thursday 7<sup>th</sup> December 2017



Dear Participant,

**THE TERRACES PADDINGTON NEIGHBOUR BRIEFING RECORD OF COMMENTS – TUESDAY 10<sup>TH</sup> OCTOBER.**

On behalf of Presbyterian Aged Care and Multiplex, I would like to thank you for participating in the Neighbour Briefing held on Tuesday 10<sup>th</sup> October, to discuss The Terraces Paddington Stage 2 Construction Program.

We are pleased to forward to you the Record of Comments raised during the question and answer session of the briefing. If you feel that I have recorded your comment incorrectly please advise me.

I would also like to advise you that Record of Comments and PowerPoint presentation has been uploaded onto the project website.

On behalf of Urban Concepts, Presbyterian Aged Care and Multiplex I would like to thank you for your participation.

Yours faithfully

A handwritten signature in black ink that reads 'Belinda Barnett'.

**Belinda Barnett**

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## **Record of Comments**

Arising from The Terraces Paddington Construction



### **Neighbour Briefing**

Held on Tuesday 10<sup>th</sup> October 2017

at the Vibe Hotel Rushcutters Bay

Prepared for

**Presbyterian Aged Care and Multiplex for distribution to Meeting Participants**

Prepared by

**Urban Concepts**

Date of Issue

**Thursday 7<sup>th</sup> December 2017**



## Disclaimer

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Urban Concepts has taken every care to ensure that the comments raised by the participants have been faithfully represented and recorded. If there are comments that have not been recorded or recorded incorrectly we apologise for any misunderstanding and advise that it has not been deliberate.

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# Neighbour Briefing – Tuesday 10<sup>th</sup> October 2017

Urban Concepts advises that 20 people participated in the Neighbour Briefing which was held from 5:30pm to 7pm at the Vibe Hotel Rushcutters Bay.



## Comments Recorded during Question Time

The following comments were recorded during the facilitated question and answer time.

COMMENT/QUESTION	CONSULTANT RESPONSE
<p>1. I live on Cooper Street opposite the Scottish Hospital apartments, so they have been substantially delayed. I want to know when they will be finished, but is it the case that you have to finish the Scottish Hospital apartments before you then proceed with the Gate Keepers because where the Gate Keepers apartments will go is actually at the moment the current thoroughfare for the trucks.</p>	<p><b>Multiplex</b> We are about to start working on Cooper Street on the Gate Keepers Lodge now, so we are starting to excavate. At the same time we will do work on the heritage building. Those two buildings will be handed over at the same time, approximately in one year's time.</p>
<p>2. I'm on Gosbell Street and Neild Avenue and we have been living a nightmare for a couple of years, and the thought of another couple of years is quite horrifying. The driveway is just about diagonally opposite my place, the traffic is not controlled very well at all. The trucks come into Gosbell and they reverse into Gosbell. It starts from 6am and during the night, it doesn't stop, there are at least one or two trucks each night. At 6am they start to arrive and queue outside, idling and putting on their compression breaks and reversing. The noise is shocking.</p>	<p><b>Multiplex</b> With the trucks, it is a constant battle. With deliveries, there are a lot of truck movements coming up into our site and that is the agreed traffic management plan with the Council on how the vehicles are going to enter site. I am aware that double parking is illegal, and that is an issue that we talk a lot about to our drivers and subcontractors, however the hard part for us is that there are new drivers every day and the drivers from the previous day haven't told them what they are meant to be doing. This is something we try to police as much as we can, with our traffic controllers heading down the road telling them to move. I understand that the trucks do line up the street, and it is something that we are working on and trying to police as best as we can. We don't have any trucks at night unfortunately, however we can look into this. My number is on the gate, I am more than happy for you to give me a call if you have any issues.</p>
<p>3. There is a big problem with vibration, I don't know how you can say you control it. We have a shared terrace divided into two apartments, we have new cracks, we have doors that don't close anymore, my kitchen counter is coming away from the wall, as is my bathtub. There are two sinkholes in the street outside, so there is obviously a big problem there and I want to know what you are planning to do about any of it.</p>	<p><b>Multiplex</b> We are very limited with how we can access the site, our only way to access the site is by Neild Avenue and Brown Street predominately for the major vehicle movements. We worked with the Council Traffic Committee to develop the plan and it has been approved, so that is the approved flow of vehicles. We have introduced a couple of extra measures during peak periods and have additional people stationed further down the road to have truck drivers do less than the speed limit, because we have trucks that come through during the excavation period, so the slower we can get them to</p>



