

Nillumbik Shire Council

Nillumbik Neighbourhood Character Strategy

Phase 2 Consultation Findings Report

Final - 14 November 2022

Acknowledgement

ChatterBox Projects and Nillumbik Shire Council respectfully acknowledges the Wurundjeri Woi-Wurrung people as the Traditional Owners and Custodians of the Country on which Nillumbik is located. We pay respect to Elders past, present and emerging; and extend that respect to all First Nations People. We respect the enduring strength of the Wurundjeri Woi-Wurrung and acknowledge that sovereignty was never ceded.

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1 Executive summary

ChatterBox Projects was engaged by Nillumbik Shire Council, in partnership with Ethos Urban and Council officers, to plan and deliver engagement activities to seek community feedback to inform the development of a draft Neighbourhood Character Strategy for residentially zoned areas of Nillumbik Shire.

This report covers the results of the second phase of engagement (Project Stage 6A) which involved seeking community feedback on the draft Nillumbik Neighbourhood Character Strategy (the Strategy).

Participation snapshot: The engagement activities were effective in reaching over 1,500 people, with 107 providing direct feedback via a survey or submission, 175 people visiting the place-based pop-up events and over 1,200 people visiting the Participate Nillumbik project page.

1.1 Project background

The purpose of the Nillumbik Neighbourhood Character Strategy is to identify a preferred neighbourhood character for each residential area of the Shire and to provide guidelines that require future development to support that character.

Neighbourhood character is essentially how an area looks and feels and the qualities that make that area distinct from others. It includes elements like:

- Vegetation (like gardens, trees, plants, bush)
- Built form (how buildings/homes look)
- Street layout (configuration, subdivision pattern)
- Heights of buildings and homes
- Streetscape (how the street/road looks)
- Setbacks (how far buildings/homes are set back from the street)
- Front fencing and footpaths
- Topography (mountains, hills, creeks etc.)
- Views

Developing a Neighbourhood Character Strategy is a requirement of the State Government. Council's must develop a Neighbourhood Character Strategy and Housing Strategy to inform its planning policy regarding housing in residential areas.

The Strategy, which was consequently identified as a priority action in the Nillumbik Council Plan 2021-2025, is required to reflect changes to State Government policy and planning reforms regarding residential growth and development that have occurred over recent years.

The development of the Strategy will replace the existing 'Neighbourhood Character Study: Residential Design Guidelines' prepared in 2001 (amended in 2003) and once finalised, will also help to inform any future Nillumbik Housing Strategy and Residential Development Framework.

The new Strategy aims to strengthen Council's ability to protect the character of the Shire's residentially zoned areas and provide greater clarity to landowners, developers, architects, designers, State Government, and the community about what constitutes neighbourhood character as well as provide guidance regarding the appropriate placement and design of new buildings and homes.

The areas covered by the Strategy include all residential land within the General Residential Zone (GRZ), Neighbourhood Residential Zone (NRZ), Mixed Use Zone (MUZ), Low Density Residential Zone (LDRZ) and Township Zone (TZ).

These residential areas are more likely to experience change and growth into the future and therefore need guidelines in place to ensure any new development is respectful of the identified preferred neighbourhood character.

1.2 Overview of engagement program

The engagement program for the Nillumbik Neighbourhood Character Strategy involves several phases of consultation.

The first phase of community engagement (Project Stage 3) was undertaken for 6 weeks from 28 March to 8 May 2022. Feedback from this engagement was used by Ethos Urban to inform the development of the draft Strategy.

Other inputs into the draft Strategy included background research undertaken by Ethos Urban, involving reviewing the strategic context (both local and State planning policies) and assessing each residential area to determine key character attributes.

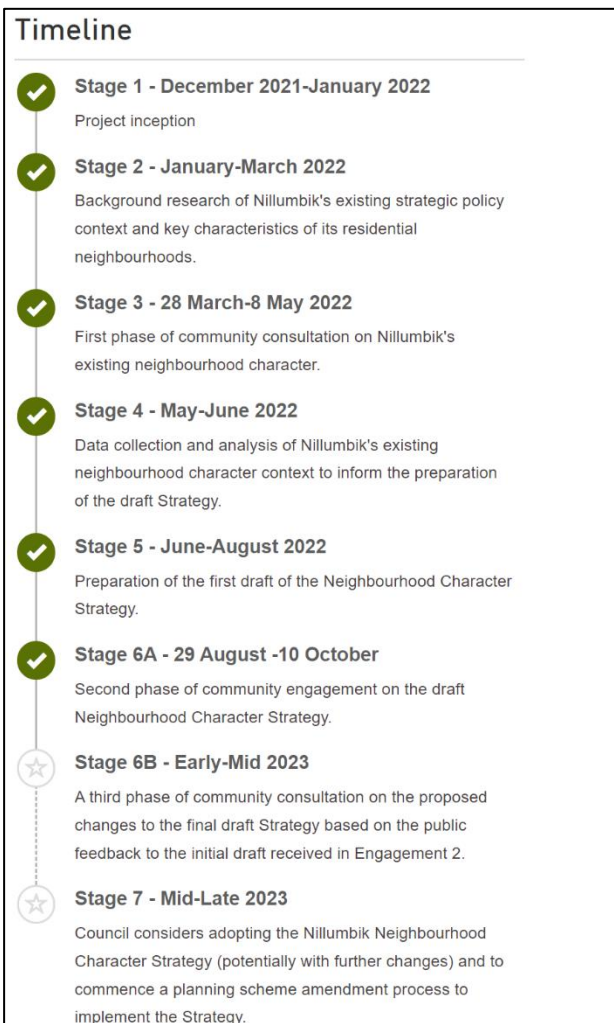
This second phase of engagement (Project Stage 6A) was also undertaken for 6 weeks from 29 August to 10 October 2022. The objectives of this phase of engagement were to:

- optimise the community's awareness of the engagement, how to get involved and provide feedback;
- offer the community a range of ways to easily provide feedback (both online and in person) and to discuss the draft Strategy with Council's project team, including having 1:1 sessions where an officer who could explain how the draft document proposes to treat a particular neighbourhood or property;
- ensure community members could easily access the document and information about their property; and
- provide the community with a project update.

The results of this consultation will be considered and reported to Council's Planning and Consultation Committee in early 2023.

A third phase of engagement (Project Stage 6B) is programmed to be conducted in mid-2023. It is intended that this further phase of engagement will release a revised draft of the Strategy and allow community members the opportunity to consider the revised draft and to provide feedback.

Following this, the next step in the project would be for the draft Strategy to be considered by Council for final adoption.



1.3 Overview of engagement activities

This second phase of community engagement was about seeking feedback on the draft Neighbourhood Character Strategy. People who live in, work in, and visit Nillumbik were identified as the target population for this engagement. The consultation was open for six weeks from 29 August to 10 October 2022.

Formal engagement activities where people could provide feedback included:

- survey (available in hardcopy and online via Council's [Participate Nillumbik](#) engagement platform);
- place-based pop-ups x 2 (Eltham Farmers Market and Diamond Creek Fair); and
- email/written submissions.
-

Other activities where people could find out more information included:

- online and in-person appointment sessions with a planner;
- online community information sessions; and
- various resources on the Participate Nillumbik project page including an online interactive mapping tool.

These engagement activities were supported by a range of communication activities including:

- information on Council's [Participate Nillumbik](#) engagement platform;
- information in Nillumbik News/e-News and other relevant Council newsletters;
- social media posts on Council's social media platforms as well as paid social media advertisements;
- posters and postcards placed at libraries, Council's customer service areas, schools and other community facilities which included QR codes for easy access to Council's Participate Nillumbik page and the survey);
- project flyer available at the place-based pop-ups;
- direct notification to relevant community groups;
- direct notification to submitters to Phase 1 engagement with regard to preparation of the draft Neighbourhood Character Strategy;
- promotion on community newsletters, such as school newsletters; and
- promotion through Council's advisory committees, community groups etc.

1.3.1 Survey and written responses

The survey was available in hard copy and online via the [Participate Nillumbik](#) website (see Appendix 1).

The purpose of the survey was to obtain feedback on three focus areas:

1. Draft Neighbourhood Character Areas;
2. Preferred Character Statements, Objectives and Guidelines; and
3. The overall Draft Strategy.

Community members could also make a written submission directly via email or in writing and uploaded via the Participate Nillumbik website.

1.3.2 Place-based pop-up engagement

The engagement program included two (2) place-based community pop-ups. These were held:

1. Sunday 4 September, from 8.30am to 12.30pm the Eltham Farmers Market
2. Saturday 10 September 10am to 4pm at the Diamond Creek Fair

■

The pop-ups were designed to inform people about the project and encourage community to read the draft strategy, learn about the draft precinct profiles relevant to their neighbourhoods and provide feedback. The pop-ups were held in busy high-traffic locations to intercept a wide range of community members and include those who may not normally engage with Council.

1.3.3 Online resources and interactive mapping tool

The Participate Nillumbik project page provided (and continues to provide) a range of resources to support the community in finding out more about the project, the draft Strategy and opportunities to provide feedback.

These resources included:

- an information video;
- virtual walking tour;
- document library including the draft Strategy; and
- an interactive mapping tool that allowed users to see how the draft Strategy proposes to treat a particular neighbourhood or property, with direct links to the survey and submission form.

1.4 Overview of participation and participation profile

The engagement activities resulted in 107 direct contributions with:

- 82 survey responses from 78 respondents; and
- 25 written submissions (online or email).

There were also 175 people who visited the 2 place-based pop-ups.

In addition, the communications activities were effective in reaching approximately over 1,500 people with:

- 1,221 visitors to the Participate Nillumbik project page, which has 93 followers including 27 new followers from this consultation; and
- 462 people directed to the project page via social media posts.

Most participant demographic data was captured via the online and hard copy survey responses (82), some information was reported by submission participants (25).

All survey respondents reported living in Nillumbik except for one respondent that provided no response. 95.1% said they 'live or own a property in a township/locality' within Nillumbik Shire. Many survey respondents reported residing in Eltham (44 or 53.7%), Eltham North (16 or 19.5%), or Diamond Creek (7 or 8.5%).

Other details provided by the survey respondents:

- Gender: Females were 61.0% of survey respondents and Males 32.9%.
- Age: Most age groups were represented except those aged under 18 years and 85 years and older. Many respondents identified as 60 to 69 years (26.8%), 35-49 years (24.4%) and 50-59 years (22%).

- Diversity, access, and inclusion characteristics: Some participants identified as a Person with a disability (3), Person of Aboriginal or Torres Strait Island descent (3), Person speaking English as a second language (3), and/or Person identifying as LGBTQI+ (2).

Details provided by those who made a written submission (25):

- Location: Almost all submission respondents (24) indicated they live or own a property in Nillumbik and most submission respondents were from Eltham (17).
- Gender: There were 9 Females, 9 Males, 1 preferred not to say and 6 did not respond.
- Age: Most respondents were from the 70-84 age group (6), 60-69 years (5) and 50-59 (4).

There were also six (6) community groups/ organisations who provided a submission, these were:

- Brougham Street Cohousing Joint Venture Design Group
- Eltham Community Action Group
- Friends of Apollo Parkways {FoAP}
- Nillumbik Climate Action Team
- Nillumbik Shire Council Operations and Infrastructure
- Wattle Glen Residents' Association

As most people who completed a survey or provided a submission resided in Eltham, Eltham North, or Diamond Creek, this correlated with the localities that participants wanted to comment on. For example, the area of Eltham attracted the most feedback (45 or 54.9%), followed by Eltham North (17 or 20.7%) and Diamond Creek (7 or 8.5%).

Other localities that received smaller amounts of feedback included:

- Hurstbridge (4 or 4.8%)
- North Warrandyte (4 or 4.8%)
- Greensborough (2 or 2.4%)

Further, more participants commented on Neighbourhood Character Types allocated to Eltham, Eltham North, or Diamond Creek. So, survey respondents often referred to:

- Bush Residential 2 (37 or 45.1%)
- Bush Residential 1 (25 or 30.5%)
- Garden Court 2 (8 or 9.7%)
- Garden Residential (7 or 8.5%)

1.5 Key findings

Overall, most people (62.2%) of those who filled in a survey were satisfied or very satisfied with the Neighbourhood Character Type allocated to their selected address/ locality. There were 21% who indicated that they were unsatisfied or very unsatisfied and 17% who were unsure.

When looking at these results in relation to the specific Neighbourhood Character Types (NCT) that attracted the most comments:

- Bush Residential 1: 72% satisfied/ very satisfied - 16% unsatisfied/ very unsatisfied

- Bush Residential 2: 68% satisfied/ very satisfied - 14% unsatisfied/ very unsatisfied
- Garden Court 2: 25% satisfied/ very satisfied - 50% unsatisfied/ very unsatisfied
- Garden Residential: 57% satisfied/ very satisfied – 29% unsatisfied/ very unsatisfied

Survey respondents were also mostly satisfied or very satisfied with the Preferred Character Statements (65.9%) and Objectives for the Neighbourhood Character Areas (64.6%).

In relation to levels of satisfaction with the Design Guidelines for the Neighbourhood Character Areas, 52% of survey respondents were satisfied or very satisfied; 26% were unsatisfied or very unsatisfied and 22% were unsure.

Please note: Satisfaction ratings allocated by survey respondents/participants may relate entirely to the topic as listed in each question. However, given the diversity of views and range of concerns referenced in the personalised feedback, some of which is regarded as 'out of scope' feedback, it is also possible that satisfaction ratings have been affected by topics beyond the scope of the NCS and may be under-stated for some questions or townships.

Table 1 below provides a summary of the comments, from the surveys and submissions, in relation to the satisfaction rating for the four Neighbourhood Character Types that received the most comments.

Table 1. Summary of comments in relation to satisfaction rating for NCT

Bush Residential 2 (38 comments) 68% satisfied	
Positive	<ul style="list-style-type: none"> ▪ Character type right for this area/ maintains the character (8) ▪ 1-2 storeys in height/limit density/ keep large blocks (5) ▪ Low front fences ▪ Canopy trees/ vegetation (3)
Concerns	<ul style="list-style-type: none"> ▪ Unsure of setbacks (4) ▪ Unsure of open carports/ decks/ driveways (3) ▪ Opposed to proposed zoning ▪ Too much loss of character/ development / subdivision already happening/ will happen (4) ▪ Too much loss of trees already happening (3) ▪ Prefer Bush Residential 1 (3) ▪ NCT boundaries (2)
Suggestions	<ul style="list-style-type: none"> ▪ Need to balance development/ subdivisions with neighbourhood character ▪ Native tree plantings on nature strips to be consistent with Bush Residential 1 ▪ Strategy needs stronger language/ needs to be enforced (2) ▪ Needs to capture bush garden character of Woodridge subdivision area and covenants requiring predominantly brick dwellings and no front fence (2) ▪ Underground power lines are common and should be encouraged to allow for mature canopy trees ▪ No new buildings set on ridge lines/ views (3)

	<ul style="list-style-type: none"> ▪ Footpaths and drainage are needed in some areas
Bush Residential 1 (25 comments) 72% satisfied	
Positive	<ul style="list-style-type: none"> ▪ Character type right for this area/ maintains the character (9) ▪ Tress and vegetation (5) ▪ Views (3) ▪ Limits development/ density (5) ▪ New development respectful of the character
Concerns	<ul style="list-style-type: none"> ▪ Loss of character already happening/ oppose development (4) ▪ Some areas have bush character (2) ▪ NCT is too restrictive (2) ▪ Boundaries/ setbacks (3)
Garden Court 2 (8 comments) 25% satisfied	
Positive	<ul style="list-style-type: none"> ▪ Character type right for this area/ maintains the character (1) ▪ Tress and vegetation ▪ Houses are in character/ streets clean (2)
Concerns	<ul style="list-style-type: none"> ▪ Not correct NCT / prefer Bush Residential 2 (3) ▪ Not enough native vegetation ▪ Too restrictive
Garden Residential (7 comments) 57% satisfied	
Positive	<ul style="list-style-type: none"> ▪ Character type right for this area/ maintains the character ▪ Tress and vegetation (3) ▪ Footpaths ▪ Houses are in character/ streets clean (2)
Concerns	<ul style="list-style-type: none"> ▪ Missed old miner's cottage in Eltham (not all post war dwellings) ▪ Roofs (flat or low pitch) ▪ Some streets have no footpaths (2) ▪ Garages hidden/ on slopes appropriate (2) ▪ Setbacks ▪ Strategy needs stronger language (2) ▪ Some area should not be included in this NCT (2) ▪ Dwellings to not be a dominant feature of the garden setting

Table 2 below provides a summary of the comments from the surveys and submissions about NCTs, however this time shown against each precinct or locality.

