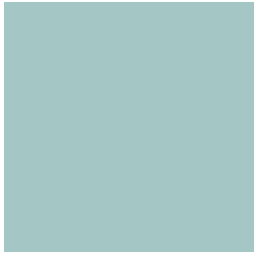




APPENDIX 3:

Summary of Consultation Outcomes



Ringwood North Western Residential Precinct

Community Consultation Summary Report
April 2009





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1 Executive Summary

This report summarises a consultation conducted with residents, property owners and key stakeholders regarding the development of Ringwood's North Western Residential Precinct Plan.

Aim

To consult and engage residents and property owners in the planning and development of Ringwood's North Western Residential Precinct (RNWRP).

Consultation included:

- One-on-one interviews with State and Local Government representatives
- A written survey distributed to 800 residents and property owners
- An 'Open House' with residents and property owners invited to meet and discuss opportunities and concerns with Council Officers, Planishere and Village Well consultants

Objectives

- To expand and enhance on the consultation process of the Transit City and the Central Business District Projects
- To consult with established and new residents about issues/concerns and opportunities about the proposed Precinct Plan
- To provide an opportunity for established and new residents to meet
- To provide information to established and new residents about developments, activities and opportunities in Ringwood
- To identify and seek to address any additional infrastructure needs arising from increased population
- To address resident concerns regarding the provision of Council services

Ringwood has been undergoing transitional change since the development of the Ringwood Masterplan 2004. The long-term vision outlined in the masterplan promises a positive future for Ringwood, however the process to achieve the plan will require the community to adapt, own and embrace change.

In the North Western Residential Precinct, there are already changes taking place with an increase in investment and development in medium density housing. While the community was brought together to create the Ringwood Masterplan 2004, new residents have not been part of the process. New residents have bought into the vision of the established residents (a point of meeting), however there needs to be mechanisms through which new residents can be integrated into the community to enable the whole community to work together. There is now a need to connect the old and the new Ringwood and nurture a new sense of place.

The precinct consultation revealed that respondents found Ringwood and the north-west residential precinct to be a friendly and convenient place to live. A place that is affordable and provides easy access to their workplaces, shops, services, public transport and the freeway.

However, there are growing pains for the precinct with concerns about services being unable to keep pace with a growing population. Issues such as a lack of garbage collection, parking and maintenance of footpaths and street scaping were raised through the consultation.

There are also concerns about how Ringwood would 'really' be like in the future: could it really achieve the Masterplan vision; are there enough resources to make it work; will it lose its warm, leafy suburban feel and become overcrowded; will it lose its friendliness?

In contrast to this there was some frustration expressed about the slowness of development since the 2004 Masterplan: when is the talking going to stop and things really get moving?

In short, respondents were positive about the vision outlined in the Ringwood Masterplan 2004 and keen to see this vision become reality. They are concerned about services keeping pace with development but enthusiastic about having a say in the 'kind' of place Ringwood would become and a desire to maintain the values of the community.

Key Recommendations

1. Inclusion of a RNWRP resident on the existing Community Reference Group
2. The establishment of a Household Panel
3. Undertake further research as to how many people are employed locally and how local employment options may be increased
4. Increase pedestrian, cycling activity and public transport usage in the precinct through education, innovative solutions and community projects
5. Encourage residents to participate and 'own' the development of the precinct through community development projects
6. Celebrate developments, focus on the positives and build on them
7. Research and implement innovation in the delivery of Council services
8. Provide education and incentives about environmentally friendly households through projects and information provision



2 Introduction

Maroondah City Council engaged Village Well to assist with the Ringwood North West Residential Precinct community engagement and consultation.

This report is a summary of findings resulting from the engagement Village Well conducted, and also offers key community engagement and consultation and broad Place Making recommendations based on the findings.

This engagement involved a review of existing community engagement already undertaken with existing residents, one-on-one interviews with key Council and State Government stakeholders, a household survey (both residents and property owners), an 'Open House' where residents and property owners were invited to meet and discuss opportunities and concerns with Council Officers, Planisphere and Village Well.

Background

In 2002, Ringwood was nominated a Transit City under the State Government's metropolitan strategy, Melbourne 2030. In 2008 the Government refined this strategy and released 'Melbourne @ 5million' which identified Ringwood, along with 5 other metropolitan suburbs, as a Central Activity District. This announcement will ensure continued support from the State Government for public investment and future employment growth.

In 2004, Council produced the 'Ringwood Transit City Urban Design Masterplan', which established a planning and design vision for Ringwood. The North Western Residential Precinct was identified in the Masterplan as requiring additional planning work to stimulate appropriate development, ensure the provision of necessary infrastructure and ensure that development is undertaken complementary to the future of the area.

Prior Community Engagement and Consultation

In developing the 2004 Ringwood Masterplan, Maroondah City Council committed to extensive consultation with the community and all key stakeholders. A Community Reference Group (CRG) was established to assist with the development of the masterplan. The CRG continues to act as a voice for the community in all developments, plans and projects flowing out of the masterplan. Consultation is also undertaken for project specific stakeholders as the need arises.

North Western Residential Precinct Consultation

In late 2008 Maroondah City Council, in partnership with the Department of Planning and Community Development (DPCD), engaged planning consultants Planisphere as lead consultants to develop a North Western Residential Precinct Plan in accordance with recommendations in the 2004 Ringwood Masterplan. Aspect Studios and O'brien Traffic have also been engaged to work on the project.

As part of their commitment to consulting and engaging with the community Council invited Place Making consultancy Village Well to conduct a community consultation with residents, property owners and key stakeholders to identify opportunities and concerns in developments in the precinct to date. The data collected through the consultation will inform the Ringwood North West Residential Precinct Plan and identify key opportunities and concerns to be addressed in the precinct.

Where is Ringwood's North Western Residential Precinct?

The North Western Residential Precinct is the area bounded by Ringwood Street, Nelson Street, Bond Street and across to Burwood Avenue.

Who was consulted?

- Residents and property owners
- Representatives from the Maroondah City Council including the Director of Planning Phil Turner, Manager Major Projects and Economic Development Briare McElhone, and Project Manager/ Urban Design Anika Van Langenberg
- Representatives from the Department of Planning and Community Development, Peter Sager and Jodi Sneddon

How were they consulted?