	<p>go, that minimises noise, vibration and any safety issues. It is an ongoing issue that we manage on a daily basis, we are out there every day monitoring and we have a very capable security guard that juggles things as best as he can, but it is always something we need to manage and monitor. During peak periods such as demolition and excavation, we introduce additional controls to manage those vehicles as much as we can.</p>
<p>4. Do you think it is just the trucks that make the houses vibrate? Or is there another reason for it happening on site?</p>	<p><b>Multiplex</b></p> <p>We are not creating vibration on site, because we are doing all works internally now, such as patching and painting walls and carrying joinery up in the lifts to put into these apartments. It could potentially be the trucks moving down the road, but it is something we do look at. We have vibration monitors set up on site, we have had that for some time.</p>
<p>5. What do we do if we are getting damage to our properties due to vibration?</p>	<p><b>Multiplex</b></p> <p>It is a tough one for me to answer, as we are following the approved route into site for trucks and vehicles. They are allowed to travel on that road. I couldn't answer that question, without looking at it.</p> <p><b>A commitment was given for Multiplex to view sink hole near 2 Gosbell Street.</b></p>
<p>6. I have a question about the liquor license. I understood it was for your café from 10am to midnight. I fail to see the need in an aged care facility for a liquor license, I'm not sure why it is actually necessary from 10am to midnight.</p>	<p><b>Presbyterian Aged Care</b> Currently we are just operating as an aged care facility, and with an aged care facility you don't need a liquor license, but because we will have the retirement village that is part of that facility, we need to apply for an on premise license to be able to serve alcohol to the independent living unit residents and their guests. It is a retirement village license and our intent with the liquor license is to be able to provide alcohol within the café and at the social gatherings we have in that licensed area when we have a gathering of the independent living units together. The hours that are provided are the standard hours with an on premise license.</p>
<p>7. When the workers park their cars in Glenview Street, must they litter our street with their rubbish from their lunches? It is an absolute disgrace and nothing has been done about it.</p>	<p><b>Multiplex</b></p> <p>That is the first I have heard of it. We provide sheds on site for up to 200 workers, they have all been allocated a shed per day to have their lunch and smoko. If I was notified of littering, they would not be working on my job. That is inappropriate, it shouldn't happen, we provide facilities on our site for them to have their lunch and smoko, and are told to not bother the residents, so it is something we do take seriously and they shouldn't be doing it.</p>