Table 2. Summary of comments in relation to satisfaction rating for NCT per locality

Locality	Surveys/ Submissions	NCT feedback
Eltham	60	<p>Bush Residential 1: Referred to support for character description, respect for indigenous trees and natural views. Concerns about recent buildings and opposing development and a query relating to the classification of Godalmin Street. Query whether a 'formally landscaped garden' can be the norm for a Bush Residential area. More organic boundaries needed between BR1 and BR2. Concerns with one boundary being 4m for a setback, but other boundaries could be without any setbacks.</p> <p>Bush Residential 2: Referred to support for description, balance of residential density with the local and expanding environment /landscapes. New development not exceeding two-storeys and balancing subdivisions with retaining bush character, large canopy trees and vegetation. Strengthening wording in Guidelines. Concerns about recent subdivisions, loss of trees and tree coverage, and townhouses that are unsympathetic to character. Need to recognise the bush garden character of Woodridge subdivision. Reassess minimal paving in front yards.</p> <p>Garden Court 1: Clarity needed to make garden setbacks with canopy trees a feature of the area.</p> <p>Garden Court 2: Queried classification of Dobell Drive. Suggestion that new Development and car parking access should not be seen to dominate the site when seen from the front streetscape.</p> <p>Garden Court 3: Strengthen wording and use medium scale dwellings in diagrams and pictures.</p> <p>Garden Residential: Referred to support for description except the statement around footpaths being on both sides of the street and absence of reference to old miner's cottages. Concerns about recent instances where sites were cleared of all vegetation, some areas having steep slopes so garages below are practical and siting setback seems unnecessary. Request to tighten some language and correct some inaccurate attributes (road width and footpaths). Query about a reclassification to Bush Residential 2.</p> <p>Rural Residential 1: Referred to retaining and restoring the Bush Residential Character Area, significant high vegetation, canopy trees and unique architectural history.</p> <p>Rural Residential 2: Ensure vegetation removal and block coverage from dwellings is minimized, and land coverage includes a generous spread of trees and shrubs.</p>
Eltham North	18	<p>Bush Residential 1: Appropriate description, retaining current character. Some queries and concerns about building density per property, protecting trees, and zone boundary. Mixed views about development restrictions.</p> <p>Bush Residential 2: Accurate representation. Some queries and concerns regarding building height, setbacks, zone boundary, protecting views, trees, and vegetation.</p> <p>Garden Court 2: Gardens and maintaining vegetation.</p>

Locality	Surveys/ Submissions	NCT feedback
Diamond Creek	7	Bush Residential 2: Support for building height, fencing, trees, and vegetation. Some queries and concerns regarding 4m set back from side boundary and proposed zoning. Garden Court 1: Support for the Strategy and considering height of storeys from all angles. Garden Court 2: Mixed views including a preference for Bush Residential 2.
Greensborough	3	Garden Court 2: Support for current character, NCT. Suggestion to increase setbacks for tree planting and no/ low front fences. Concern around too prescriptive re plants and roof materials.
Hurstbridge	5	Bush Residential 1: Agree with NCT and intention to preserve the green character. Bush Residential 2: Agree with NCT, suggestion that footpaths and drainage needed.
North Warrandyte	4	Bush Residential 1: Agree with NCT. Concern that it is too restrictive re roads and footpaths.
Research	2	Bush Residential 1: Housing already in conflict with NCT, strategy needs to include stronger wording.
Panton Hill	1	Bush Residential 1: NCT too restrictive.
Plenty	1	Rural Residential 2: NCT is unachievable as the area already has many housing and garden styles.
Wattle Glen	1	Garden Court 2: Incorrect mapping and allocation of NCT.
Yarrambat	1	Rural Residential 1: Reduce car usage and need more diverse housing.
St Andrews	0	

When looking at other feedback and comments from the surveys and submissions, three key and interrelated topics were prominent. These were:

1. The strength of the document;
2. Development and density; and
3. Trees and vegetation.

Further information about these three topics are outlined below:

1. The strength of the document

There were many positive comments about the strategy overall, however people wanted to see stronger language included to ensure the document and its intentions and objectives could be enforced, particularly around building heights, density and protection of trees and vegetation.

2. Development and density

There were also many comments around the need to limit development, height, density and subdivisions in certain areas to protect and maintain neighbourhood character. Feedback also referred to concern that some overdevelopment had already taken place and was impacting neighbourhood character.

3. Trees and vegetation

Protecting and enhancing trees, vegetation and the green character of Nillumbik was also expressed strongly in the feedback. There were many comments and concerns expressed about loss of vegetation, tree canopy and greenery in response to land being cleared for development.

Below are some verbatim comments from the survey responses and submissions relating to the key topics raised.

“What is proposed needs to be robust, clear and useable in statutory planning decision making”

“Language needs to be more specific and less ambiguous”

“Needs to be enshrined in schedules to add weight at VCAT”

“Preferred Character Statement and Objectives must be stronger”

“Appreciate the intention to preserve the green character with minimal built intrusion”

“Strengthen policies which enforce vegetation retention and restrict subdivisions”

“Be more precise and state “only one to two storeys” to restrict future height”

“Low rise and green character maintained”

“Protect vegetation view lines and limit subdivision”

“Generally happy with what has been prepared to date and appreciate the opportunity to express concerns”



2 Project background and engagement overview

2.1 Background and purpose

Nillumbik Shire Council has developed a draft Neighbourhood Character Strategy. The purpose of the Strategy is to identify a preferred neighbourhood character for each residential area of the Shire and to provide guidelines that require future development to support that character.

Neighbourhood character is essentially how an area looks and feels and the qualities that make that area distinct from others. It includes elements like:

- Vegetation (like gardens, trees, plants, bush)
- Built form (how buildings/homes look)
- Street layout (configuration, subdivision pattern)
- Heights of buildings and homes
- Streetscape (how the street/road looks)
- Setbacks (how far buildings/homes are set back from the street)
- Front fencing and footpaths
- Topography (mountains, hills, creeks etc.)
- Views

Developing a Neighbourhood Character Strategy is a requirement of the State Government. Council's must develop a Neighbourhood Character Strategy and Housing Strategy to inform its planning policy regarding housing in residential areas.

The Strategy, which was consequently identified as a priority action in the Nillumbik Council Plan 2021-2025, is required to reflect changes to State Government policy and planning reforms regarding residential growth and development that have occurred over recent years.

The development of the Strategy will replace the existing 'Neighbourhood Character Study: Residential Design Guidelines' prepared in 2001 (amended in 2003) and once finalised, will also help to inform any future Nillumbik Housing Strategy.

The new Strategy aims to strengthen Council's ability to protect the character of the Shire's residentially zoned areas and provide greater clarity to landowners, developers, architects, designers, State Government, and the community about what constitutes neighbourhood character and appropriate placement and design of new buildings and homes.

To develop the draft Strategy, background research was undertaken by Ethos Urban, including conducting desktop analysis and street survey assessing each residential area, reviewing the strategic context (both local and State planning policies) and assessing each residential area to determine the key character attributes which have informed neighbourhood character statements and guidelines.

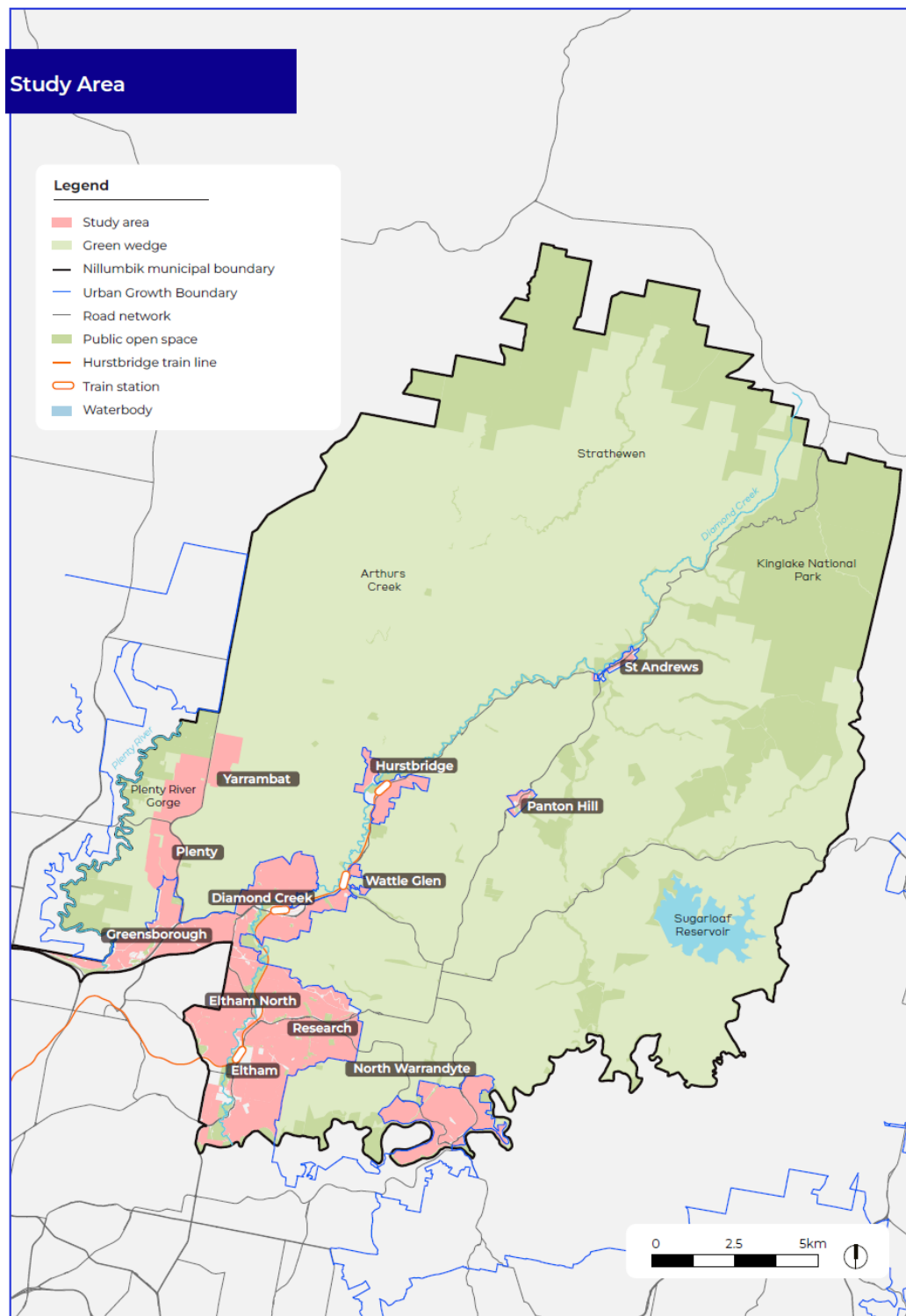
Also informing the draft strategy was an extensive first round of community consultation involving a survey, pop-ups, and a virtual walking tour.

The areas covered by the Strategy include all residential land within the General Residential Zone (GRZ), Neighbourhood Residential Zone (NRZ), Mixed Use Zone (MUZ), Low Density Residential Zone (LDRZ) and Township Zone (TZ).

These residential areas are more likely to experience change and growth into the future and therefore need guidelines in place to ensure any new development is respectful of the relevant neighbourhood character.

Figure 1 shows the neighbourhoods included in the study area (from the draft Neighbourhood Character Strategy)

Figure 1. Nillumbik Neighbourhood Character Study Area



2.2 Engagement overview and program

This second phase of community engagement (Project Stage 6A) was about seeking feedback on the draft Neighbourhood Character Strategy. The objectives of this round of engagement were to:

- optimise the community's awareness of the engagement, how to get involved and provide feedback;
- offer the community a range of ways to easily provide feedback (both online and in person) and to discuss the draft Strategy with Council's project team, including having 1:1 sessions where an officer who could explain how the draft document proposes to treat a particular neighbourhood or property;
- ensure community members could easily access the document and information about their property; and
- provide the community with a project update.

People who live in, work in, and visit Nillumbik were identified as the target population for this engagement. The consultation was open for six weeks from 29 August to 10 October 2022.

ChatterBox Projects was engaged, in partnership with Ethos Urban, to plan and deliver the engagement activities with Council and to analyse and report on the community feedback.

Formal engagement activities where people could provide feedback included:

- survey (available in hardcopy and online via Council's Participate Nillumbik engagement platform);
- place-based pop-up engagement x 2 (Eltham Farmers Market and Diamond Creek Fair); and
- online and written submissions.

Other activities where people could ask questions and seek further information included:

- online and in-person appointment sessions with a planner;
- online community information sessions; and
- various resources on the Participate Nillumbik project page including an online interactive mapping tool.

These engagement activities were supported by a range of communication activities including:

- information on Council's [Participate Nillumbik](#) engagement platform;
- information in Nillumbik News/e-News and other relevant Council newsletters;
- social media posts on Council's social media platforms as well as paid social media advertisements;
- posters and postcards placed at libraries, Council's customer service areas, schools and other community facilities which included QR codes for easy access to Council's Participate Nillumbik page and the survey);
- project flyer available at the place-based pop-ups;
- direct notification to relevant community groups;
- direct notification to submitters to Phase 1 engagement with regard to preparation of the draft Neighbourhood Character Strategy;
- promotion on community newsletters, such as school newsletters; and
- promotion through Council's advisory committees, community groups etc.

The results of this consultation will be considered and reported to Council's Planning and Consultation Committee in early 2023. This will be followed by a third and final phase of engagement (Project Stage 6B) to be conducted in mid-2023.

It is intended that this further phase of engagement will release a revised draft of the Strategy and allow community members the opportunity to consider the revised draft and to provide feedback. Following this, the next step in the project would be for the draft Strategy to be considered by Council for final adoption.

2.2.1 Survey and written submissions

The survey was available in hard copy and online via the Participate Nillumbik website.

The purpose of the survey was to collect the community's feedback on the draft Strategy and how satisfied participants were with the neighbourhood character precinct profiles developed and their characteristics overall, and in relation to specific neighbourhoods or localities.

The survey requested respondents to provide demographic details and included the following questions:

- Select an address/locality to provide feedback on and indicate your connection to that address
- How satisfied are you with the Neighbourhood Character Type allocated to this address/locality? Please tell us why you selected this satisfaction rating and/or what character type might better represent this address.
- How satisfied are you with the Precinct Profile for the allocated Neighbourhood Character Area? (i.e., Preferred Character Statement, Objectives, and Design Guidelines). Please tell us why you selected these satisfaction ratings.
- Do you have any general or other feedback about the draft Neighbourhood Character Strategy?

Community members could also make a written submission directly via email or in writing and uploaded via the Participate Nillumbik website.

2.2.2 Place-based pop-ups

The engagement program included two place-based community pop-up activities.