- One-on-one interviews with State and Local Government representatives
- A written survey distributed to 800 residents and property owners
- An 'Open House' with residents and property owners invited to meet and discuss opportunities and concerns with Council Officers and Village Well and Planisphere consultants



Image: Ringwood North Western Residential Precinct (courtesy of Planisphere)

3 The Results

Interviews with Maroondah City Council Officers

Key findings:

- The North Western Residential Precinct is attracting investment and housing developments have been on the increase
- Most of the developments have medium density housing 2-3 storeys
- Only a small number of submissions have been received from residents regarding new developments
- Improvements such as new footpaths and streetscaping have been undertaken
- The Mullum Mullum Creek development has been welcomed by the community
- A new playground is planned for the area
- Some local residents were keen to participate in investment opportunities in the area
- Some residents have made complaints to Council regarding waste removal services and parking
- Some residents have had concerns about design of new housing developments in regard to privacy issues with windows facing into back gardens
- Some residents had concerns about the future character of the precinct and that 'higher density meant poor amenity and would eventually lead to the 'ghettoisation' of the area
- To date there had been no community development activities specifically aimed at promoting integration of new residents with long standing residents
- There are challenges in adapting Council service delivery to meet the demands of higher density and increased populations

Interviews with the Department of Planning and Community Development

Key findings:

- There are challenges in promoting higher density housing in suburban areas such as Ringwood including negative perceptions about renters and social housing
- Design and quality of housing is mixed
- Long-term planning is challenging for communities as they require extended periods of disruption to the residential environment
- A study was conducted by Sweeny Research on behalf of DPCD, Quantitative Research Report Ringwood Transit City Medium Density Housing December 2007. This study looked at the profiles of households, why residents choose to live there, perceptions of local neighbourhood, current transport behaviours and use of services and facilities in Ringwood. The findings of this survey indicated that affordability and proximity to work, shops, public transport and the freeway were the main reasons for living in the precinct. The study also recommended that the study be replicated over time to track attitudes and opinions of new residents
- No study of long standing residents has taken place since the implementation of the Ringwood Masterplan 2004
- No study has been undertaken in regard to the relationship between new residents and long standing residents

The North Western Residential Precinct Survey 2009

Survey Design

In response to the interviews with key stakeholders a survey was designed for residents and property owners (See Appendix 1). The survey was based on recommendations from the previous study conducted by Sweeney Research on behalf of DPCD (*Quantitative Report Ringwood Transit City Medium Density Housing December 2007*) that data should continue to be gathered as to the composition of households, their attitudes towards development and transport and pedestrian behaviour. However, the precinct survey was aimed at both established and new residents so while the aforementioned data collection was taken into account and similar questions asked the focus of the precinct survey was modified to meet the needs of the upcoming Ringwood North West Residential Precinct Plan.

Summary of Survey Responses

There were 84 responses to the survey representing approximately 10% of residents and property owners (See Appendix 3).

The profile of the respondents:

- 70% were either single or were couples without children
- 64% owned or owned with mortgage their homes and 36% were renters
- 40% lived in houses and 61% lived in a terrace, townhouse, apartment or flat
- 95% lived in dwellings of 1-2 storeys and 5% lived in dwellings 2-3 storeys

Mode of transport:

- 16% did not own a car and 28% owned more than one car
- 46% owned one or more bicycles
- 86% travelled to work by car
- Equal numbers travelled to services and facilities by car or walking

Council services:

- 70% rated footpaths as excellent or very good
- 54% rated streetscaping as excellent or very good
- 49% rated car parking as excellent or very good
- 84% rated garbage collection as excellent or very good

While the overall rating of Council services was reasonably high where respondents were asked what they would like to see improved Council services were commented on most.

The respondents' feedback was consistent with the previous 2007 Sweeney study in that affordability and proximity to work, shops, public transport and the freeway were regarded as the reasons to choose to live in the area.

Respondents' were generally positive about Ringwood and the precinct and stated they found it to be a friendly place to live.

The key concerns included:

- Waste collection including hard waste
- Maintenance of footpaths and other amenities
- Lack of parking caused by increase in population and lack of off street parking for medium density developments
- The lack of attractiveness of medium density developments
- Services unable to keep up with the rate of increase in population
- Frustration with the pace of development since the 2004 Ringwood Masterplan

While most households still relied heavily on cars for transport to work there were indications that many people were choosing to walk to local services and facilities. This may indicate that many people living in the precinct may not have local employment but may, given the opportunity to walk, would take up that option.

Open House

The 'Open House', conducted on 29th March 2009, offered an opportunity for residents and property owners to gather and discuss opportunities and concerns. An invitation was sent with the survey to 800 residents and property owners (See Appendix 2) and 25 people attended. While attendance was relatively small the feedback received through a feedback sheet filled in by participants as they were departing indicated that they had found the 'Open House' to be an extremely positive event and a great opportunity to air concerns, receive information and meet with their Council officers and fellow neighbours.

The majority of participants were interested in the progress of development of Ringwood as a whole, while some had questions about particular concerns regarding Council services including waste collection and car parking.

Analysis

The precinct consultation revealed that respondents found Ringwood and the precinct to be a friendly and convenient place to live. A place which was affordable and provided easy access to their workplaces, shops, services, public transport and the freeway.

There were, however, growing pains for the precinct with concerns about services being unable to keep pace with a growing population. Issues such as a lack of garbage collection, parking and maintenance of footpaths and streetscaping were raised.

There were also concerns about what Ringwood would 'really' be like in the future: could it really achieve the masterplan vision; are there enough resources to make it work; will it lose its warm, leafy suburban feel and become overcrowded; will it lose its friendliness?

In contrast to this there was some frustration expressed about the slowness of development since the Ringwood Masterplan 2004: when is the talking going to stop and things really get moving?

In short, respondents are positive about the vision outlined in the Ringwood Masterplan 2004 and keen to see this vision become reality. They are concerned about services keeping pace with development but enthusiastic about having a say in the 'kind' of place Ringwood would become and a desire to maintain the values of the community.