<p>8. There is a garden bed that runs along Brown Street, where Glenview Lane joins Brown Street. That is completely flattened now because people have just walked over it. I think it would be very neighbourly if the company restored it.</p>	<p><b>Multiplex</b> I can look into that.</p> <p><b>Commitment was given by Multiplex to review the matters raised in questions 7 and 8.</b></p>
<p>9. Initially on the DA, the proposed route for the residents for the redevelopment to get to the bus stop on Macdonald Street was along Glenview Street. Do you recall that? Is that still the case?</p> <p>Then I suggest you walk along Glenview Street and see the state of the footpath, because there is a very large fig tree and the footpath is broken because of the roots of the tree, the Council attends to it but because it is a heritage, it is past them. The light is completely obscured, and you will be having residents fall if something isn't done about it.</p>	<p><b>Multiplex</b> Yes, that is correct.</p> <p>All we can do is encourage work to be undertaken on the footpaths in Glenview Street.</p>
<p>10. I'm very interested in the traffic management plan that you have negotiated with the Woollahra Council, and I am looking into that further as a Woollahra Councillor. I can't accept your response in the sense that you have done all you can to try and manage these truck drivers, ultimately, I see it as your responsibility. You have that responsibility to the local community.</p>	<p><b>Multiplex</b> We will continue to manage it, I never said we have done all we can. We manage it on a daily basis, it is tough and hard, and we will continue to manage it.</p>
<p>11. I note the comments about the littering in Glenview Street, I also note the littering in Dillon Street be observed. I work with the Westside Chapel, I work with marginalised, severely disadvantaged people, and I am not unaccustomed to that colourful language. But when people are up scaffolding that is several storeys high, the amplification of that kind of language is extremely unpleasant, especially first thing in the morning, so I also ask you to take that on board.</p>	<p><b>Multiplex</b> I am happy to have a discussion with our contractors about poor language.</p> <p><b>Commitment given by Multiplex to investigate this further.</b></p>
<p>12. I would first of all like to actually congratulate you because I also live three doors away and I actually think you are managing an enormous number of people on a daily basis and I know we all have our small concerns, but generally speaking I think you are doing a great job. I have found most of the guys to be polite, who walk past our house every day and I am not afraid to pull them up if I see them littering or do other things, and I would encourage other neighbours to contact Multiplex directly if you do see that.</p>	<p><b>Multiplex</b> Issues concerning vibration damage:</p> <p>Multiplex are not able to comment on other projects. Concerned parties may consider having dilapidation reports prepared to establish a base level.</p>



<p>I just want to second what my neighbours are saying about the traffic. It does start way too early in the morning at 6am, our bedrooms are right there on Neild Avenue, so the noise of the trucks is incredibly irritating.</p> <p>I know I have raised concerns before about the footpaths, and you said you are speaking to the Council about it, so I am interested to know whether or not you have any feedback from the Council as yet.</p> <p>Another thing I wanted to mention in regard to the vibration, is that we are also seeing huge problems in our house with our floorboards, cracks and our shower screens don't meet anymore. I believe a lot of that is coming from the Advanx site. I have had a look at a lot of old geological drawings and it indicates that it is coming from down there. I can visually see, when I am standing in our house, that every time the diggers hit the ground, our house vibrates. I think what is important to note here is, when that is finished and stage two then starts, maybe for now when we are all starting to see the damage to our homes, how might you be able to help us, or at least what advice could you give us to approach the Advanx developers on what kind of compensation for damage potentially. Whether that's through dilapidation reports or vibration monitoring data?</p>	
<p>13. About a year ago, I had a few conversations about vibrations, and had a dilapidation report done ourselves. We have felt vibrations numerous times, but we didn't have any actual visual damage. However, we now have visual damage, I have a huge crack across my living room, my bath base has come off the wall, the kitchen has moved and this has all happened in the last three months.</p>	<p><b>Multiplex</b></p> <p>We have looked into a different piling methods and have utilised methods that limit vibration. I can't categorically say there won't be, but we are trying to minimise the vibration when we are doing the piled walls and excavation. We don't use the driven piles, instead we CFA piles rather than hammering them in, and that makes a big difference. Again there hasn't been this kind of work completed on site for several months now.</p>
<p>14. I have been asked to raise two questions from the residents of 40 Stephen Street.</p> <p>One is, why after many applications are you not sticking to your DA work hours? You are consistently working before 7am, consistently after 5pm and consistently after 12pm on Saturday until 4pm or 5pm, and recently you have worked on Sundays. Is there anything as site manager you can do?</p> <p>Secondly, why are all of the lights left on all night? You are stopping some of the elderly residents in the building from sleeping.</p>	<p><b>Multiplex</b></p> <p>It is something we do try and manage on a day-to-day basis, our contractors will try and start earlier, so they can start early and finish early. Again, it is something we do try and minimise as much as we can. It is something I am personally trying to police as much as I can. Being this close to handing over the project, obviously people are trying to do more and trying to stretch that friendship.</p> <p><b>Multiplex</b></p> <p>Keeping the lights on is something we generally do on construction sites while buildings are not tenanted or have people in them, for security</p>