These were held on:

- Sunday 4 September, from 8.30am to 12.30pm at the Eltham Farmers Market
- Saturday 10 September, from 10am to 4pm at the Diamond Creek Fair
-

The pop-ups were designed to inform people about the project and encourage community to read the draft Strategy, learn about the draft precinct profiles relevant to their neighbourhoods and provide feedback.

The pop-ups were held in busy high-traffic locations to intercept a wide range of community members and include those who may not normally engage with Council.

Engagement tools used at the pop-ups included:

- Main trailer board: Information on all the draft Neighbourhood Precinct Profiles
- Chatboards x 2: Maps on all the neighbourhoods and corresponding precinct profiles
- Display Boards x 2: Information about the consultation and development of the draft strategy
- A Frame: Information about the project with a QR code to take people directly to the project page
- Voting Pod (where people can select an option by placing a ball into a tube): How much do you love and value your neighbourhood? This tool was used as just a conversation starter and to encourage people to think about neighbourhood character (the voting pod results are therefore not included as data in this report).

2.2.3 Online resources and interactive mapping tool

The Participate Nillumbik project page provided (and continues to provide) a range of resources to support the community in finding out more about the project, the draft Strategy and opportunities to provide feedback.

These resources included:

- an information video;
- virtual walking tour;
- document library including the draft Strategy; and
- an interactive mapping tool that allowed users to see how the draft Strategy proposes to treat a particular neighbourhood or property, with direct links to the survey and submission form.

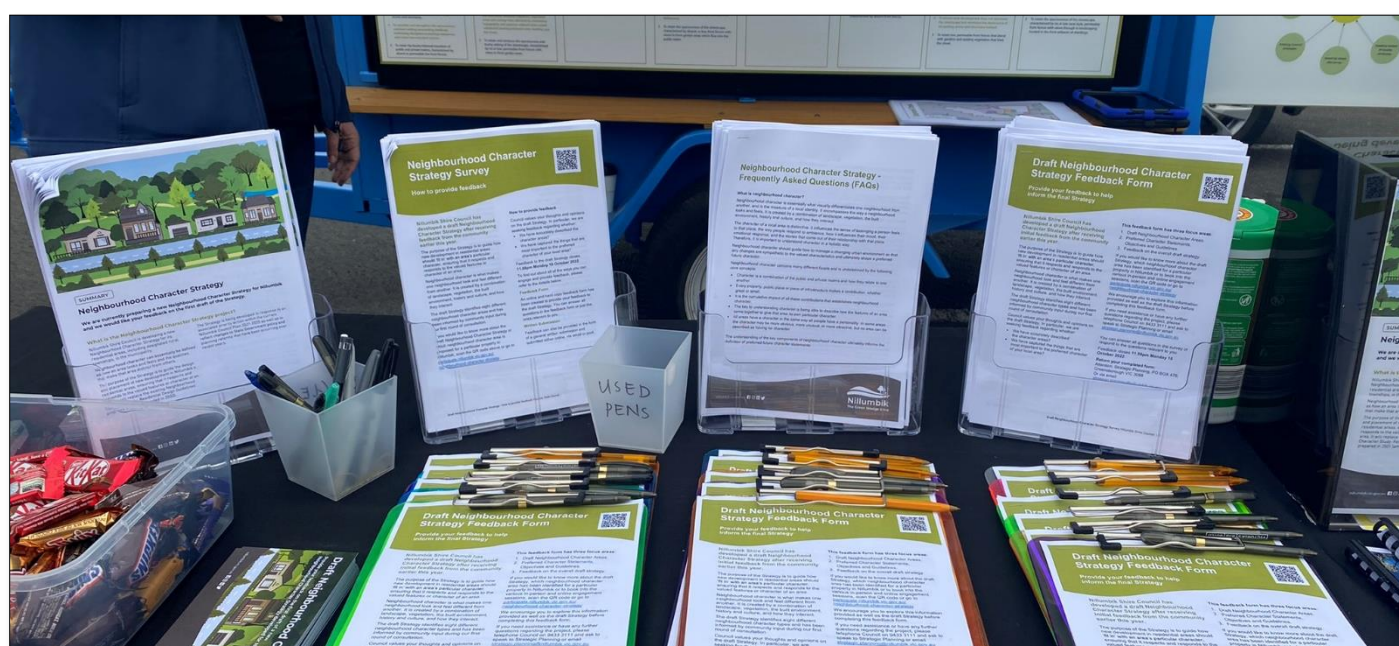
2.3 Overview of participation

The engagement activities were effective in seeking feedback from 107 participants. As shown in Table 3 below, the number of visitors to the pop-ups, Participate Nillumbik project page and clicks to the project page from social media posts was far greater.

An overview of participation outcomes is presented below.

Table 3. Overview of communication and engagement activities with participation outcomes

Communication and engagement methods	Participation outcomes
Engagement activities	
Survey (online and hard copy)	82
Online and written submissions	25
TOTAL	107
Communications activities (inform and raise awareness)	
2 x place-based pop-ups	175
Visitors to Participate Nillumbik project page	1,221
Followers of the project page	93
Click through to the project page from social media posts	462 (35.8%)



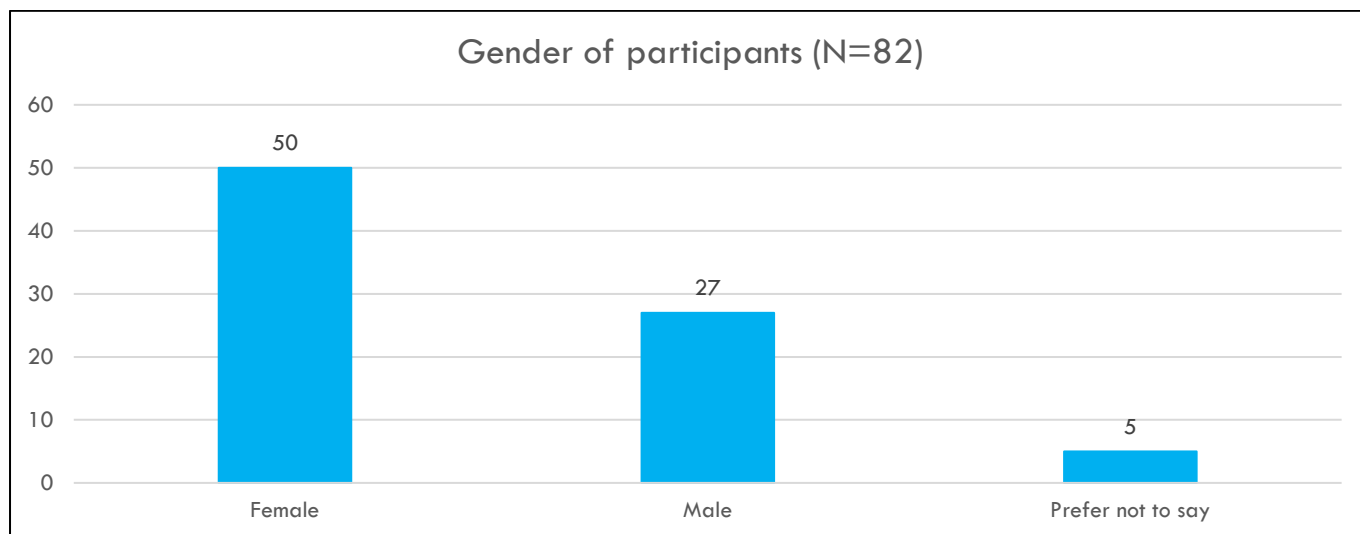
3 Description of participation profile

This section presents a description of the personal and other characteristics of the survey respondents followed by the submission participants and stakeholder groups represented.

3.1 Gender of survey respondents

Survey respondents were asked to indicate their gender. As shown in Figure 2, 50 (or 61.0% of) respondents identified as Female and 27 (or 32.9.%) identified as Male. Five respondents preferred not to say.

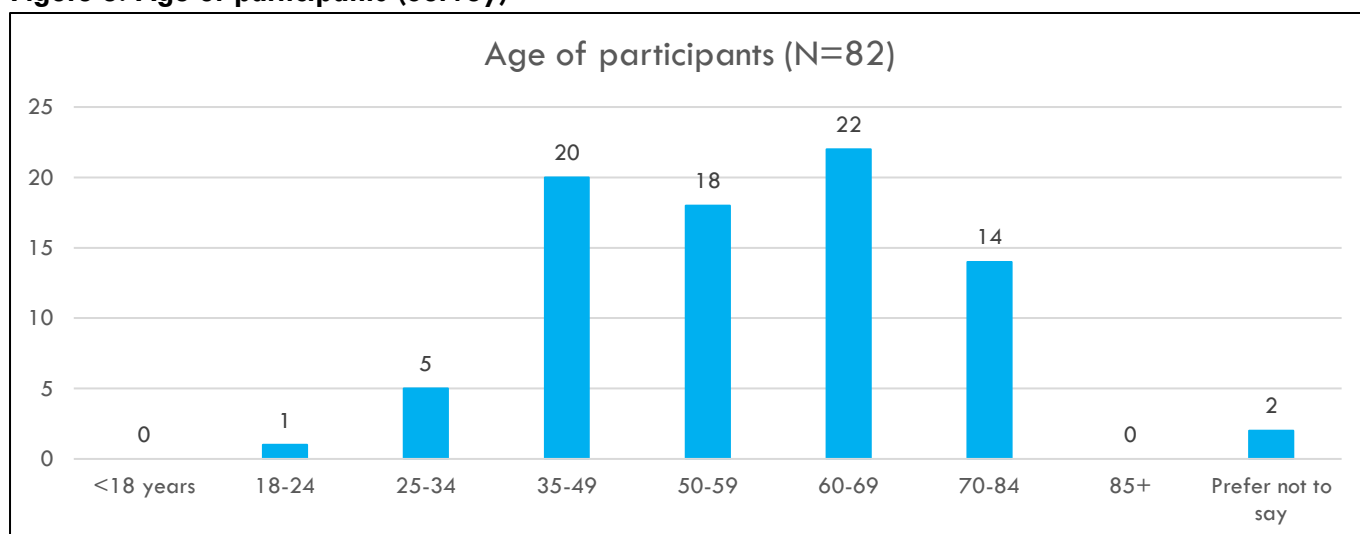
Figure 2. Gender of participants (Survey)



3.2 Age of survey respondents

Survey respondents were asked to select an age grouping. As shown in Figure 3, most age groupings were represented, with no responses from those aged under 18 years and 85 years and over. Many participants identified as 60 to 69 years (22 or 26.8%), 35 to 49 years (20 or 24.4%), and 50 to 59 years (18 or 22.0%). Two respondents preferred not to say.

Figure 3. Age of participants (Survey)

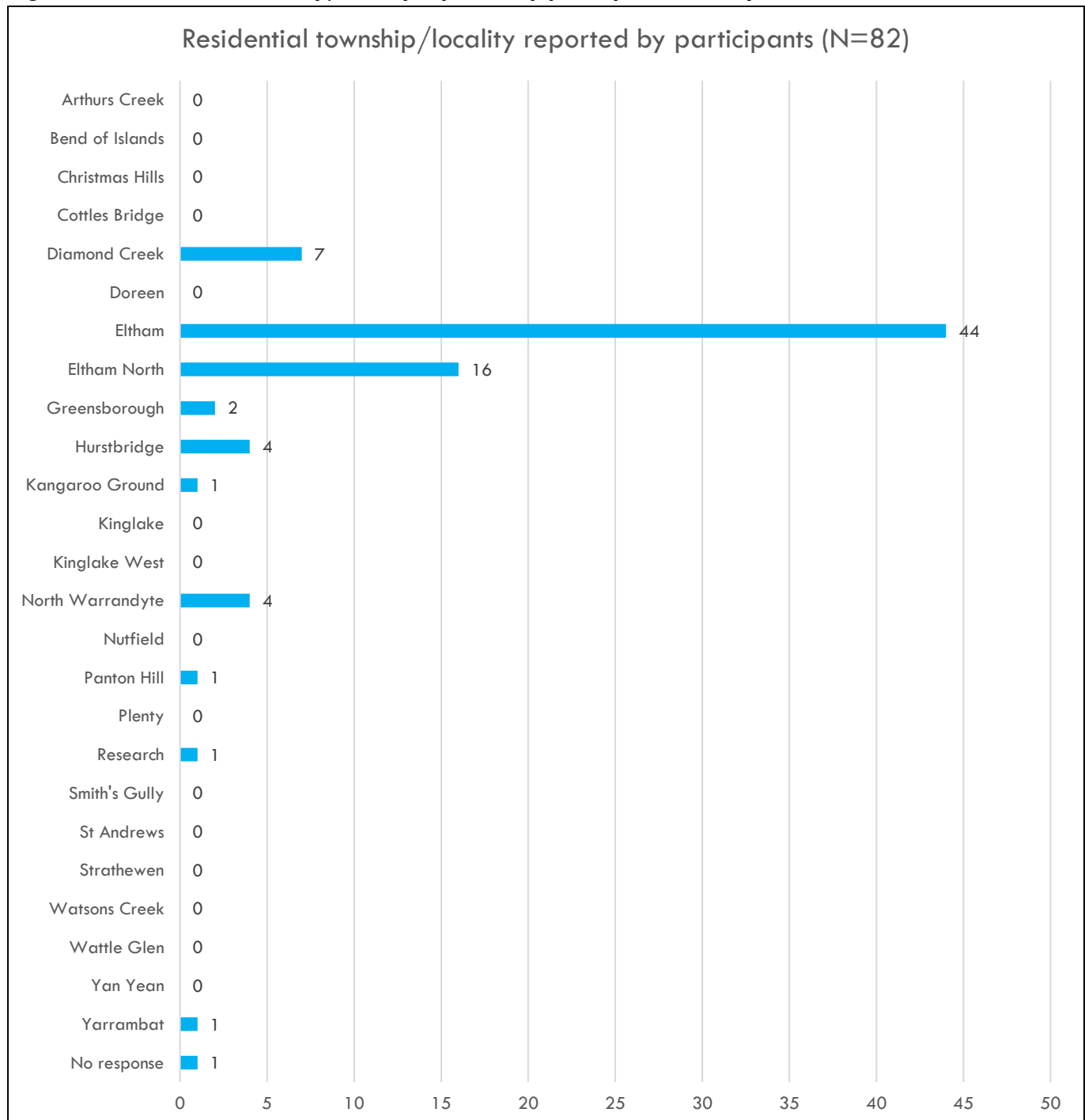


3.3 Residential township/locality of survey respondents

Survey respondents were asked to indicate the township where they live, and 10 of 25 response options were selected. All respondents reported living within Nillumbik although one respondent did not provide a response for this question.

As shown in Figure 4, many respondents reported residing in Eltham (44 or 53.7%), Eltham North (16 or 19.5%), or Diamond Creek (7 or 8.5%). No survey responses were received from Arthurs Creek, Bend of Islands, Christmas Hills, Cottles Bridge, Doreen, Kinglake, Kinglake West, Nutfield, Plenty, Smith's Gully, St. Andrews, Strathewen, Watsons Creek, Wattle Glen, or Yan Yean.