4 Recommendations

Key Community Engagement and Consultation Recommendations

1. Inclusion of a RNWRP resident on the Community Reference Group
2. Household Panel. On a voluntary basis residents can volunteer for a Household panel. Participants would be regularly invited to provide feedback via surveys, focus/discussion groups, and one-on-one interview. Council would need to encourage a diverse demographic and target particular residents for inclusion, such as new residents. The panel could act as a 'control' group for future consultations and data collected could be tracked over time and provide evidence of, for instance, increased pedestrian activity. Future projects would have an accessible bank of data about behaviour and attitude. Please note: the Household Panel would not replace the need for project specific broader community consultation, however it would support the ongoing engagement of community members and strengthen relationships with Council and other residents
3. Undertake further research as to how many people are employed locally and how local employment options may be increased. This would support the building of a local economy and reduce car usage with more residents being able to walk to work
4. Increase pedestrian, cycling activity and public transport usage in the precinct through education and innovative solutions and community projects
5. Encourage residents to participate in and 'own' the development of the precinct through community development projects such as art works, design of playgrounds, walking groups and naming competitions
6. Celebrate developments, such as the opening of a community-designed playground with a community event such as a launch
7. Research and implement innovation in the delivery of Council services such as recycle days. A day where everyone brings there no longer needed household items for a swap meet and family day (Council to remove unclaimed items at the end of the event)
8. Provide education and incentives about environmentally friendly households through projects and information provision
9. Undertake community development strategies for each of Ringwood's precincts
10. Present the North Western Residential Precinct Plan in stages so residents feel safe about the pace of change
11. Undertake a pedestrian study, particularly in relation to chosen pathways from the precinct to the railway station and vice versa



Broad Place Making Recommendations

The following Place Making recommendations are based on the North Western Residential Precinct Survey and Village Well's experience on what makes a great place.

1. Review or implement a street signage strategy to make parking restrictions and no standing zones clearer to residents and visitors to the precinct
2. Review parking strategy, i.e., street versus off-street parking for medium density development, parking permits for residents etc
3. Review hard rubbish collection; hard rubbish on the footpath takes a long time to be collected and looks untidy
4. Regularly maintain footpaths, landscaping, street drains etc
5. Respond promptly to residents complaints
6. Review lighting in side streets
7. Regularly check the precinct for shopping trolleys or have a dedicated contact number that residents can call to report them
8. Share the good news story about the proposed playground; several residents expressed a desire to have a new playground close by. Investigate the installation of BBQ facilities to support playground use
9. Investigate the improvement of pedestrian access, i.e., pedestrian crossings
10. Have a 'blitz' and clean up the streets and remove graffiti – investigate organising street working bees
11. Clean up and regularly maintain the walking and cycling paths
12. Ensure clear connections and access (pedestrian paths, cycle lanes and bus connections) to the train station
13. Install dog waste bag dispensers throughout the precinct
14. Ensure any new plantings are native or drought tolerant flora
15. Utilise the new playground or other development opportunities to tell the story of the precinct and its history
16. Signage for cyclists and pedestrians at key locations with journey times
17. Investigate a strategy for temporary usage and lighting be developed around the old Ringwood Market and skate park so that the North Western Residential Precinct residents feel comfortable walking to the railway station, e.g., locating Council supply of shrubs and trees in the area or creating temporary art projects with arts working in the evening
18. Ensure that development hoardings are consistent throughout the precinct and are kept neat and tidy. Perhaps have beautiful or interesting hoardings with cut-outs so people can see how a development is progressing
19. Work with the residents, community and other key stakeholders to develop a Ringwood North Western Residential Precinct Place Essence and brand



5 Implementation Plan

The following section summarises all of the recommendations in to short, medium and long-term goals.

Short-term (2009)	Medium-term (2010-11)	Long-term (2012-13)
<ul style="list-style-type: none"> • Inclusion of a RNWRP resident on the Community Reference Group • Establish a household panel • Undertake further research as to how many people are employed locally and how local employment options may be increased • Increase pedestrian, cycling activity and public transport usage in the precinct through education and innovative solutions and community projects • Encourage residents to participate in and 'own' the development of the precinct through community development projects such as art works, design of playgrounds, walking groups and naming competitions • Have a 'blitz' and clean up the streets and remove graffiti – investigate organising street working bees • Present the North Western Residential Precinct Plan in stages so residents feel safe about the pace of change • Review hard rubbish collection; hard rubbish on the footpath takes a long time to be collected and looks untidy • Clean up and regularly maintain the walking and cycling paths • Regularly maintain footpaths, landscaping, street drains etc • Respond promptly to residents complaints • Review lighting in side streets • Regularly check the precinct for shopping trollies or have a dedicated contact number that residents can call to report them • Share the good news story about the proposed playground; several residents expressed a desire to have a new playground close by. Investigate the installation of BBQ facilities to support playground use 	<ul style="list-style-type: none"> • Celebrate developments, such as the opening of a community-designed playground with a community event such as a launch • Research and implement innovation in the delivery of Council services such as recycle days • Provide education and incentives about environmentally friendly households through projects and information provision • Undertake community development strategies for each of Ringwood's precincts • Undertake a pedestrian study, particularly in relation to chosen pathways from the precinct to the railway station and vice versa • Install dog waste bag dispensers throughout the precinct • Ensure any new plantings are native or drought tolerant flora • Utilise the new playground or other development opportunities to tell the story of the precinct and its history • Signage for cyclists and pedestrians at key locations with journey times • Investigate a strategy for temporary usage and lighting be developed around the old Ringwood Market and skate park so that the North Western Residential Precinct residents feel comfortable walking to the railway station • Work with the residents, community and other key stakeholders to develop a Ringwood North Western Residential Precinct Place Essence and brand • Investigate the improvement of pedestrian access, i.e., pedestrian crossings 	<ul style="list-style-type: none"> • Review or implement a street signage strategy to make parking restrictions and no standing zones clearer to residents and visitors to the precinct • Review parking strategy, i.e., street versus off-street parking for medium density development, parking permits for residents etc • Ensure clear connections and access (pedestrian paths, cycle lanes and bus connections) to the train station • Ensure that development hoardings are consistent throughout the precinct and are kept neat and tidy. Perhaps have beautiful or interesting hoardings with cut-outs so people can see how a development is progressing

6 Appendices

Appendix One: RNWRP Survey



North Western Precinct Survey (please complete and return)