	<p>purposes. We have one security guard, but it is obviously a big area to patrol at night and to try and minimise or gain access into the building, by having lights on it is used as a deterrent. I have had conversations with residents, with regard to lights, so that is something I am looking into. On the top of the site, on Cooper Street we are looking to turn the lights off over there in the short-term, and looking into what we can do moving forward. Regarding the lights in the building, I will definitely look into it, if we can minimise the amount of lighting on, potentially externally of the building and leave the internal lights on, that is something I will definitely look into.</p>
<p>15. I would like to comment that as an aged care provider, you are looking after the aged in the region, that is a great job you guys are doing. However, what is lacking is the caring for the animals. We moved into Glenview Street in 1993, there used to be a flock of cockatoos that lived amongst the old gardens where the Presbyterian Aged Care used to be, there used to be a whole species of frogs around that area because of the stream that used to go through that area into Rushcutters Bay. There used to be two ibises that lived in that region amongst the trees, but they have been displaced. What are we going to do in caring for these animals that live around the area?</p>	<p><b>Multiplex</b></p> <p>We did receive some calls early on in the project about a number of local animals that were displaced. I have seen a lot of local animals, such as kookaburras on the new building. What I hope to see and what some people have highlighted is that when the landscape works are handed over and they start to come through, I would like to see those animals returning. That is a part of the reason we are utilising native species in terms of the trees that are being installed, and that is one of the requirements in the DA to utilise native species that are local to the area. Further, before we undertook tree removal and demolition a professional fauna consultant was engaged to ensure that there were no native or exotic animals in the trees, rooms or buildings. These are steps we have taken, and we hope to see those animals returning.</p>
<p>16. I have a suggestion in regard to the problem of parking trucks. Neild Avenue is quite wide, has it been suggested that these trucks could park, double park perhaps, where there is enough room on that lower part of Neild Avenue?</p>	<p><b>Multiplex</b></p> <p>There are some residential buildings there on Neild Avenue, we are aware of our trucks parking there in the morning and we do move them along because it is a suburban street. That is a source of disturbance on Neild Avenue as well, and that is something we are continually managing. There is no good spot to park vehicles that doesn't affect residents, so we do try and bring trucks in as needed. Residents on Neild Avenue are not particularly excited about the vehicles either. Part of our planning process with our subcontractors is when there is a large volume of trucks we have a designated area that is away from site which is where they are meant to park and lay down. Being independent drivers of these trucks, they have the mindset of competition between the trucks who can get there first. It is frustrating, so it is something we need to continually educate our subcontractors not to do.</p>