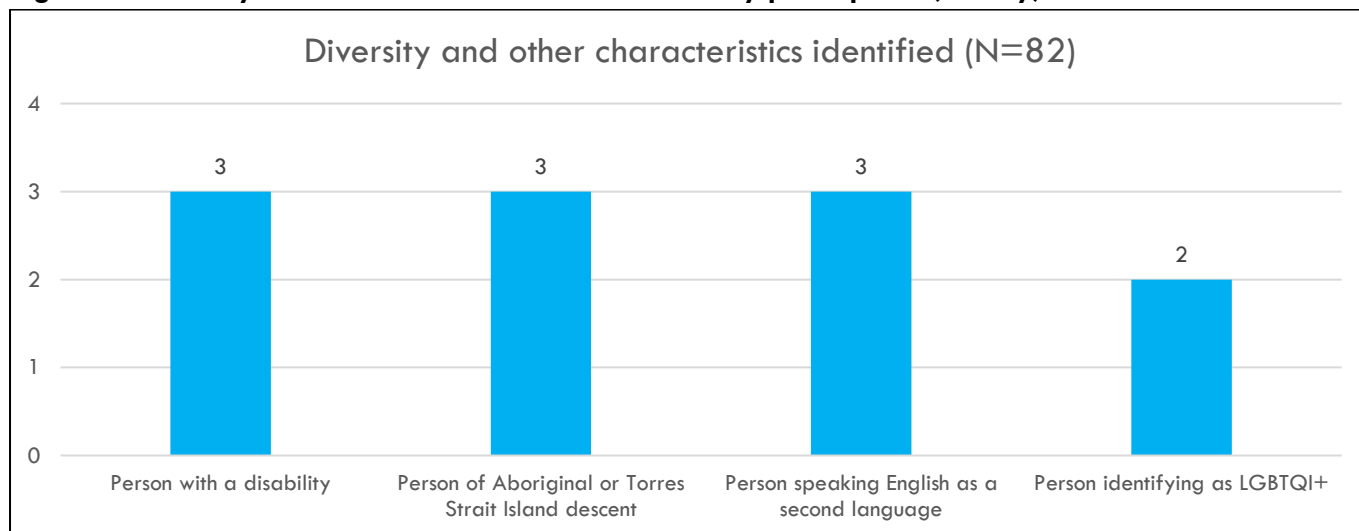
Figure 4. Residential township/locality reported by participants (Survey)



3.4 Diversity, access, and inclusion characteristics of survey respondents

Survey respondents were asked to indicate if they identified with a prescribed listing of diversity characteristics. As shown in Figure 5, some of the 82 survey respondents identified as a person with a disability, person of Aboriginal or Torres Strait Island descent, person speaking English as a second language, and/or LGBTQI+.

Figure 5. Diversity and other characteristics identified by participants (Survey)



3.5 Description of submission participants

Submission participants were invited to indicate gender, age, residential township/ locality and an organisation (optional). The characteristics reported by the 25 submission participants are presented in Table 4.

Table 4. Characteristics reported by participants (Submissions)

Characteristic	Number (N=25)
Gender	
Female	9
Male	9
Prefer not to say	1
No response	6
Age	
18-24 years	0
25-34 years	1
35-49 years	1
50-59 years	4
60-69 years	5
70-84 years	6
85+ years	0
No response	8
Residential township/locality	
Eltham	17
Greensborough	1
Hurstbridge	1

Panton Hill	1
Plenty	1
Research	2
Wattle Glen	1
No response	1
Connection/s to this township/locality (could select one or more)	
Live or own a property here	24
Visit here (play, school, shop, visit)	3
Own a business here	2
Diversity, access, and inclusion	
Person speaking English as a second language (Polish)	1
Person of Aboriginal or Torres Strait Island descent	0
Person with a disability	0
Person identifying as LGBTQI+	0
None of the above	17
Prefer not to say	1
No response	6
Organisation (optional)	
Brougham Street Cohousing Joint Venture Design Group	1
Eltham Community Action Group	1
Friends of Apollo Parkways {FoAP}	1
Nillumbik Climate Action Team	1
Nillumbik Shire Council Operations and Infrastructure	1
Wattle Glen Residents' Association	1



4 Findings from the analysis of the community feedback

4.1 Introduction

This section reports the findings from the analysis of the community feedback gathered via the survey (online and hard copy formats, some gathered at pop-up engagement activities), and the online and written submissions.

Overall, the community feedback provided detailed information. Survey participants reported a specific address (including township/locality) which was the focus of their feedback and indicated their connection to this township/locality and which Neighbourhood Character Type has been allocated. They reported satisfaction levels with the allocated Neighbourhood Character Type, Preferred Character Statement, Objectives, and Design Guidelines, and provided personalised feedback in support of their responses as well as general feedback. Persons and groups providing online and written submissions referred to a range of topics. Excerpts from the submissions are presented throughout Section 4, alongside the most relevant survey findings. This feedback is informative as it elaborates the survey responses. Some individuals may have participated in more than once.

In relation to the analysis approach, responses to the closed-ended questions were tally counted overall and for each specific Township/Locality and are presented as figures. Personalised responses to the open-ended questions were manually analysed. Neighbourhood Character Types and features were used as an initial coding template (themes), satisfaction ratings (satisfied, unsure, and unsatisfied) were used as sub-themes, and feedback was then grouped to the relevant sub-theme. The summary tables in this Section present the findings from the analysis of the personalised feedback. Each Theme is presented in **bold** and followed by sub-themes and a descriptive summary of the relevant feedback. Themes that attracted no feedback are shaded light grey. For ease of reading, Themes have been numbered consistently throughout the report. Following this, emergent themes are presented in descending order according to the frequency of mentions within the feedback (where applicable).

Personalised survey responses referred to one or more topics. Themes and sub-themes with summary statements which describe the sentiment in the relevant feedback are presented in tables, accompanied by tally counts. Some comments in the submissions were regarded as indirectly related to the draft Strategy (see Section 4.1.6), and these are presented in paraphrased or verbatim format.

Please note: Satisfaction ratings allocated by survey respondents/participants may relate entirely to the topic as listed in each question. However, given the diversity of views and range of concerns referenced in the personalised feedback, some of which is regarded as 'out of scope' feedback, it is also possible that satisfaction ratings have been affected by topics beyond the scope of the NCS and may be under-stated for some questions or townships.

Most of the 25 online and written submissions were very detailed and provided information, photos, and examples. Participants referred to one or more study areas, the overall draft Strategy or Shire, and/or provided other information regarded as indirectly related to the draft Strategy. Submission feedback is also presented in paraphrased format.

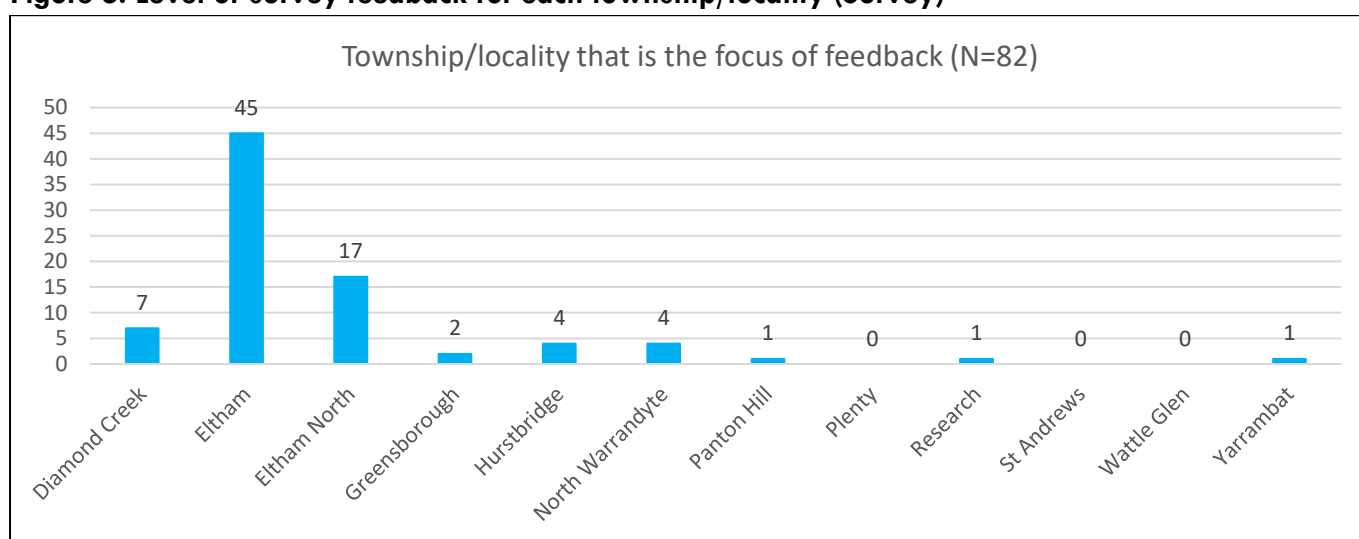
4.2 Overall survey feedback for all localities within the study area

This section outlines the overall survey feedback for all localities within the study area. Following this, feedback for each specific locality within the study area is presented in alphabetical order. Feedback that referred to the overall Shire or did not specify a locality is presented in Section 4.15.

4.2.1 Connections and townships/localities commented on

Survey respondents were asked to indicate which locality within the study area they would like to comment on. As shown in Figure 6, the 82 respondents commented on nine of the 12 localities. The area of Eltham attracted the most feedback (45 or 54.9%), followed by Eltham North (17 or 20.7%) and Diamond Creek (7 or 8.5%). The other localities received limited feedback and there was no survey feedback for the townships of Plenty, St Andrews, and Wattle Glen. Place-based pop-up engagement activities were conducted in Diamond Creek and Eltham and attracted some survey responses.

Figure 6. Level of survey feedback for each township/locality (Survey)



Most of the 25 submission participants provided feedback on Eltham. The detailed submissions referred to one or more study areas, the overall draft Strategy or Shire, and/or provided other contextual information for consideration as follows:

- Eltham (15)
- Eltham North (1)
- Greensborough (1)
- Hurstbridge (1)
- Plenty (1)
- Research (1)
- Wattle Glen (1)
- Other feedback - overall draft Strategy or Shire (9 – see Section 4.15)
- Other considerations - indirectly related to draft Strategy (15 – see Section 4.16)

Survey respondents were asked to indicate their connection to the selected township/locality within the study area that is the focus of their survey feedback. As shown in Figure 7, 78 (or 95.1% of) respondents reported they live or own a property in the selected township/locality. Two respondents selected visit here and the two

respondents who selected “Other” reported “I live very close to this locality, just outside of the study area” and “Childhood home”.

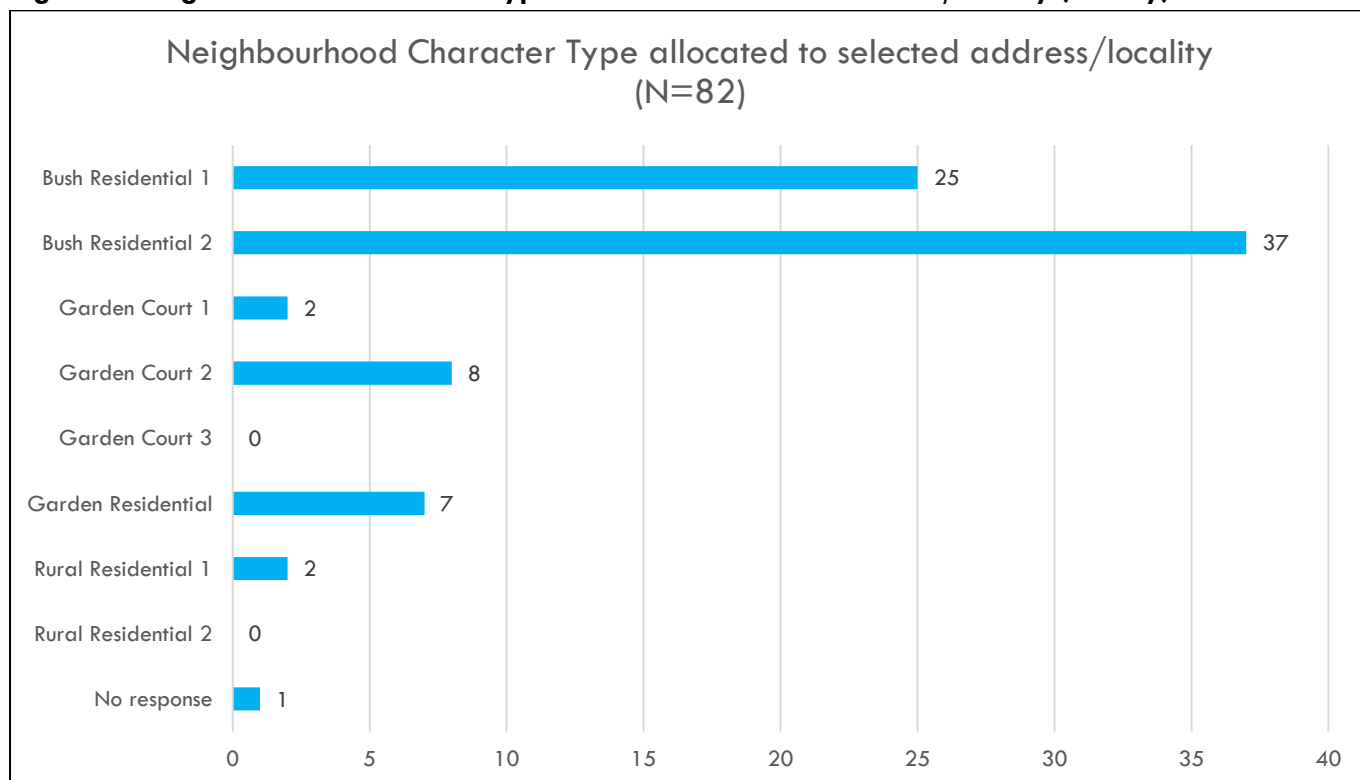
Figure 7. Connection to selected township/locality (Survey)



4.2.2 Satisfaction with Precinct Profiles of the Neighbourhood Character Areas

Survey respondents were asked to indicate the Neighbourhood Character Type allocated to the selected township/locality within the study area that is the focus of their survey feedback. As shown in Figure 8, 37 (or 45.1% of) respondents reported Bush Residential 2 and 25 (or 30.5% of) respondents reported Bush Residential 1. No respondents selected Garden Court 3 or Rural Residential 2 and one respondent provided no response.

Figure 8. Neighbourhood Character Type allocated to selected address/locality (Survey)



Survey respondents were asked how satisfied they are with the Neighbourhood Character Type allocated to their selected address/ locality. As shown in Figure 9, 51 (or 62.2% of) respondents reported Satisfied or Very satisfied.