<p>1. Which of the following groups best describes the structure of your household?</p> <p>Single living alone <input type="checkbox"/></p> <p>Single with children <input type="checkbox"/></p> <p>Couple with children <input type="checkbox"/></p> <p>Couple without children <input type="checkbox"/></p> <p>Single sharing home with other adults <input type="checkbox"/></p> <p>Other.....</p>	<p>4. Do you own your home or are you renting?</p> <p>Fully owned home <input type="checkbox"/></p> <p>Owned with mortgage <input type="checkbox"/></p> <p>Renting <input type="checkbox"/></p> <p>Other.....</p>
<p>2. In total how many people live in your household? (please circle one)</p> <p>1 <input type="checkbox"/></p> <p>2 <input type="checkbox"/></p> <p>3 <input type="checkbox"/></p> <p>4 <input type="checkbox"/></p> <p>Other.....</p>	<p>5. How would you describe your home?</p> <p>House <input type="checkbox"/></p> <p>Terrace <input type="checkbox"/></p> <p>Town House <input type="checkbox"/></p> <p>Apartment <input type="checkbox"/></p> <p>Flat <input type="checkbox"/></p>
<p>3. How long have you lived in your home?</p> <p>Less than 1 year <input type="checkbox"/></p> <p>1 year to less than 5 years <input type="checkbox"/></p> <p>5 years to less than 10 years <input type="checkbox"/></p> <p>10 years to less than 20 years <input type="checkbox"/></p> <p>20 years to less than 30 years <input type="checkbox"/></p> <p>30 years and over <input type="checkbox"/></p>	<p>6. How many storeys?</p> <p>1-2 storeys <input type="checkbox"/></p> <p>2-3 storeys <input type="checkbox"/></p> <p>3 or more storeys <input type="checkbox"/></p>
	<p>7. How many cars are owned by your household?</p> <p>None <input type="checkbox"/></p> <p>1 <input type="checkbox"/></p> <p>2 <input type="checkbox"/></p> <p>3 <input type="checkbox"/></p> <p>Other.....</p>

8. How many bicycles are owned by your household?

None

1

2

3

Other.....

9. If you are employed how do you travel to work?

Car as a driver

Car as a passenger

Train

Bus

Walk

Bicycle

Other.....

10. If you are a student how do you travel to study (please state)

Car as a driver

Car as a passenger

Train

Walk

Bicycle

Other.....

Combination of the above (please state)

.....

.....

11. Which of the following services and facilities do you use? Please tick any or all of the following services and facilities

Eastland	<input type="checkbox"/>
Centro Ringwood shopping centre	<input type="checkbox"/>
Other local shops	<input type="checkbox"/>
Eastland movies	<input type="checkbox"/>
Maroondah highway restaurants	<input type="checkbox"/>
Nightclubs	<input type="checkbox"/>
Library	<input type="checkbox"/>
Ringwood Lake	<input type="checkbox"/>
Local parks	<input type="checkbox"/>
Mullum Mullum Creek	<input type="checkbox"/>
Sporting facilities	<input type="checkbox"/>
Gym or leisure centre	<input type="checkbox"/>
Golf Club	<input type="checkbox"/>
Ringwood Aquatic Centre	<input type="checkbox"/>
GP or other health services	<input type="checkbox"/>
Maroondah hospital	<input type="checkbox"/>
Local churches	<input type="checkbox"/>
RSL	<input type="checkbox"/>
Ringwood bowls	<input type="checkbox"/>
Senior Citizens Centre	<input type="checkbox"/>
Community Centre	<input type="checkbox"/>
Neighbourhood house	<input type="checkbox"/>
Pre school facilities	<input type="checkbox"/>
Children/young people's services	<input type="checkbox"/>
Maternal and Child Health services	<input type="checkbox"/>
Family services	<input type="checkbox"/>
Older people's services	<input type="checkbox"/>
Other.....	<input type="checkbox"/>
.....	<input type="checkbox"/>
.....	<input type="checkbox"/>



12. How do you travel to the services and facilities listed in question 11?

Car as a driver

Car as a passenger

Train

Bus

Walk

Bicycle

Combination of the above (please state)

13. What are the reasons you live in Ringwood? Please tick any or all of the following reasons.

Close to work

Employment opportunities

Close to schools

Close to TAFE or university

Affordability/cheaper housing than other places

Close to facilities and services e.g Health services

Close to sporting facilities

Close to family and friends

Close to public transport

Freeway access

Close to Eastland and shops

It's not too far from the city

It's a clean place

It's a safe place

It's an attractive place

It has attractive parks

It has a nice community feel

People are willing to help others e.g. volunteering

My neighbours are friendly

It has an active community and people are involved in local activities and issues

I feel safe walking in my street

I feel safe walking to Eastland

I feel safe walking to public transport e.g. the railway station

Other.....

14. How would you rate the following in the North Western Precinct?

Footpaths

excellent

very good

needs improvement

poor

don't know

Streetscaping (trees and wayfinding signs)

excellent

very good

needs improvement

poor

don't know

Carparking facilities

excellent

very good

needs improvement

poor

don't know

Garbage collection

excellent

very good

needs improvement

poor

don't know

Any suggestions for improvement?

15. What do you like best about living in Ringwood?

16. What would you most like to see improved about Ringwood?

If you would like to be kept informed about future consultation activities or if you want to take part in the household panel please provide your contact details in the section below.

Name

Address

.....

Email

Phone

Mobile

Do you have any further comments you wish to make:

Thanks for taking the time to participate.

**Please return this survey in the enclosed reply paid envelope or to
 Major Projects, Maroondah City Council P.O.
 Box 158, Ringwood 3134**



Appendix Two: Invitation to the RNWRP Open House



Maroondah City Council
invites you to a
North Western Residential Precinct Open House

When: Tuesday 24th March, 2009
Where: Urban Life
Address: 143 Maroondah Highway Ringwood
Time: Anytime between 4pm -7pm

RSVP to Debbie Benson on 9298 4343 by COB on Friday 20th March 2009

The North Western Residential Open House is a wonderful opportunity to

- meet your neighbours
- meet Council Officers
- find out more about services and facilities in Ringwood
- have your say in the development of Ringwood's North Western Precinct

Who should attend?

Residents and property owners of homes in Ringwood's North Western Residential Precinct

Where is Ringwood's North Western Residential Precinct?

The North Western Residential Precinct is the area bounded by Ringwood Street, Nelson Street, Bond Street and across to Burwood Avenue.