<p>17. My question is about trees, in your presentation you have commented that four trees have been removed in excess of the original estimate, two because they were not found to be viable. The other two I take it were potentially in the way of construction, even though that is not what you have said. But the question is, do you envisage that no further trees other than the ones originally planned for are likely to have to be removed?</p>	<p><b><u>Multiplex</u></b></p> <p>That is correct yes. In terms of stage two, there are a number of trees that still need to be removed. There are a number of trees, camphor laurels that were a part of the original direction to be removed, but because of their adjacency to the existing buildings, we have to remove them for stage two, which is about to commence. There is a fig tree on Brown Street that is an issue long-term, in the arborists view. I understand how important the trees are in the amenity of the area and to the local residents and I will press that point, but I am not the expert. At this point in time there is no application for any further tree removals and we do not expect that to be necessary.</p>
<p>18. I would like to request that you improve your communication, because you said two years ago that you promise to be on board with communication, however it has been almost two years since we have been able to sit here and raise our issues. It is great that your newsletters come out with kids colouring in, but then there is no update. I was wondering if you could please improve your communication and deal with people's issues as they come up, on a wider scale, more frequently and give us substantial information on what is happening.</p>	<p><b><u>Multiplex</u></b></p> <p>Yes we can do that.</p>
<p>19. I have a question about the noise on Stephen Street, there seems to be air conditioning or maybe some other machinery that has been running and has been going on for the last three weeks. I want to know what your plan is to do with that? Should we expect that noise for some time?</p>	<p><b><u>Presbyterian Aged Care</u></b></p> <p>With the air conditioning, you would see a condenser deck on the Stephen Street side. As of the 4<sup>th</sup> of October they were all switched on. During the commissioning stage, they are all running full time to see what the head units and the fan core units are doing in the building. Once we hand over, they will continue to run as they are the main air conditioner supply for the whole building.</p> <p>I suppose once we are operating and we hear what the noise levels are coming out of those condensers, we may have to have another conversation whether screening is an issue or putting something there to prevent excess noise travelling to our resident neighbours in Stephen Street.</p>
<p>20. With the loading dock, I would like to get an idea of the hours that we can expect will come out of there. Will the trucks turn inside?</p>	<p><b><u>Presbyterian Aged Care</u></b></p> <p>They are smaller trucks than what we anticipated because we are now cooking on site, whereas before we were getting deliveries to the site of pre-cooked meals. We have now made the decision as Presbyterian Aged Care that we will be cooking on site and we are expecting a lot of fresh deliveries to site, which don't need the larger trucks. We probably explained the size of the trucks at the last meeting so they will not be any bigger than that. They will be small, rigid vehicles. Delivery hours are conditioned in the DA. For residents who are on Stephen Street, we have got a grease pit that needs to be cleaned</p>



	<p>out that will happen intermittently once every quarter to six months, we will need to schedule the times appropriately so it does not affect the residents.</p>
<p>21. Will you be removing parking in Stephen Street so then the trucks can move in?</p>	<p><b><u>Multiplex</u></b></p> <p>There will be one or two spots, just for the access on either side of the driveway. The signs have been put up on either side and that is it.</p>
<p>22. What about the footpaths?</p>	<p><b><u>Multiplex</u></b></p> <p>The footpaths will be widened.</p> <p><b><u>Councillor Robertston – Woollahra Council</u></b></p> <p>I would like to comment on the footpaths from a Council perspective. Once the construction has finished, we want to re-do all pathing on Stephen Street, put some trees in and landscaping, to beautify and soften the impact as much as possible, We also want to increase the number of parking spaces available and we will do that in conjunction with what we do to develop the master plan.</p>
<p>23. I have a question about parking spaces in and around the building. The presentation said that there were around 212 underground car parks, I would like to know how many of those are designated as visitor car parks and whether there are any surface car parks which might also be used by visitors and how did you determine that you have the appropriate number of visitor car parks?</p>	<p><b><u>Presbyterian Aged Care</u></b></p> <p>That was driven by the original DA, but there are 22 visitor spots on the site, some of them are in the basement and some are on ground. Any visitor spot is accessible without an access key. There is a shutter within the car park for all of the residents and workers on site. On the completion of stage 1, there will be definitely 14 available visitor car parks.</p> <p>(Note – DA approved amount of 132 carspaces noted in presentation slides)</p>
<p>24. Are you confident that there will not be additional car parking on Neild Avenue by visitors visiting residencies? How did you determine 22 was sufficient to keep cars off the street?</p>	<p><b><u>Presbyterian Aged Care</u></b></p> <p>I am not sure whether that was a directive from the DA as to how many car parks was decided. We had to allow for a certain number of car parks for the aged care facility, and then the balance was made up for how many were required for visitor's spots.</p> <p><b>Commitment given by Presbyterian Aged Care to supply further information.</b></p>