Figure 9. Satisfaction with Neighbourhood Character Type allocated to selected address/locality (Survey)

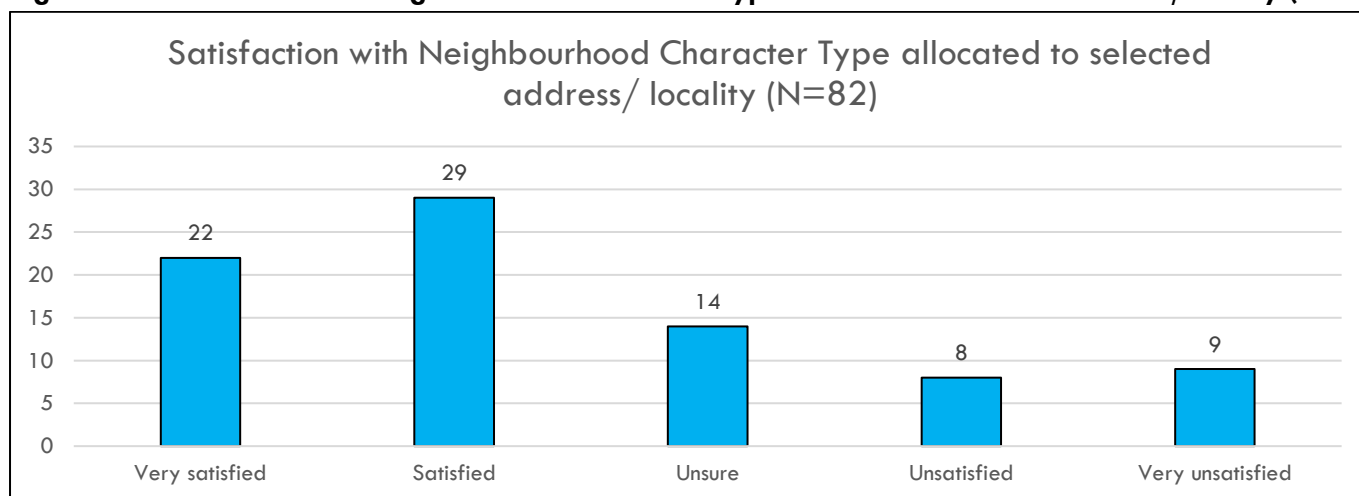


Table 5 draws together Neighbourhood Character Types with satisfaction ratings. It is noted that the number of responses for each Neighbourhood Character Type varied greatly. Mixed satisfaction ratings were reported for all Neighbourhood Character Types (except Garden Court 3 and Rural Residential 2 which attracted no survey feedback). The following results are apparent:

- Higher levels of satisfaction (proportionally): Bush Residential 1, Bush Residential 2, and Garden Residential
- Lower levels of satisfaction (proportionally): Garden Court 1, and Garden Court 2

Table 5. Neighbourhood Character Types with satisfaction ratings (Survey)

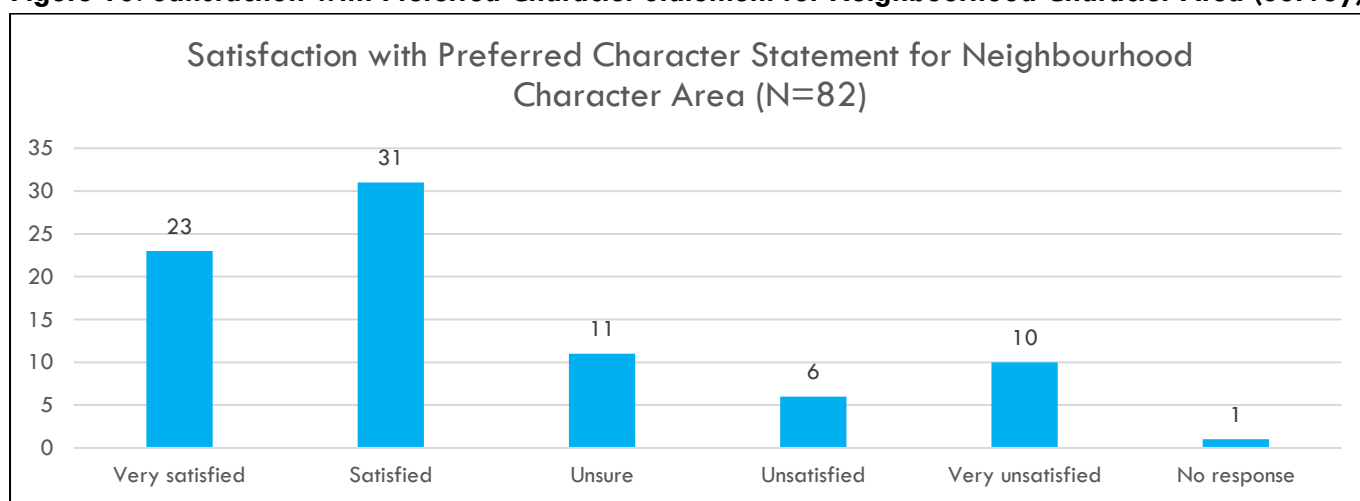
Neighbourhood Character Type	Very satisfied	Satisfied	Satisfied sub-total	Unsure	Un-satisfied	Very un-satisfied	Un-satisfied sub-total	Total
1 Bush Residential 1	12	6	18/72%	3	0	4	4/16%	25
2 Bush Residential 2	9	16	25/68%	7	5	0	5/14%	37
3 Garden Court 1	1	0	1/50%	0	1	0	1/50%	2
4 Garden Court 2	0	2	2/25%	2	1	3	4/50%	8
5 Garden Court 3	0	0	NA	0	0	0	N/A	0
6 Garden Residential	0	4	4/57%	1	1	1	2/29%	7
7 Rural Residential 1	0	1	1/50%	1	0	0	0/0%	2
8 Rural Residential 2	0	0	NA	0	0	0	N/A	0
Not stated	0	0	0	0	0	1	1	1
Total	22	29	51	14	8	9	17	82

Please note: Satisfaction ratings allocated by survey respondents/participants may relate entirely to the topic as listed in each question. However, given the diversity of views and range of concerns referenced in the personalised feedback, some of which is regarded as ‘out of scope’ feedback, it is also possible that satisfaction ratings have been affected by topics beyond the scope of the NCS and may be under-stated for some questions or townships.

Survey respondents were then prompted to provide the reasoning behind the satisfaction rating and/or what Neighbourhood Character Type might better represent the selected address and invited to provide a personalised response. All 82 respondents provided a response which referred to one or more topics. Given the specific and detailed nature of these responses, they have not been aggregated and are presented for each relevant Neighbourhood Character Area (i.e., Sections 4.3 to 4.14).

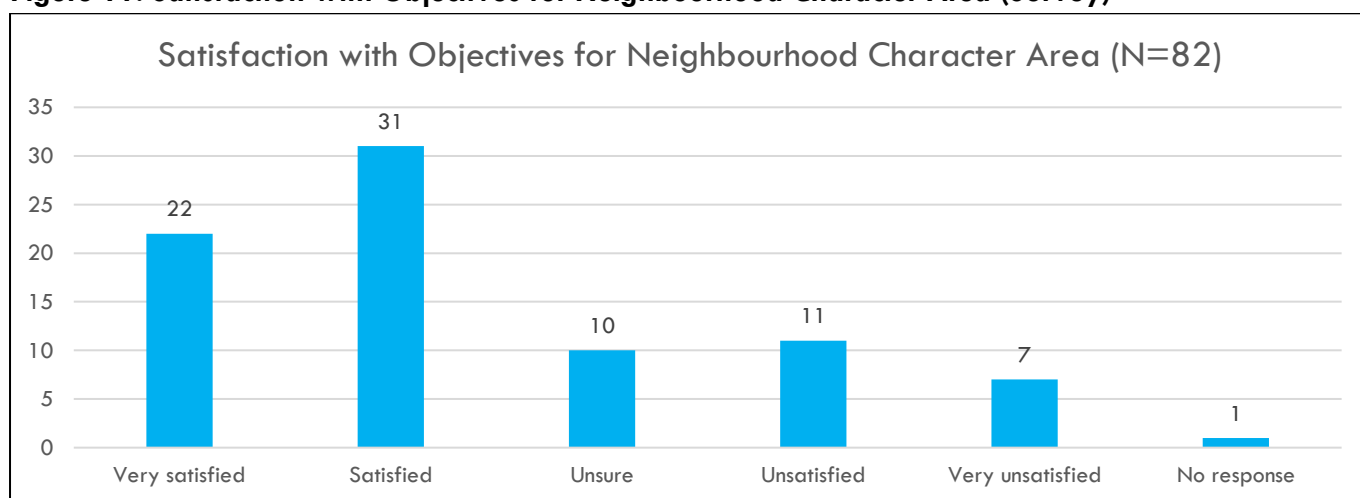
Survey respondents were asked how satisfied they are with the Preferred Character Statement for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 10, 54 (or 65.9% of) respondents reported Satisfied or Very satisfied. One respondent provided no response.

Figure 10. Satisfaction with Preferred Character Statement for Neighbourhood Character Area (Survey)



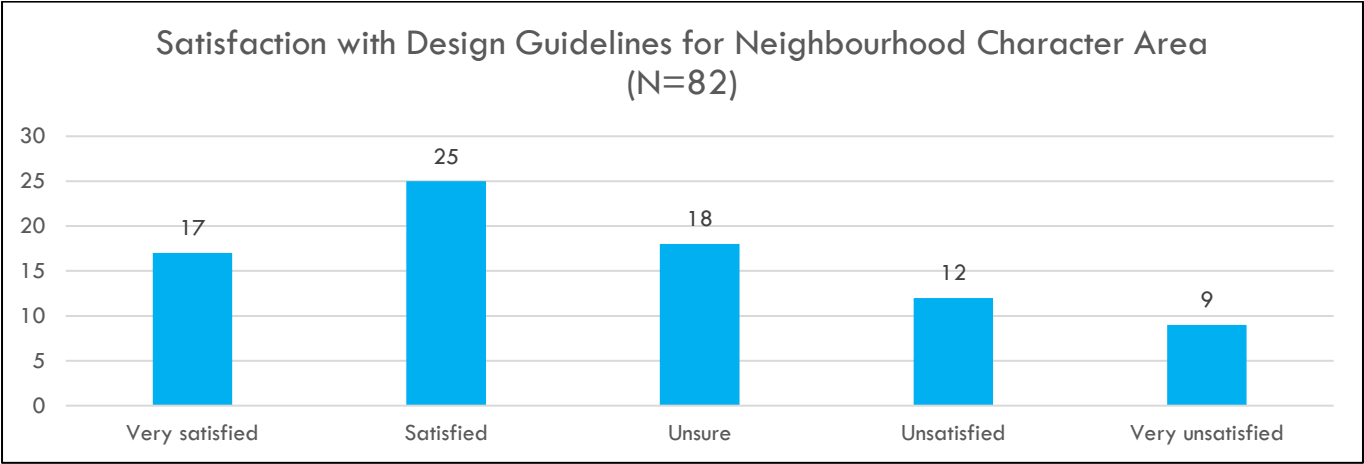
Survey respondents were asked how satisfied they are with the Objectives for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 11, 53 (or 64.6% of) respondents reported Satisfied or Very satisfied. One respondent provided no response.

Figure 11. Satisfaction with Objectives for Neighbourhood Character Area (Survey)



Survey respondents were asked how satisfied they are with the Design Guidelines for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 12, 42 (or 51.2% of) respondents reported Satisfied or Very satisfied. One respondent provided no response.

Figure 12. Satisfaction with Design Guidelines for Neighbourhood Character Area (Survey)



Survey respondents were then prompted to provide the reasoning behind the satisfaction ratings for Preferred Character Statement, Objectives and Design Guidelines, and invited to provide a personalised response. 80 respondents provided a response which referred to one or more topics. Given the specific and detailed nature of these responses, they have not been aggregated and are presented for each relevant Neighbourhood Character Area (i.e., Sections 4.3 to 4.14).



4.3 Diamond Creek

This section presents the findings relating to Diamond Creek. **Seven survey respondents** commented on Diamond Creek. No **submissions** referred to Diamond Creek.

4.3.1 Key highlights for Diamond Creek

- Seven survey respondents nominated an address in **Diamond Creek** and all seven reported their connection as **live or own a property here**.
- When asked to indicate which **Neighbourhood Character Area** had been allocated to their selected address/ locality, respondents reported Bush Residential 2 (2 responses), Garden Court 1 (2), and Garden Court 2 (3).
- When asked about **satisfaction with the Neighbourhood Character Area allocated** to their selected address/ locality, respondents reported mixed views ranging from Very satisfied to Very unsatisfied. When elaborating their satisfaction ratings, respondents referred to:
 - Bush Residential 2: support for building height, fencings, trees, and vegetation. Some queries and concerns regarding 4m set back from side boundary and proposed zoning.
 - Garden Court 1: support for the Strategy and considering height of storeys from all angles.
 - Garden Court 2: mixed views including a preference for Bush Residential 2.
- When asked about **satisfaction with the Preferred Character Statement for the Neighbourhood Character Area** allocated to their selected address/ locality, 4 of 7 respondents reported Satisfied or Very satisfied.
- When asked about **satisfaction with the Objectives for the Neighbourhood Character Area** allocated to their selected address/ locality, 6 of 7 respondents reported Satisfied or Very satisfied.
- When asked about **satisfaction with the Design Guidelines for the Neighbourhood Character Area** allocated to their selected address/ locality, 5 of 7 respondents reported Satisfied or Very satisfied.
- When elaborating their satisfaction ratings **for Preferred Character Statement, Objectives, and Design Guidelines**, participants referred to Neighbourhood Character Type allocated (2), Objectives (1), Heights of buildings and homes (1), Setbacks (2), and Front fencing and footpaths (1).

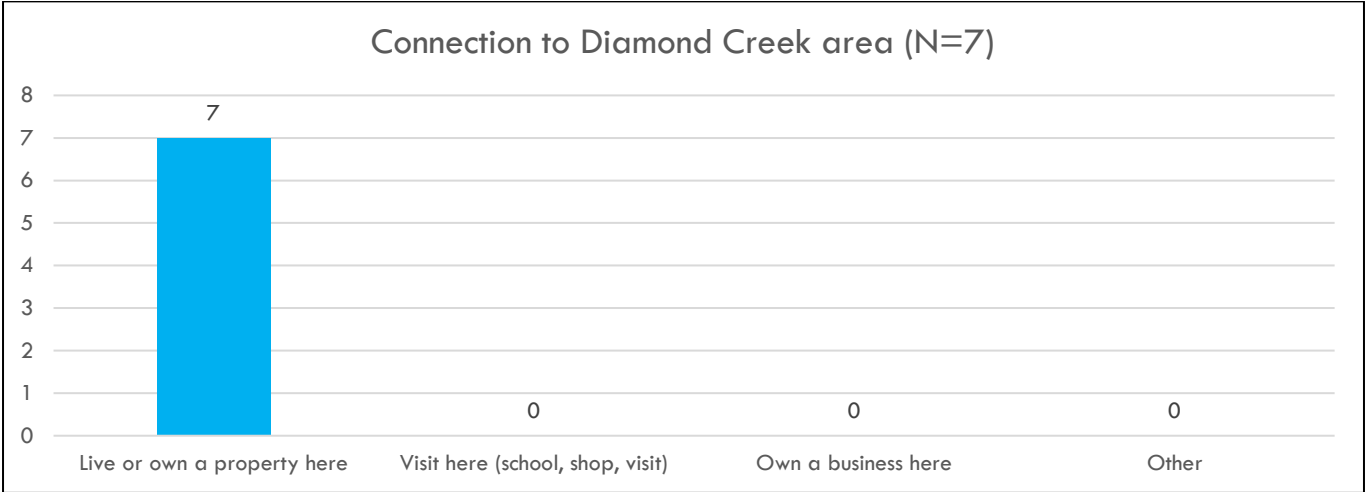
4.3.2 Connection to Diamond Creek

Survey respondents were required to nominate an address within the Study area and the seven respondents entered the following Street details in relation to Diamond Creek:

Street address	Street address
<ul style="list-style-type: none">▪ Citriodora Court▪ Elgata Court▪ Everleigh Drive▪ Fyffe Street	<ul style="list-style-type: none">▪ The Parkway▪ Sidney Nolan Place▪ Station Drive

Survey respondents selecting Diamond Creek were asked to indicate their connection to this township/ locality. As shown in Figure 13, all seven respondents (100%) reported they live or own a property here.