Background

In 2002, Ringwood was nominated a Transit City under the State Government's metropolitan strategy, Melbourne 2030. In 2008 the Government refined this strategy and released 'Melbourne @ 5million' which identified Ringwood, along with 5 other metropolitan suburbs, as a Central Activity District. This announcement will ensure continued support from the Government for public investment and future employment growth.

In 2004 Council produced the 'Ringwood Transit City Urban Design Masterplan', which established a planning and design vision for Ringwood. The North Western Residential Precinct was identified in the Masterplan as requiring additional planning work to stimulate appropriate development, ensure the provision of necessary infrastructure and ensure that development is undertaken complementary to the future of the area.

Improvements

The master planning and precinct planning process is bringing about lots of improvements which promote investment and create a great place for the community to enjoy.

Recently in the North Western Residential Precinct new footpaths and streetscaping have been undertaken making getting around Ringwood more pleasant and offering greater accessibility for everyone including people with disabilities, older people, parents and children. In general the safety of our streets has improved through increased pedestrian activity.

New housing developments are offering affordable and more diverse housing options that will allow people to remain in Ringwood as they get older and attract and retain young people and families

New community facilities are planned for Ringwood such as a new playground (situated in the North Western Residential Precinct) and a new library (situated in Central Ringwood).

We value your input and feedback and hope you will support the positive growth and development by attending and participating in the North Western Residential Precinct Open House. For further information or if you require assistance with transportation to the session please call Debbie Benson on 9298 4343.

You can also participate by completing and returning the enclosed survey to Council by 18 March 2009, using the reply paid provided.

Maroondah City Council is committed to ongoing community consultation and welcomes your participation in creating a great place for current and future generations.

Yours Sincerely

Phil Turner
Director

Appendix Three: Results from the RNWRP Survey

1. Which of the following groups best describes the structure of your household?

	Response Total	Response Percent
Single living alone	37	44%
Single with children	3	4%
Couple with children	17	20%
Couple without children	22	26%
Single sharing home with other adults	4	5%
Other, please specify	3	4%
Total Respondents	84	

2. In total how many people live in your household?

	Response Total	Response Percent
1	36	43%
2	28	34%
3	14	17%
4	3	4%
Other, please specify	3	4%
Total Respondents	83	
(skipped this question)	1	

3. How long have you lived in your home

	Response Total	Response Percent
Less than 1 year	7	8%
1 year to less than 5 years	30	36%
5 years to less than 10 years	18	22%
10 years to less than 20 years	17	20%
20 years to less than 30 years	4	5%
30 years and over	7	8%
Total Respondents	83	
(skipped this question)	1	

4. Do you own your home or are you renting

	Response Total	Response Percent
Fully owned home	35	42%
Owned with mortgage	19	23%
Renting	30	36%
Other, please specify	1	1%
Total Respondents	84	

5. How would you describe your home?

	Response Total	Response Percent
House	33	40%
Terrace	1	1%
Town House	27	33%
Apartment	4	5%
Flat	18	22%
Total Respondents	83	
(skipped this question)	1	

6. How many storeys?

	Response Total	Response Percent
1 - 2 storeys	76	95%
2 - 3 storeys	4	5%
3 or more storeys	0	0%
Total Respondents	80	
(skipped this question)	4	

7. How many cars are owned by your household?

	Response Total	Response Percent
None	13	16%
1	44	54%
2	19	23%
3	4	5%

(skipped this question) 2

8. How many bicycles are owned by your household?			
		Response Total	Response Percent
none		42	52%
1		16	20%
2		17	21%
3		4	5%
Other, please specify view		2	2%
Total Respondents		81	
(skipped this question)		3	

9. If you are employed how do you travel to work?			
		Response Total	Response Percent
Car as a driver		46	84%
Car as a passenger		1	2%
Train		14	25%
Bus		5	9%
Walk		5	9%
Bicycle		3	5%
other, please specify view		12	22%
Total Respondents		55	
(skipped this question)		29	

10. If you are a student how do you travel to study (please state)			
		Response Total	Response Percent
Car as a driver		5	50%
Car as a passenger		1	10%
Train		6	60%
Bicycle		1	10%
other or combination of above, please specify view		2	20%

11. Which of the following services and facilities do you use? Please tick any or all of the following services and facilities

	Response Total	Response Percent
Eastland	80	96%
Centro Ringwood shopping centre	79	95%
Other local shops	47	57%
Eastland movies	54	65%
Maroondah highway restaurants	30	36%
Nightclubs	7	8%
Library	37	45%
Ringwood Lake	40	48%
Local parks	28	34%
Mullum Mullum Creek	38	46%
Sporting facilities	11	13%
Gym or leisure centre	11	13%
Golf Club	7	8%
Ringwood Aquatic Centre	18	22%
GP or other health services	46	55%
Maroondah hospital	32	39%
Local churches	21	25%
RSL	18	22%
Ringwood bowls	4	5%
Senior Citizens Centre	4	5%
Community Centre	7	8%
Neighbourhood house	6	7%
Pre school facilities	4	5%
Children/young people's services	2	2%
Maternal and Child Health services	7	8%
Family services	1	1%
Older people's services	4	5%
other or combination of above, please specify view	6	7%
Total Respondents		83



12. How do you travel to the services and facilities listed in question 11?			
		Response Total	Response Percent
Car as a driver		61	73%
Car as a passenger		12	14%
Train		6	7%
Bus		8	10%
Walk		60	72%
Bicycle		7	8%
combination of above, please specify view		7	8%
Total Respondents		83	
(skipped this question)			1

13. What are the reasons you live in Ringwood? Please tick any or all of the following reasons.			
		Response Total	Response Percent
Close to work		22	26%
Employment opportunities		2	2%
Close to schools		7	8%
Close to TAFE or university		3	4%
Affordability/cheaper housing than other places		29	35%
Close to facilities and services e.g. Health services		34	40%
Close to sporting facilities		9	11%
Close to family and friends		42	50%
Close to public transport		51	61%
Freeway access		40	48%
Close to Eastland and shops		64	76%
It's not too far from the city		37	44%
It's a clean place		27	32%

It has a nice community feel		15	18%
People are willing to help others e.g. volunteering		12	14%
My neighbours are friendly		37	44%
It has an active community and people are involved in local activities and issues		5	6%
I feel safe walking in my street		41	49%
I feel safe walking to Eastland		52	62%
I feel safe walking to public transport e.g. the railway station		38	45%
other or combination of above, please specify view		10	12%
Total Respondents		84	