**Questions/Comments from Councillor Robertston – Woollahra Council**



<p>25. If you are serious about wildlife returning why not introduce advanced plantings?</p>	<p>Some new trees were established along Stephen St early in the project, however it was best to wait until almost all of the Stage 1 building works were complete before encouraging wildlife to return, to ensure their safety and amenity. Now that we are nearing completion of Stage 1, most of the landscaping has now been completed in this area.</p>
<p>26. Did the developer oppose reconstruction of the heritage building per the Land and Environment Court ruling from 2017?</p>	<p>No.</p>
<p>27. What is your response to the significant amount of work which has occurred outside the consented hours of work, which I understand was only remedied by residents taking action through a private certifier in early 2016?</p>	<p>It is something we do try and manage on a day-to-day basis, our contractors will try and start earlier, so they can start early and finish early. Again, it is something we do try and minimise as much as we can. It is something I am personally trying to police as much as I can. Being this close to handing over the project, obviously people are trying to do more and trying to stretch that friendship.</p>
<p>28. I have not received your community newsletter, nor your liquor licence notice and yet I live very close to the site.</p>	<p>The liquor licence notice was distributed to residents that live in the catchment notification identified at Figure 1.</p> <p>The newsletter is available on The Terraces website.</p>
<p>29. What is the future of the Cooper and Brown Street pocket parks?</p>	<p>Landscaping details provided. Please note this plan is attached to the Record of Comments.</p>



## Commitments made by Presbyterian Aged Care and Multiplex



- Properties with vibration damage contacts supplied to Multiplex.
- Multiplex committed to looking into the littering that was occurring in Dillion Street and Glenview Street and the damage to the garden beds in Brain Street.
- Multiplex committed to talking to contractors regarding poor language.
- Multiplex committed to talking to drivers to ensure they adhere to the Conditions of Consent for hours of construction.
- Presbyterian Aged Care committed to supply the DA condition concerning truck deliveries for the loading dock usage (overleaf).
- Presbyterian Aged Care committed to supplying additional information concerning where the requirement for 22 visitor car spaces came from (overleaf).

## Project Approval:

### Carparking Numbers (Item 23 and 24)

As below Condition A2 from the project approval is for 132 car parking spaces.



<b>A2. Development Description</b>	Project Approval is granted only to carrying out the development described in detail below:  A Seniors Living Development comprising: <ul style="list-style-type: none"><li>• Demolition of existing nursing home building, the disused operating theatre wing of the former hospital, together with other non-significant built elements on the site as provided for in the PPR and the architectural plans;</li><li>• a 100 bed residential aged care facility and 79 independent living units and support services;</li><li>• conservation and management of the "Scottish Hospital" heritage building, together with its adaptive re-use for independent living units;</li><li>• a loading dock off Stephen Street;</li><li>• 132 car parking spaces;</li><li>• remediation; and</li><li>• a community bus pick-up and drop-off area at the corner of Brown and Cooper Streets.</li></ul>
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In accordance with the Environmental Assessment report (Nov 2010) submitted for approval the parking allocation was determined as below:

*The total number of car parking spaces proposed to be provided on the site is 132.*

- *Basement car parking will accommodate a total of 124 resident, visitor and staff car parking spaces. A single ingress ramp is proposed under the Stephen Street ILU building, accessed via the internal drop-off/pick-up plaza. Egress from the basement car park will be via a ramp below the Brown Street ILU building, leading directly to the egress driveway to Brown Street.*
- *An additional 8 visitor spaces are proposed to be located at grade adjacent to the site's Brown Street vehicular entry.*

*All parking will be designed in accordance with AS 2890.1/6 (to be adopted in May 2011 by the Building Code of Australia) requirements for the appropriate user class.*

In total there are 22 visitor carspaces provided in compliance with the applicable codes, which factor in the number of ILU bedrooms, aged care beds and staffing numbers. 14 spaces are located in the basement (provided on completion of Stage 1) and 8 spaces will be provided at grade near the entry on Brown Street on completion of Stage 2.

### Condition F2 - Stephen St Loading Dock Hours of Operation (Item 20)

<b>F2. Stephen Street Loading Dock hours of operation</b>	The loading dock on Stephen Street is only to be used between the hours of 9.00am and 5.00pm weekdays, and 9.00am and 12.00 midday on Saturdays. There are to be no deliveries on Sundays or at other times outside these hours. Notwithstanding these restrictions, the loading dock on Stephen Street may be accessed at any time but only for the purposes of collection by hearse or similar vehicle of deceased persons.
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