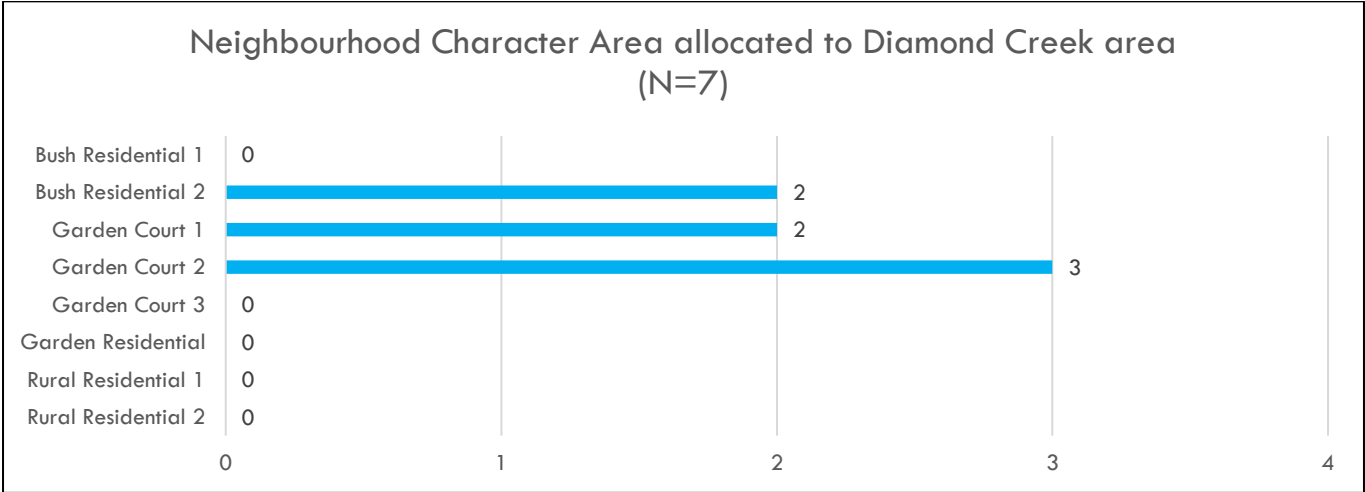
Figure 13. Connection to Diamond Creek area (Survey)



4.3.3 Satisfaction with Precinct Profile of the Neighbourhood Character Area

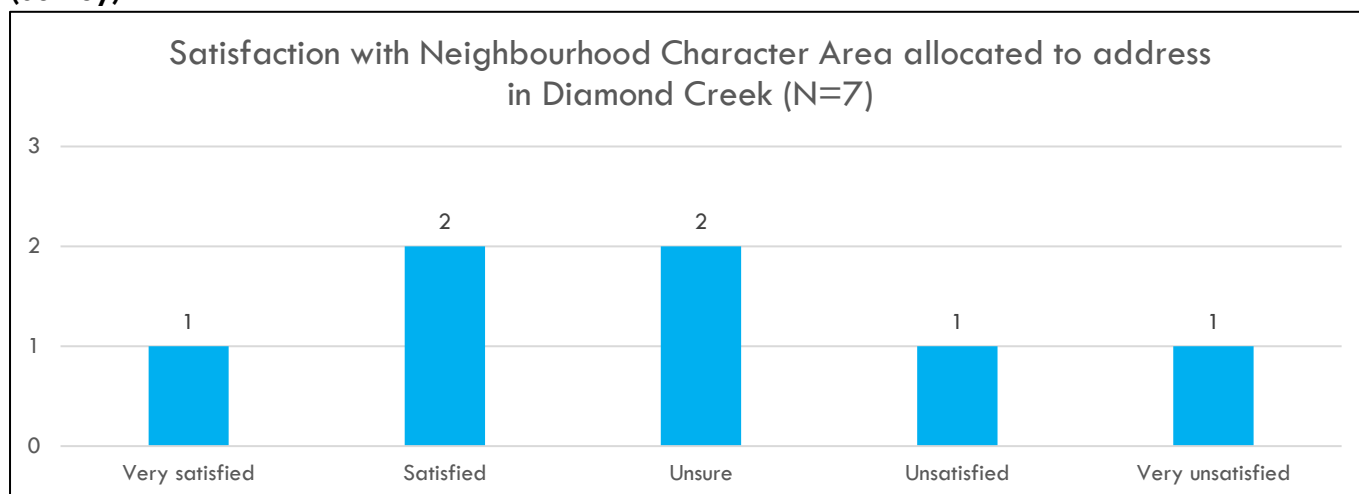
Survey respondents selecting Diamond Creek were asked to indicate the Neighbourhood Character Area allocated. As shown in Figure 14, respondents reported Garden Court 2 (3), Bush Residential 2 (2), and Garden Court 1 (2).

Figure 14. Neighbourhood Character Area allocated to selected address/locality (Survey)



Survey respondents selecting Diamond Creek were asked how satisfied they are with the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 15, respondents reported mixed views ranging from Very satisfied to Very unsatisfied.

Figure 15. Satisfaction with Neighbourhood Character Area allocated to address in Diamond Creek (Survey)



Survey respondents selecting Diamond Creek were then prompted to provide the reasoning behind the satisfaction rating (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and/or what neighbourhood character type might better represent the selected address and invited to provide a personalised response. Seven respondents provided a response which referred to one or more topics.

Table 6 presents a summary of the findings from the analysis of the personalised feedback. The prescribed Neighbourhood Character Areas are listed as themes in **bold** and are followed by a descriptive summary which includes some verbatim wording of the relevant feedback grouped by satisfaction rating. For ease of reading, the Neighbourhood Character Areas have been numbered consistently throughout the report. Neighbourhood Character Areas attracting no feedback are shaded light grey. Respondents commented as follows:

- Bush Residential 2 referred to support for building height, fencings, trees, and vegetation. Some queries and concerns regarding 4m set back from side boundary and proposed zoning.
- Garden Court 1 referred to support for the Strategy and considering height of storeys from all angles.
- Garden Court 2 referred to mixed views including a preference for Bush Residential 2.

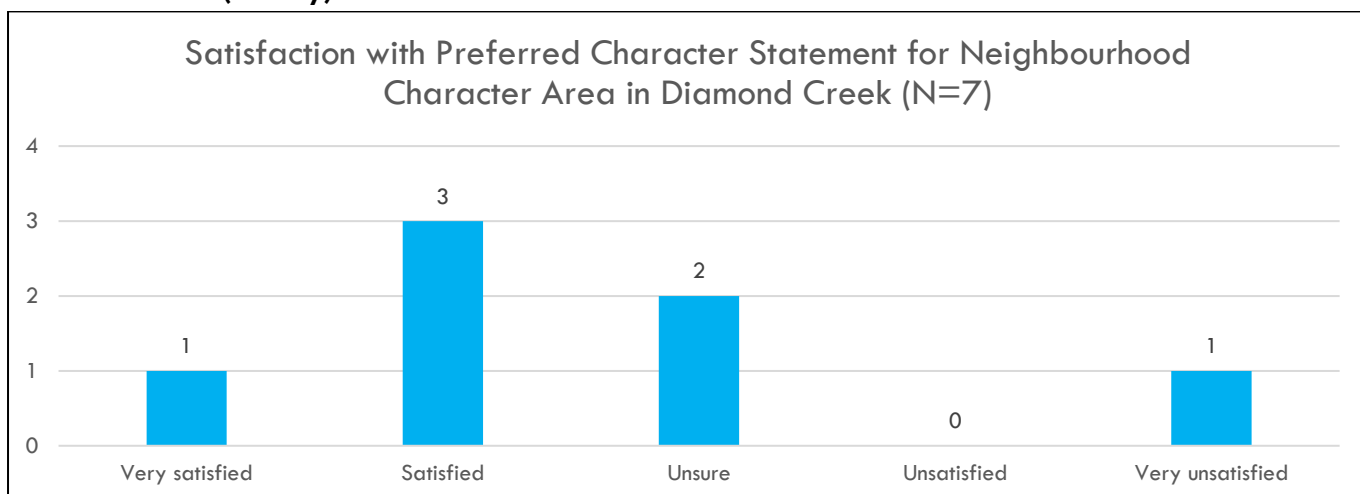
Table 6. Summary of themes and topics about allocated Neighbourhood Character Types for Diamond Creek (Survey)

Theme and descriptive summary of topics	No. of responses referencing Theme (N=7)
1 Bush Residential 1	0
2 Bush Residential 2	
Satisfied: Like 1-2 storeys in height, low front fences, canopy trees and vegetation. Unsure of 4m setback from side boundary and applicability to open carports/ decks	2
Unsure: Opposing proposed zoning	
3 Garden Court 1	
Very satisfied: Strategy will retain pleasant neighbourhood character	2
Unsatisfied: Consider storeys from all angles as this may impact lower neighbours	
4 Garden Court 2	
Satisfied: Description matches the address	3
Unsure: Prefer Bush Residential 2 like our neighbours, little difference in our blocks	

Theme and descriptive summary of topics	No. of responses referencing Theme (N=7)
Very unsatisfied: Bush Residential 2 better represents Stanton Drive especially where property fronting Dering Street	
5 Garden Court 3	0
6 Garden Residential	0
7 Rural Residential 1	0
8 Rural Residential 2	0

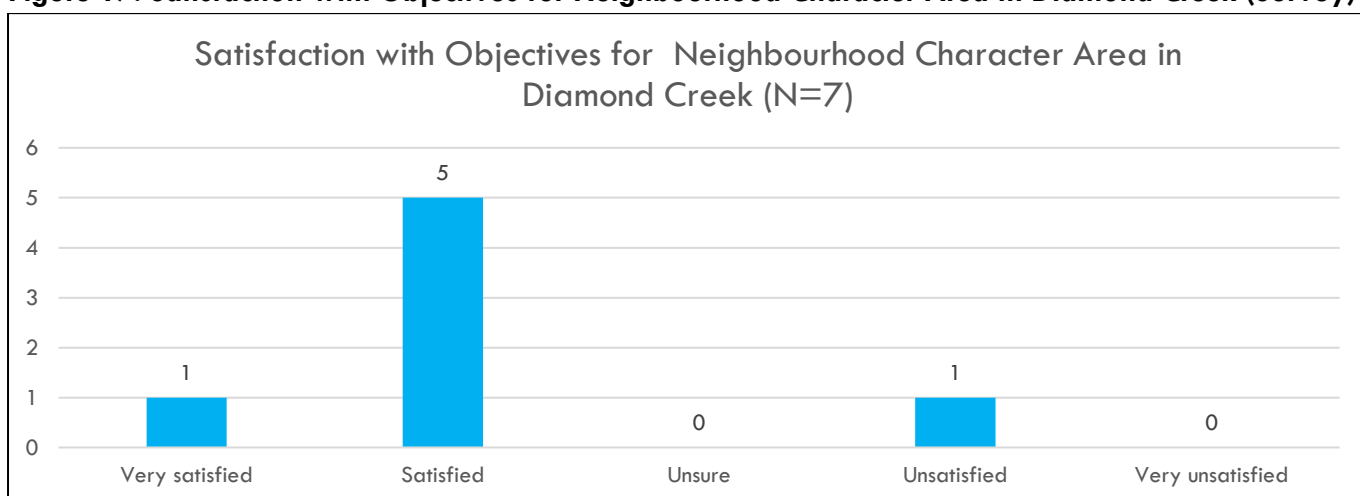
Survey respondents selecting Diamond Creek were asked how satisfied they are with the Preferred Character Statement for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 16, four of seven respondents reported Satisfied or Very satisfied.

Figure 16. Satisfaction with Preferred Character Statement for Neighbourhood Character Area in Diamond Creek (Survey)



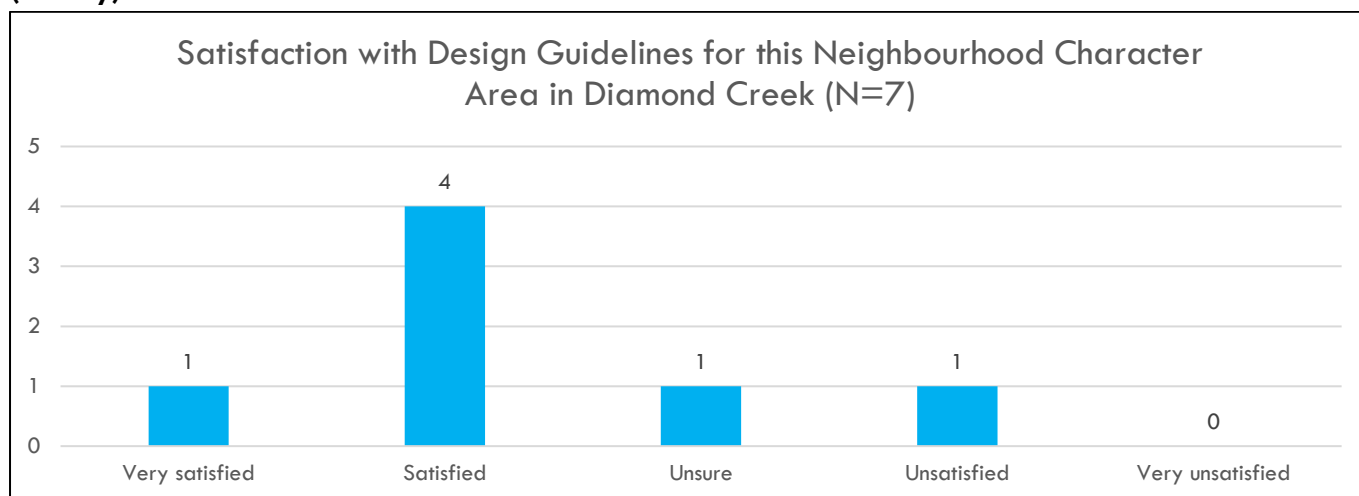
Survey respondents selecting Diamond Creek were asked how satisfied they are with the Objectives for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 17, six of the seven respondents reported Satisfied or Very satisfied.

Figure 17. Satisfaction with Objectives for Neighbourhood Character Area in Diamond Creek (Survey)



Survey respondents selecting Diamond Creek were asked how satisfied they are with the Design Guidelines for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 18, five of seven respondents reported Satisfied or Very satisfied.

Figure 18. Satisfaction with Design Guidelines for Neighbourhood Character Area in Diamond Creek (Survey)



Survey respondents selecting Diamond Creek were then prompted to provide the reasoning behind the satisfaction ratings for Preferred Character Statement, Objectives and Design Guidelines (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and invited to provide a personalised response. Seven respondents provided a response which referred to one or more topics.

Table 7 presents a summary of the findings from the analysis of the personalised feedback. Themes in **bold** include Preferred Character Statement, Objectives, and Design Guidelines as well as Neighbourhood Character features and are followed by a descriptive summary which includes some verbatim wording. For ease of reading, the themes been numbered consistently throughout the report. Themes attracting no feedback are shaded light grey. Themes most frequently referenced include Neighbourhood Character Type allocated (2), Objectives (1), Heights of buildings and homes (1), Setbacks (1), and Front fencing and footpaths (1).

Table 7. Summary of themes and topics about Precinct Profiles for Neighbourhood Character Areas (Survey)

Theme and descriptive summary of topics	No. of responses referencing Theme (N=7)
1. Neighbourhood Character Type allocated: Seems okay, would prefer to be classed as something more rural. As a minimum, Bush Residential should apply to all areas of Diamond creek outside a 500m radius from the rail station, except areas for existing shops and light industrial or sporting	2
2. Preferred Character Statement	0
3. Objectives: Generally satisfied but think the objectives and the decision guidelines need to be stronger and clearer (more specific about tree ratios).	1
4. Design Guidelines	0
Neighbourhood Character features	
5. Vegetation (like gardens, trees, plants, bush):	0

6. Built form (how buildings/homes look)	0
7. Street layout (configuration, subdivision pattern)	0
8. Heights of buildings and homes: 1-2 storey height of dwellings in this zone eliminates the worry of multi storey buildings taking over this leafy suburb	1
9. Streetscape (how the street/road looks)	0
10. Setbacks (how far buildings/homes are set back from the street): Outcomes need to be achievable - some precincts seek 4 metre setbacks for canopy trees, which is insufficient for a large canopy tree. This needs to be considered carefully if it is being implemented via the Planning Scheme and used to assess planning applications. Unsure about insisting garages must go to the side	2
11. Front fencing and footpaths: Currently many streets do not have footpaths on each side which is misleading	1
12. Topography (mountains, hills, creeks)	0
13. Views	0
Other	
14. Implementation and enforcement: What is proposed needs to be robust, clear and useable in statutory planning decision making to ensure the character of neighbourhoods is retained and protected in future	1
15. General: Only applies to residential addresses and is undone by character destroying public facilities (1)	1

4.3.4 Other feedback for Diamond Creek

Survey respondents selecting Diamond Creek were asked to provide any general or other feedback. Five respondents provided the following paraphrased comments.