14. How would you rate footpaths in the North Western Precinct?			
		Response Total	Response Percent
excellent		13	16%
very good		44	54%
needs improvement		22	27%
poor		3	4%
don't know		2	2%
Total Respondents		82	
(skipped this question)			2

15. How would you rate street scaping (trees and way finding signs) in the North Western Precinct?			
		Response Total	Response Percent
excellent		5	6%
very good		39	48%
needs improvement		29	35%
poor		9	11%

16. How would you rate car parking facilities in the North Western Precinct?			
		Response Total	Response Percent
excellent		8	10%
very good		31	39%
needs improvement		22	28%
poor		16	20%
don't know		6	8%
		Total Respondents	79
		(skipped this question)	5

17. How would you rate garbage collection in the North Western Precinct?			
		Response Total	Response Percent
excellent		20	24%
very good		50	60%
needs improvement		10	12%
poor		3	4%
don't know		1	1%
		Total Respondents	83
		(skipped this question)	1

18. Any suggestions for improvement regarding Footpaths, Street scaping, Car parking or Garbage collection?			
View responses to this question			
		Total Respondents	38
		(skipped this question)	46

19. What do you like best about living in Ringwood?			
View responses to this question			
		Total Respondents	66
		(skipped this question)	18

20. What would you most like to see improved about Ringwood?			
View responses to this question			
		Total Respondents	68

21. If you would like to be kept informed about future consultation activities or if you want to take part in the household panel please provide your contact details in the section below.			
		Response Total	Response Percent
View	Name		34 97%
View	address		33 94%
View	email		14 40%
View	phone		19 54%
View	mobile		16 46%
		Total Respondents	35
		(skipped this question)	49

22. Do you have any further comments you wish to make:			
View responses to this question			
		Total Respondents	31
		(skipped this question)	53

- | 18. Any suggestions for improvement regarding Footpaths, Street scaping, Carparking or Garbage collection? | |
|--|---|
| 1. | Removing signs from residential streets i.e. No standing. |
| 2. | Review passes for parking in Nelson Street. |
| 3. | Permit parking for residents on streets near Eastland. |
| 4. | Although council cleanups tend to encourage people leaving rubbish out all the time. |
| 5. | The new hard waste needs lots of improvement. People living in units need to be better educated regarding hard waste. |
| 6. | Tidy the area up. |
| 7. | Streets are lined with garbage for a long time. Council should try to make sure this doesn't happen. Clean up trollies from street. |
| 8. | Provide Tip Tickets to replace hard rubbish. Clean up streets. Create a more vibrant centre such as Ozone Restaurants. more faciilites for teenages eg Bowling, lasersrike. |
| 9. | New hard rubbish system does not appear to be working well in the precinct. |
| 10. | Don't like hard rubbish collection since it changed, there is rubbish out all the time. |
| 11. | Pull out trees on Sherbrook Ave that drop nuts. To make the dirt level where my bin goes - in teh wind it could tip over - It's not flat on the ground. |



12.	Demolish or severely improve old homes in the streets (Nelson St) to improve teh look.
13.	Bond Street should ban truck driving at night - it's hard to sleep. also people are car racing and tyre burning - the police around the corner don't seem to care.
14.	rubbish bins need to be collected and taken in after being emptied.
15.	Go back to twice a year. streets look appalling with rubbish outside.
16.	Parking will be a problem in future as council is not thinking strategically regarding high density building designs.
17.	If the footpaths promised before xmas were finished eg Montgomery St.
18.	Street signs need attention - ring [REDACTED] for advice. Street drains need extra attention, mainly cleaning.
19.	Improve everything
20.	If you have a complaint it would be good if someone would reply to it.
21.	WE live opposite the old Ringwood market and would love to see some new development, or even re-surfacing of the carpark area.
22.	New Street (towards Mullum M) is a trolley blv. Rubbish and trolleys dumped which is a complete eyesore which makes ashamed of my street. Its a dumping ground for unused furniture.
23.	bigger sized general rubbish bins
24.	Need to go back to the twice yearly hard rubbish. Pedestrian crossing on Bond St.
25.	light in the side ways and streets.
26.	The recent footpaths have not been done very well in some areas.
27.	Improve lighting in Bourke Street between Brown & Churchill St, in New Street, and along Nelson St. Some areas too dark at night.
28.	Of all the trees planted are teh wrong type too big for the area of the thousands of trees and shrubs what do we get paper bark and plan trees. All flat areas no parking in the streets to be made to use the parking areas within the boundrys of the flats or maybe we can have carports on teh nature strips.
29.	Too many cars parked both side of street, sometimes rather hard to get out of your driveway.
30.	Hard waste on footpath takes a long time for collection and makes street look untidy.
31.	Reinstate twice yearly hard waste collection.
32.	Residential developments (those with multiple lots) in the last 2 years are creating problems with street parking ie too many cars parked on the street (on both sides of hte street in my street - Bourke St).
33.	Greener, well maintained public areas. Leafier streets. New developments are sensitive to surrounding areas. Buses direct to the city.
	* We strongly feel that the car parking signage in Bourke St. is unclear and unfair to

	many who park illegally thinking that the small numbers 8-9.30pm mean 8-9.30am (school parking times) Why isn't the 9.30PM ENLARGED. * Sometimes (fairly rarely) garbage bins left lying in gutter. * Sometimes weekend parking on both side of inhibits easy driving.
35.	Back to regular hard rubbish every 6 months
36.	* Too many run down houses. * Go back to twice yearly hard rubbish days. it looks a mess. Eastland needs expanding make it like Doncaster shopping centre.
37.	because of the growing number of units being built, there is less parking on the streets
38.	"For car parking" ensure residents park their vehicles on their own premises no in the street (refer 16)

19. What do you like best about living in Ringwood?	
1.	Close to everything
2.	landscape, level of people.
3.	Friendly environment. Not a hustle and busal city. Love to live in Ringwood. I met friendly staff at the Maroondah Council and appreciate their service.
4.	Close to Eastland and Centro.
5.	Close to all amenities
6.	Central locale near family, friends and bypass.
7.	The motorcycle shops. (What do you dislike about living in Ringwood? - Hiring (word?) time to drive on a road).
8.	EASing access to other surrounding suburbs. The walking paths along Mullum Mullum Creek and Eastlink. Employment opportunitites in surrounding suburbs.
9.	Central to lots of things. Not as expensive as city.
10.	central to my work opportunities.
11.	Proximity to Public transport and shopping
12.	?(Near Dandenongs)?
13.	Availability to shops, public transport and freeway.
14.	Close to the city but also close to the hills and country areas.
15.	Character, homes, convenience.
16.	Suitable for a single mature person following separation after long marriage.