- Draft Strategy is on the right track. Prefer the entire area around Dering and Fyffe Streets, including the land directly impacting the existing residents of those streets, such as Stanton Drive, classified as Bush Residential 1 or 2. We do not need or want medium to high density housing and the infrastructure does not allow for this.
- Found about this draft Strategy through Nillumbik News delivered yesterday, short time frames for feedback.
- Our part of Diamond Creek, which is St Helena, should be clearly identified. As St Helena crosses into Banyule, it could be named 'St Helena East' or 'North'.
- New buildings to be restricted to two storeys maximum. Regardless of the view from street level, back of property height also needs to be considered. Reference new building guidelines/standards regarding steps for disabled access.
- Strategy is a great concept with good guidelines on what is expected in each category. The guidelines should stay as guidelines as it is ultimately up to the landowners how their property looks.

4.4 Eltham

This section presents the findings relating to Eltham. **Forty-five survey respondents** commented on Eltham. Insights from 15 relevant **submissions** are also outlined here.

4.4.1 Key highlights for Eltham

- 45 survey respondents nominated an address in **Eltham** and 44 reported their connection as **live or own a property here** and one respondent identified as a **Visitor**.
- When asked to indicate which **Neighbourhood Character Area** had been allocated to their selected address/ locality, respondents reported Bush Residential 1 (7 responses), Bush Residential 2 (28), Garden Court 2 (1), Garden Residential (7), Rural Residential 1 (1), and No response (1).
- When asked about **satisfaction with the Neighbourhood Character Area allocated** to their selected address/ locality, most respondents (29 or 64.4%) reported being Satisfied or Very Satisfied although mixed views were evident. When elaborating their satisfaction ratings, respondents referred to:
 - Bush Residential 1: referred to support for character description, respect for indigenous trees and natural views. Concerns about recent buildings and opposing development and a query relating to the classification of Godalmin Street.
 - Bush Residential 2: referred to support for description, balance of residential density with the local and expanding environment/landscapes. New development not exceeding two-storeys and balancing subdivisions with retaining bush character, large canopy trees and vegetation. Strengthening wording in Guidelines. Concerns about recent subdivisions, loss of trees and tree coverage, and townhouses that are unsympathetic to character. Need to recognise the bush garden character of Woodridge subdivision.
 - Garden Court 2: queried classification of Dobell Drive.
 - Garden Residential: referred to support for description except the statement around footpaths being on both sides of the street and absence of reference to old miner's cottages. Concerns about recent instances where sites were cleared of all vegetation, some areas having steep slopes so garages below are practical and siting setback seems unnecessary. Request to tighten some language and correct some inaccurate attributes (road width and footpaths). Query about a reclassification to Bush Residential 2.
 - Rural Residential 1: referred to retaining and restoring the Bush Residential Character Area, significant high vegetation, canopy trees and unique architectural history.
- When asked about **satisfaction with the Preferred Character Statement for the Neighbourhood Character Area** allocated to their selected address/ locality, most respondents (31 or 68.9%) reported being Satisfied or Very Satisfied although mixed views were evident.
- When asked about **satisfaction with the Objectives for the Neighbourhood Character Area** allocated to their selected address/ locality, most respondents (30 or 66.7%) reported being Satisfied or Very Satisfied although mixed views were evident.
- When asked about **satisfaction with the Design Guidelines for the Neighbourhood Character Area** allocated to their selected address/ locality, most respondents (23 or 51.1.7%) reported being Satisfied or Very Satisfied and mixed views were evident.
- Participants referred to a range of topics / views when elaborating their satisfaction ratings for **Preferred Character Statement, Objectives, and Design Guidelines**. When elaborating their satisfaction ratings, themes most frequently referenced include Design Guidelines (13), Objectives (7), Neighbourhood Character Type allocated (4), Preferred Character Statement (2), Vegetation (5), Built form (5), and Heights of buildings and homes (2), and Front fencing and footpaths (1).
- In relation to **Neighbourhood Character Area**, submission participants referred to connections between development and loss of vegetation, trees, understory, and tree canopy, need for private open space,

gardens, and yards. Requests for clarity around some descriptions and statements including building height (storeys).

- In relation to **Preferred Character Statement, Objectives, and Design Guidelines**, submission participants queried some wording, set back from roads, and requested wording be strengthened for ease of interpretation and enforcement. Participants raised concerns regarding loss of tree canopy with new developments and emphasised landscaping and garden areas.

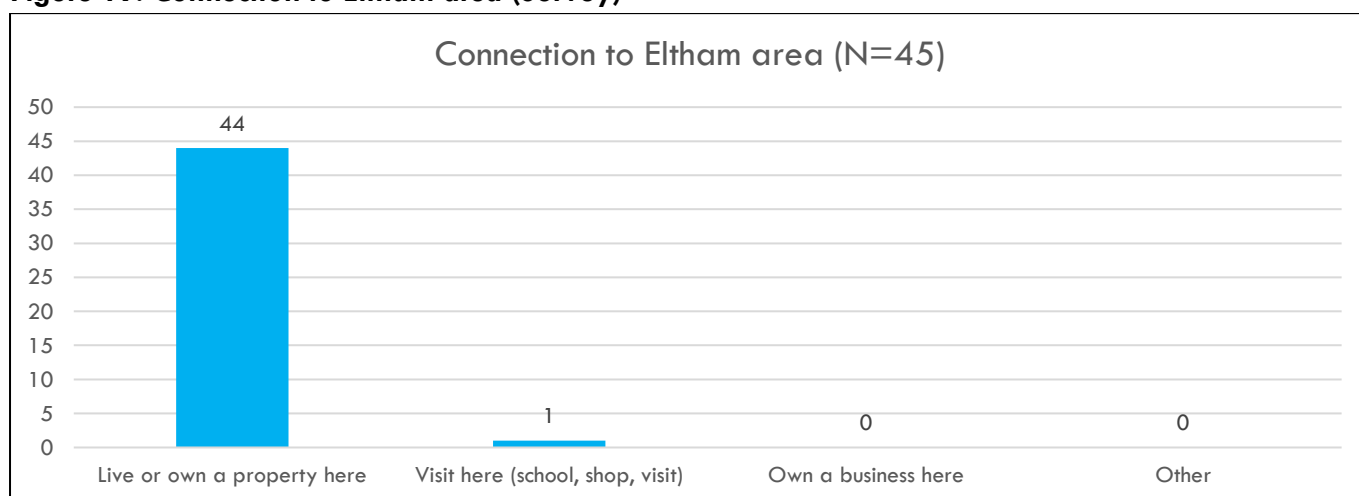
4.4.2 Connection to Eltham

Survey respondents were required to nominate an address within the Study area and 44 respondents entered the following details in relation to Eltham. One respondent entered “Kangaroo ground to Strathewan”.

Street/Area	Street/Area
<ul style="list-style-type: none"> ▪ Andrews Street ▪ Beard Street (4) ▪ Bible Street ▪ Bird Street ▪ Bridge Street ▪ Brougham Street ▪ Catherine Court ▪ Cromwell Street ▪ Delmuir Close ▪ Dobell Drive ▪ Elouera Close (2) ▪ Eucalyptus Road ▪ Franklin Street ▪ Godalmin Street ▪ Grove Street ▪ Helene Street ▪ Ibsley Square 	<ul style="list-style-type: none"> ▪ Kent Hughes Road ▪ Kerby Street ▪ Kirwin Avenue (5) ▪ Lavender Park Road ▪ Livingstone Road (2) ▪ Macaulay Court ▪ Monclair Court ▪ Mount Pleasant Road ▪ Park Road ▪ Park West Road ▪ Ryans Road ▪ Silver Street (2) ▪ Swan Street ▪ Warringah Crescent ▪ Tadema Crescent ▪ York Street (2)

Survey respondents selecting Eltham were asked to indicate their connection to this township/ locality. As shown in Figure 19, 44 of 45 respondents reported they Live or own a property here. One respondent identified as a Visitor.

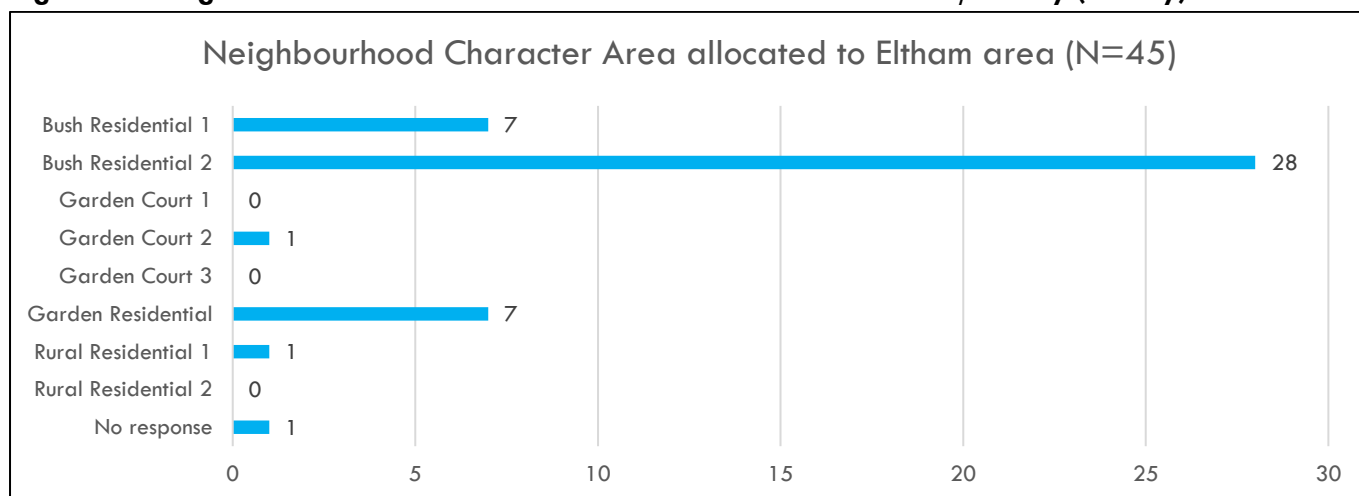
Figure 19. Connection to Eltham area (Survey)



4.4.3 Satisfaction with Precinct Profile of the Neighbourhood Character Area

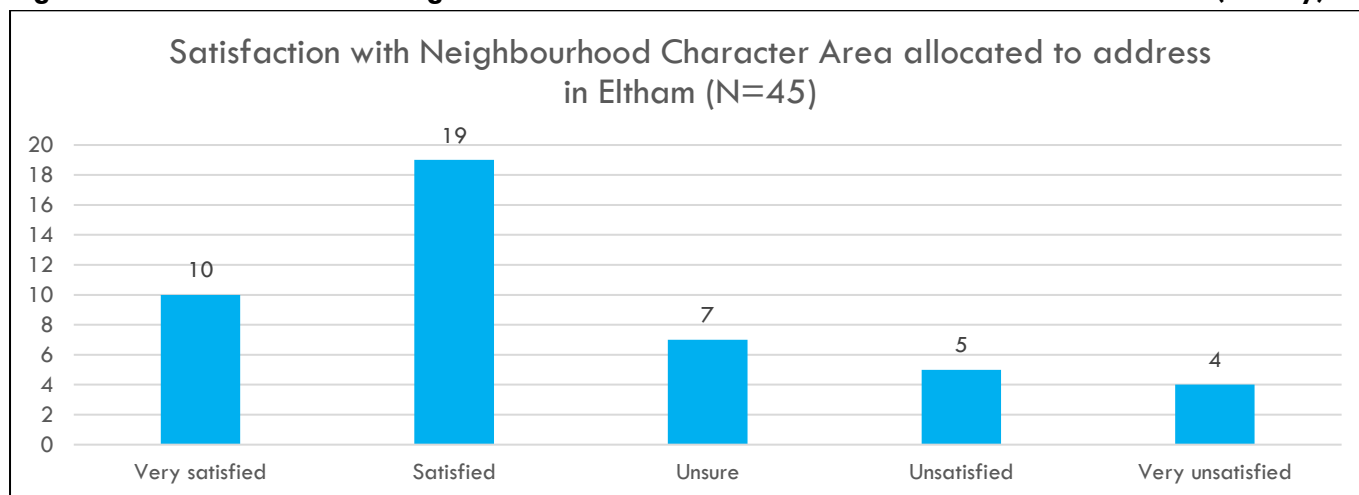
Survey respondents selecting Eltham were asked to indicate the Neighbourhood Character Area allocated. As shown in Figure 20, most respondents reported Bush Residential 2 (28), followed by Bush Residential 1 and Garden Residential (7 each).

Figure 20. Neighbourhood Character Area allocated to selected address/locality (Survey)



Survey respondents selecting Eltham were asked how satisfied they are with the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 21, while most respondents (29 or 64.4%) reported being Satisfied or Very Satisfied, mixed views were evident.

Figure 21. Satisfaction with Neighbourhood Character Area allocated to address in Eltham (Survey)



Survey respondents selecting Eltham were then prompted to provide the reasoning behind the satisfaction rating (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and/or what neighbourhood character type might better represent the selected address and invited to provide a personalised response. Forty-five respondents provided a response which referred to one or more topics.

Table 8 presents a summary of the findings from the analysis of the personalised feedback. The prescribed Neighbourhood Character Areas are listed as themes in **bold** and are followed by a descriptive summary which includes some verbatim wording of the relevant feedback grouped by satisfaction rating. For ease of reading, the Neighbourhood Character Areas have been numbered consistently throughout the report. Neighbourhood Character Areas attracting no feedback are shaded light grey. Respondents commented as follows:

- Bush Residential 1 referred to support for character description, respect for indigenous trees and natural views. Concerns about recent buildings and opposing development and a query relating to the classification of Godalmin Street.
- Bush Residential 2 referred to support for description, balance of residential density with the local and expanding environment/landscapes. New development not exceeding two-storeys and balancing subdivisions with retaining bush character, large canopy trees and vegetation. Strengthening wording in Guidelines Concerns about recent subdivisions, loss of trees and tree coverage, and townhouses that are unsympathetic to character. Need to recognise the bush garden character of Woodridge subdivision.
- Garden Court 2 queried classification of Dobell Drive.
- Garden Residential referred to support for description except the statement around footpaths being on both sides of the street and absence of reference to old miner's cottages. Concerns about recent instances where sites were cleared of all vegetation, some areas having steep slopes so garages below are practical and siting setback seems unnecessary. Request to tighten some language and correct some inaccurate attributes (road width and footpaths). Query about a reclassification to Bush Residential 2.
- Rural Residential 1 referred to retaining and restoring the Bush Residential Character Area, significant high vegetation, canopy trees and unique architectural history.