17.	Access to facilities
18.	location, price
19.	Close to friends, shops and services. While I don't have a car or own my own house. If my luck improves, I'll use more things on question 13. (close to work).
20.	Close to all the facilities.
21.	LIVING in a good city and stayed there all my life.
22.	Like the combination of old and new buildings side by side. also like teh walk by the creek.
23.	WE are both 25yrs old and we moved from Blackburn. Apart from way bigger and modern house for the same price we love the younger generation living here.
24.	Middle class suburb
25.	close to shops, transport, family.
26.	EASTland, public transport and freeway.
27.	proximity to services
28.	the peace and quiet.
29.	Convenient location.
30.	Nothing
31.	Its close to everything, 20mins to city, 20mins to Warrandyte, 1/2hr drive to Olinda, etc
32.	Close to all facilities.
33.	convenience to facilities.
34.	far enough from, but close enough to city. Leafy suburb. Feels safe. Good pub transport line.
35.	I like the community spirit of Ringwood. RINGwood has always had a "nice feel" about it. Friendly people live in Ringwood. Also, keep the ratepayers informed about all those empty buildings eg. Patt Cheney old building and the one opposite it. What's going on???: Ringwood's good looks are being marred by those unsightly buildings. Weeds everywhere And don't cut down any mature trees, just to make way for high rise residential apartments. Council officers better get out and walk around Ringwood to see for themselves.
36.	Location - close to city, shops, etc.
37.	accessability to several services.
38.	Close to everything. It has a "professional" feel about the city without being overly corporate.
39.	Of all the services so close by but some parts are over developed with 19 units of 2 blocks of ground. Keep this up and we shall know Ringwood as Ringbark.
40.	trees, green, semi country.

41.	All our family live here so that is good.
42.	Close to drive to beautiful areas such as Yarra Valley, Dandenongs, Healesville. Mullum Creek- Its walking tracks and remnants of bush.
43.	as per question 13.
44.	quiet and relaxed.
45.	Close to services, shops, etc.
46.	Close to everything I need.
47.	peaceful
48.	close fo freeway.
49.	Closeness to all facilities.
50.	Small enough to get to everything but still has great facilities for young people like us! Love it - it's quiet and clean and accessible to everything. Ringwood has such great potential!
51.	It has a good feel, friendly community and the availability of shops/transport/exercise opportunities, walking distance from where I live.
52.	Lots of facilities close by shops, railway station, Eastlink. Easy to commute to city via train (when operating on schedule).
53.	closeness to Eastland, library, church and station.
54.	Eastland
55.	close to eastlink, cheaper housing available. Great being able to walk to movies, shopping centre, mullum mullum creek, footpaths are great, nice to enjoy the bush aspect yet you are in suburbs.
56.	close to public transport and facilities
57.	it is close to everything
58.	Eastland. Variety of people. Night clubs. Entertainment.
59.	Its the perfect community. I have lived in several locations and have found Ringwood to be amazing in every aspect.
60.	My house is close to train station and Ringwood Centro.
61.	The nice treed areas and the Mullum Creek walk facilities.

20.	What would you most like to see improved about Ringwood?
1.	No More high rise.
2.	Shopping Trolley control. People using trolleys to take shopping home and dumping



	them wherever they like.
3.	More buses. More public transport. Telecommunication facilities like cable.
4.	Public hospital facilities (Government).
5.	Parking and NO MORE 3 storey apartments being built up with no parking.
6.	Pedestrian crossings improved for the elderly
7.	Provision of extra parking in street around sites of multiple living spaces (i.e. apartments). It is difficult to drive through these areas with cars parked on both sides of road. Is it possible to consider nature strip "cut ins" where paved parking is provided in nature strips by cutting into the strip like a bus stop. This means residents are able to park safely and traffic can move smoothly. Thanking you.
8.	Cheaper tolls on what you still refer to as a freeway. WTF?
9.	Improved security at Ringwood Station. Speed limit sign of 40km down Nelson Street. More rubbish bins on the footpath and walking tracks.
10.	Keep this area in particular cleaner - especially junk on nature strips.
11.	No more high rise units.
12.	Off street car parking particularly in Bourke Street. Apartment residents not using their car spaces provided within the building.
13.	New Street to have restricted parking - possibly "No Parking" on one side of street. Due to large apartments being built there is cars parked on both sides of street and the residents in my block of 26 New Street, find it very difficulty to see traffic driving when they are exiting our block of units - Very Dangerous.
14.	Security (gangs of youths roam streets at night and vandalise properties). Precinct of outdoor restaurants and cafes. Reduce the amount of \$2 shops in the area. Trucks using loud brakes on the bypass.
15.	A playground - need to go to Mullum Road to take grandchildren.
16.	Cleaner streets and shop fronts along Maroondah Hwy. More facilities for teenagers and families.
17.	Separate areas for "feral" people to live and congregate (e.g. those who hang around railway station and centrelink). Public housing needs to be better managed.
18.	Better bus and train services. Fully DDA compliant Ringwood Station.
19.	More playgrounds for children in walking distance to this area. More parking for court matters. Cars are always double parked over my driveway. Sometimes can't get my car out.
20.	Change hard rubbish collection, i.e. 4 times/year. Shopping trolleys collected more often and in larger area - streets filled with them.
21.	EASTland to be extended. New houses to be built instead of old on my block.
22.	What's happening to Ringwood market?
23.	Take out some of the traffic lights on Maroondah Hwy and put pedestrian overpasses.

24.	More security, vandals should be jailed.
25.	Just that. Get rid of the car noise at night. Apart from that we love Ringwood.
26.	train station
27.	Car parking. Graffiti - needs cleaning. Trolleys need to be off streets. Hard garbage - to go back to 2 yearly collections. Court house needs (clean up?)/(cleaning? outside.
28.	Less high development building/apartments - extremely unattractive in this area.
29.	Graffiti removal. Trolley from supermarket removed promptly from streets. Rubbish in Mullum Creek monitored/removed.
30.	no more high rise development/housing, particularly in this North Western precinct.
31.	Train Station
32.	da hole fucking lot.
33.	see further comments below.
34.	New Street to become a leafy treed area, to clean up Mullum Mullum Creek to make it a park with BBQs and children play area.
35.	General tidyness. Clean up of Mullum Mullum Creek. Tighter control of property maintenance.
36.	All the unkempt houses knocked down ie. rental houses, they are not properly maintained - quite an eyesore. Either owners or renters should clean those places up - even get the lawns mowed.
37.	Improved security measures taken at the station. Centro Ringwood shop space better utilized to meet community needs.
38.	Hard garbage collection. Footpaths all sealed. Pedestrian crossing - Bond Street.
39.	Anything but not unit-apartment everywhere.
40.	safety.
41.	Looking after rate payers and residents and not fly by night developers.
42.	More parking in streets approaching Eastland - perhaps a one way traffic system along Bourke, & Nelson.
43.	Less development on each block of land.
44.	Clean up the creek at teh end of Sherbrook Ave - overgrown and littered.
45.	The railway station needs a clean up. Don't use trains that often. But when do, area is rather dirty and people hanging around.
46.	Removal of high rise zoning in this residential area.
47.	railway station, bus services.
48.	Improved train station! Particularly access for the disabled and elderly.
49.	Ringwood Railway Station.

50.	Train Station. Ringwood Market Centre.
51.	No trolleys in back streets. No rubbish on nature strips. More parking. Street lights.
52.	Railway station. More consideration and consultation before erection of 3 storey appartments. Bond/New Street intersection is very dangerous. Ringwood Court House front is filthy a disgrace. Rented properties unsightly and a fire hazard. Penalties for dumping rubbish on footpaths. Deposit system for shopping trolleys!!!!
53.	Old market Place updated and funtioning different.
54.	right turn permitted onto Maroondah Hwy from north bound Eastlink.
55.	Maroondah Highway redevelopment. Better restaurants & night areas. Redevelopment of the old Ringwood market - bring the charm back!
56.	More onsite parking provided in new multi-storey residential developments. More street lighting
57.	Green and clean. Efficient transport into the city. Sensitive new development - ie to the environment & surrounding areas.
58.	The bike track along the creek from Warrandyte Rd to Oban Rd to be concreted.
59.	Mainly main street through Ringwood needs updating, looks rundown, eastland needs updating. Station unsafe & ugly looking. Need to create lively town centre with good classy restaurants & wine bars.
60.	Railway station. doctors surgery @ Eastland (bulk billing). Physiotherapist at Eastland.
61.	The amount of shops that have been closed concerns me, Ringwood is starting to look very delirik. which I notice more graffiti/vandalism etc being caused.
62.	Train station looters
63.	Ringwood Station redevelopment and Ringwood Market and surrounding area redeveloped.
64.	Street Parking for service people calling on units in my area.
22.	Do you have any further comments you wish to make:
1.	*Do not live at my house - cannot answer all questions
2.	If possible please improve footpaths in between Dampier Street and Eastlink.
3.	yes I do, freeways are for free, tollways are where you pay a toll. If you can't call it a tollway and insist on calling it a freeway then how about a compromise instead we could call it a feeway.
4.	Dog bags - biodegradable, along footpaths. Decrease the toll rate at Ringwood Bypass. sign for trolleys - bring back to Eastland shopping Centre.
5.	Improve Ringwood Station. More by law officers to patrol the parking on nature strips.
6.	Concerned about units being built regarding car parking. more car spots under units, so not parking in streets.

7.	"Feralisation" of the precinct is a big problem that needs to be addressed as part of the project.
8.	Hopefully you'll consider my suggestions for improvement, because it really would improve the streetscape, especially in Nelson Street.
9.	To try and reduce traffic on Maroondah highway through the shopping precinct and make easy to get around Ringwood.
10.	To many flats per one development. not enough consideration for owner residents. Car parking is a problem in streets with (rear?) development eg Nelson, Bourke & New streets.
11.	I feel council have a long way to go in making Ringwood aesthetically pleasing - particularly Maroondah hwy. It's an eyesore with many unoccupied businesses - looks very run down and unappealing driving through Ringwood. Would also like to see rubbish removed outside Magistrates Court - always disgusting.
12.	Placement of rubbish on footpath for collection is being abused by residents.
13.	Due to high rise places already, driving in these streets is fast becoming a health hazard.
14.	Ringwood Station needs a complete update, including extra manpower for security
15.	I would love to see a McDonald go up along Maroondah Hwy in Ringwood. Ringwood is missing 24 hour food options.
16.	More restaurants with alfresco dining and do something with the old market.
17.	Along bicycle paths there is a lot of dead timber and fuel. If it is obvious there, it must be obvious elsewhere. In light of recent bushfires this could be reviewed.
18.	Keep the high rise apartments to a minimum. It gives teh place a "choked" feeling ie. all crammed in like sardines in a tin, and having cars parked on both sides of the street - not good for emergency services trying to get through ie fire brigade!
19.	Anyone who apply for apartment must be consider car park for their tenant. Each apartment must have at list 2 car park, not on the street.
20.	No standing signs disappear in street were new multi storey apartments are built.
21.	Is there any parkland in this region for kids to play in?? You have several blocks of units going up, nowhere for kids to play or people/guests to park cars.
22.	who are the gooses that put in place of hard rubbish to be collected over the 12 month period, when the 2 week period was ample not to mention the cost. did the council give the contractor an open cheque for this service.
23.	Insufficient thought and regulation of multi-storey appartments. Traffic and parking is a major concern. Footpaths and over hanging foliage still a problem. PS. I don't like complaining but these complaints impinge greatly on our enjoyment/safety/property values.
24.	All new high rise developments should have adequate car parking on site and room for visitor parking also.
25.	Good to see footpaths going in on both sides of the road. Need to promote the council offices and the live theatre shows that are being shown. Need theatre office at Eastland

	in prominate position.	
26.	Was also wondering why the "market" building isn't being used? Why can't something be used for this building?	VIEW
27.	Thank you for asking for our opinions regarding the Ringwood community.	VIEW