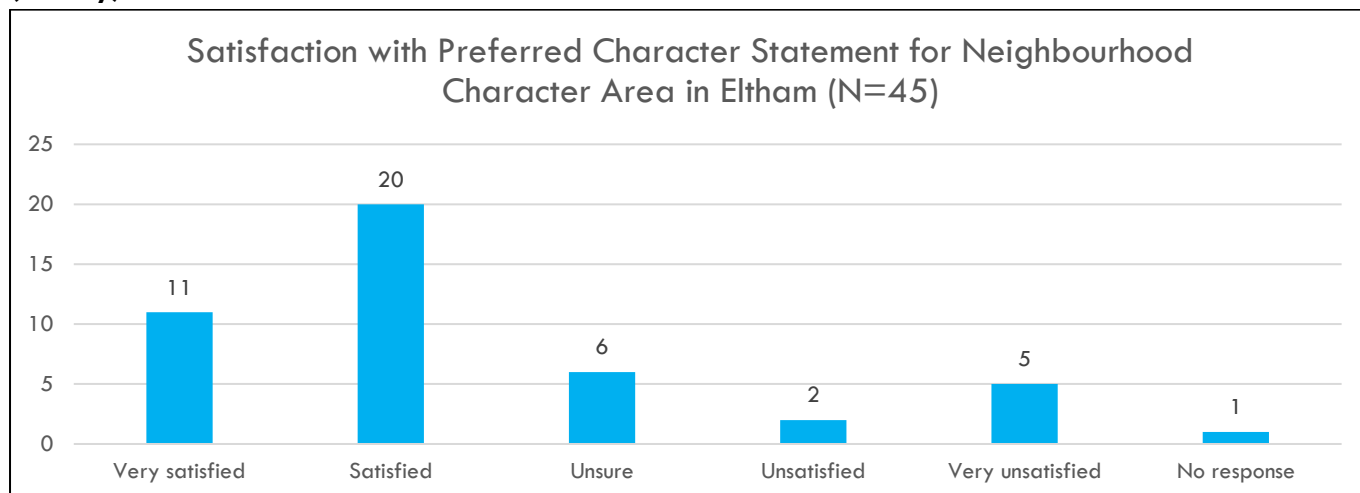
Table 8. Summary of themes and topics about allocated Neighbourhood Character Types for Eltham (Survey)

Theme and descriptive summary of topics	No. of responses referencing Theme (N=45)
1 Bush Residential 1	
Very satisfied: Like the character description, space and respect for indigenous trees and natural views. These criteria are ideal for most of Eltham, oppose development in Eltham anywhere.	7
Satisfied: Description and approach adequately capture the area feel. An earlier approach may have seen modifications to some newer buildings that do not belong.	
Unsure: Unable to determine the differences between this and Bush Residential 2. Godalmin Street has bush character.	
Very unsatisfied: Another C108 fiasco in the making, Council to respect ratepayers.	
2 Bush Residential 2	
Very satisfied: Suitable description, best match for this area as it balances residential density with the local and expanding environment/landscapes. Retaining existing character is essential and any new development must not exceed a two-storey limit. Best match for area, reflects the nature of development and preferred area character for the future.	28
Satisfied: Adequately and accurately described, objectives limit high density developments, retain bush character and there are references to large canopy trees and vegetation. Need to balance subdividing existing large blocks (to address housing shortages) with retaining neighbourhood character. Development needs to be controlled, subdivisions must create blocks at least 900sm (with one dwelling and space for plantings, privacy, and yards with vegetation). Multiple dwellings per block are inconsistent with the area, avoid the over-development evident in other areas. Native tree plantings on nature strips to be consistent with Bush Residential 1 to maintain character. Guidelines are open to interpretation and using language such as "will" or "must" may assist with regulation. Concerns about driveway provision and some unkempt properties.	

Theme and descriptive summary of topics	No. of responses referencing Theme (N=45)
Unsure: Strategy may be too late as the reality for this area is subdivisions, loss of trees and tree coverage, and new townhouses that are unsympathetic to character. Strategy must be enforced, or bush will become garden.	0
Unsatisfied: Appropriate for this Eltham area. Diminished native plantings and tree canopy and dual dwellings are inconsistent with Strategy (no space between buildings, streetscape to celebrate bush residential objectives). Would prefer to be an area in Bush Residential 1 like Withers Way. Ignores bush garden character of Woodridge subdivision area and covenants requiring predominantly brick dwellings and no front fence.	
3 Garden Court 1	
4 Garden Court 2	
Very unsatisfied: Currently have SLO and SLO2 overlays. Dobell Drive is like Wombat Drive with large blocks, very low density, yet it has a different rating.	1
5 Garden Court 3	0
6 Garden Residential	
Satisfied: Looks good, description is reasonable, and generally reflects the preferred characteristics of the local area. Hopefully an improvement on recent years where sites were cleared of all vegetation and hard stand covered the earth. Prefer vegetation, permeability, articulated building structures. The 'presence of paved footpaths on either side of the street' is incorrect, instances of one or no footpath.	7
Unsure: Description of area south of the Eltham Activity Centre misses old miner's cottages (not all 'post war' dwellings). Many roofs are flat or with low pitch which prevent mid-century sympathetic architecture and favors 'Hampton' styles. Many streets are narrow with no footpath (York Street, John Street, Franklin Street, and Napoleon Street). Some areas have steep slopes (Macaulay Court), garages below are practical in these areas. Few houses are not parallel to the street and this siting setback seems unnecessary.	
Unsatisfied: Language is loose, and some attributes are inaccurate (road width and number of footpaths). Unsuitable properties include those between Dalton Street and Mt Pleasant Road (trees, style of properties, surrounded by BG precinct).	
Very unsatisfied: My property and surrounding properties should be reclassified Bush Residential 2.	
7 Rural Residential 1	
Satisfied: New proposed Strategy seems to respect and retain the values and objectives in the 2001 residential design guidelines. Bush Residential Character Area must be supported to retain and restore its significant high vegetation and canopy trees and Eltham's strong arts and celebrated unique architectural history. Trees must not be replaced with obtrusive, cheap, and poorly designed townhouses.	1
8 Rural Residential 2	0

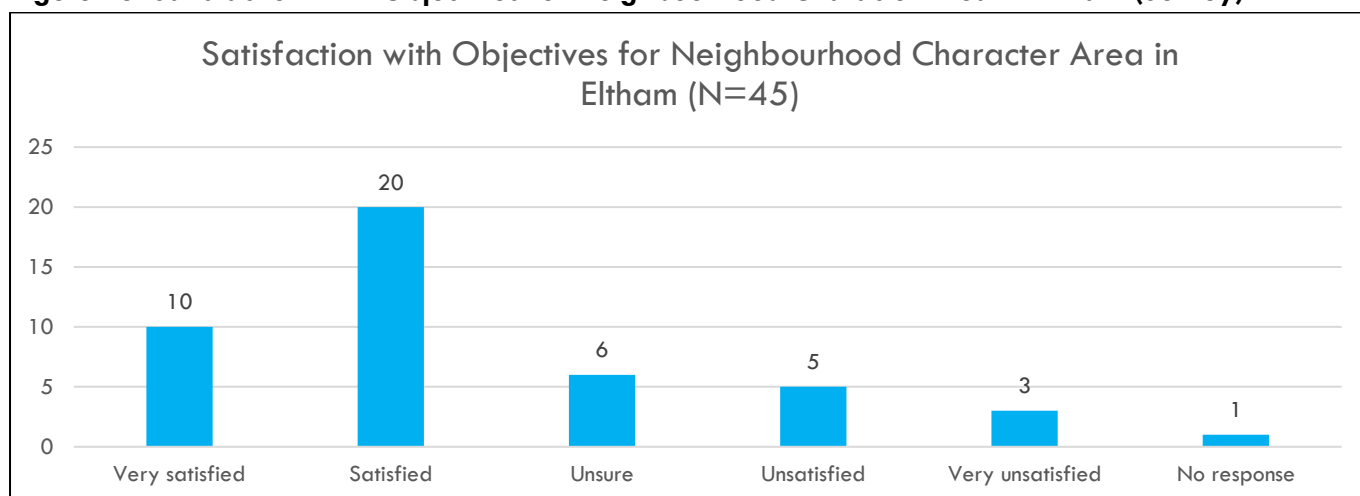
Survey respondents selecting Eltham were asked how satisfied they are with the Preferred Character Statement for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 22, while most respondents (31 or 68.9%) reported being Satisfied or Very Satisfied, mixed views were evident.

Figure 22. Satisfaction with Preferred Character Statement for Neighbourhood Character Area in Eltham (Survey)



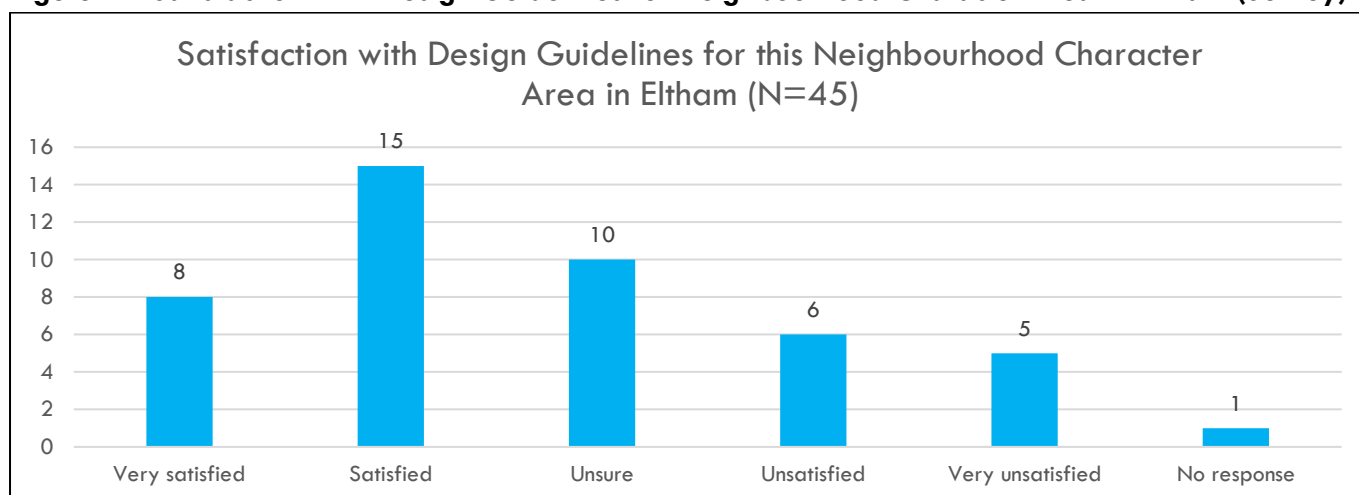
Survey respondents selecting Eltham were asked how satisfied they are with the Objectives for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 23, while most respondents (30 or 66.7%) reported being Satisfied or Very Satisfied, mixed views were evident.

Figure 23. Satisfaction with Objectives for Neighbourhood Character Area in Eltham (Survey)



Survey respondents selecting Eltham were asked how satisfied they are with the Design Guidelines for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 24, around half of the respondents (23 or 51.1.7%) reported being Satisfied or Very Satisfied and mixed views were evident.

Figure 24. Satisfaction with Design Guidelines for Neighbourhood Character Area in Eltham (Survey)



Survey respondents selecting Eltham were then prompted to provide the reasoning behind the satisfaction ratings for Preferred Character Statement, Objectives and Design Guidelines (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and invited to provide a personalised response. Forty-three respondents provided a response which referred to one or more topics.

Table 9 presents a summary of the findings from the analysis of the personalised feedback. Themes in **bold** include Preferred Character Statement, Objectives, and Design Guidelines as well as Neighbourhood Character features and are followed by a descriptive summary which includes some verbatim wording. For ease of reading, the themes been numbered consistently throughout the report. Themes attracting no feedback are shaded light grey. Themes most frequently referenced include Design Guidelines (13), Objectives (7), Neighbourhood Character Type allocated (4), Preferred Character Statement (2), Vegetation (5), Built form (5), and Heights of buildings and homes (2), and Front fencing and footpaths (1).

Table 9. Summary of themes and topics about Precinct Profiles for Neighbourhood Character Areas (Survey)

Theme and descriptive summary of topics	No. of responses referencing Theme (N=45)
1. Neighbourhood Character Type allocated: It is appropriate and respects the traditional developments in the area. Satisfied with keeping the bush character. Bush Residential 2 is a more accurate description of neighbourhood character around my property. Concerns that splitting streets into different areas will impact streetscapes (Sheffield Street).	4
2. Preferred Character Statement: PCS must be stronger and simplified, replace "New development positively responds to the predominantly low scale" with "any new development must be restricted to two storeys". Prefer low scale dwellings not predominately one to two storey dwellings as interpretation may permit higher multi-level residential buildings to be constructed. This description is inconsistent with "Built form reflects the low scale dwellings, using simple building forms with neutral building materials sympathetic to the existing weatherboard and brick dwellings".	2
3. Objectives: Objectives align with my views and objectives to retain existing vegetation and planting new indigenous trees are supported. Objectives should	7

<p>be mandatory not preferred goals. Objectives are a bit loose, and state "should" which is vague and open to interpretation.</p> <p>a. Suggestions: add statement to reinforce more strongly the spacing between dwellings as outlined in Objective 4. This prevents higher density developments. Also maintain and further develop the existing tree canopy. Provide more clear information on bulk of new dwellings and side setbacks to ensure they do not impose on neighbours or clash with existing character.</p> <p>b. Concerns or queries: lack of definitive guidelines in the objectives listed (i.e., to ensure new development reflects the preferred built form, characterised by predominantly 1-2 storey dwellings).</p>	
<p>4. Design Guidelines: Reads well as guidelines for future development, intention is good, aligns with my views, and preserves green space. Support having a large indigenous/native tree for every 100m² to maintain and improve existing tree canopy.</p> <p>a. Suggestions: Guidelines are a bit loose, open to interpretation and could be more prescriptive and specify what is unacceptable and cannot be done (maximum unit density or building height). Tighten and strengthen language (i.e., encourage, natural materials, complement, predominantly) so it can be transferred into meaningful actionable statements in schedules to zones and ResCode. Change wording to "will" or "must" to reinforce and support guidelines and assist with regulation. More definitive and clear rule statements to avoid inappropriate higher density development. Ratio of vegetation coverage to building and driveways/paths. More specific details regarding separation between buildings and achieving the purpose of separation. Incorporate passive design elements such as eaves and building height. Suggested minimum setbacks from side boundaries should be larger. More information on the size of lots to ensure that there is substantial space between dwellings. Stronger protection of privacy, open space, tree canopy and vegetation that homes currently enjoy.</p> <p>b. Concerns or queries: Inaccuracies character attributes in particular style of roads, presence of footpaths and inappropriate property inclusion in southern section of precinct. Ambiguous for developers building on newly subdivided battle-axe blocks where new dwellings are concealed but impinge on the bush character. No mention of heritage building designs. Guidelines (Building height and form) encourage acceptance of and development of one to two storey buildings in contrast to the draft preferred Character Statement (Built form reflects the low scale dwellings). Buildings should be designed to follow the topography of the land encourages the use low scale dwellings.</p>	13
Neighbourhood Character features	
<p>5. Vegetation (like gardens, trees, plants, bush): Good to reference large canopy trees and vegetation and keep the greenery. Would like sufficient and reasonable protections for existing trees and the establishment of new trees and growth as properties are developed. Or a statement that trees cannot be removed as replanting a few after development impacts the neighbourhood. It Would like more natives planted by Council along the nature strips.</p>	5
<p>6. Built form (how buildings/homes look): Prefer no apartments or subdivisions. Concerns or queries about only pitched roofs, mixed building codes. Disregards Woodridge subdivision area covenants of predominant brick dwelling. Dobell Drive character is large, bush-type blocks and does not reflect medium density or multi dwellings of Garden Court 2, unlike adjacent streets (Landscape Court).</p>	5
<p>7. Street layout (configuration, subdivision pattern)</p>	0

8. Heights of buildings and homes: Support emphasis on one to two storey housing, but mostly single storey housing. Retain height limits of 7.5m as per former Bush Garden character assigned to this area under SLO3.	2
9. Streetscape (how the street/road looks)	0
10. Setbacks (how far buildings/homes are set back from the street)	0
11. Front fencing and footpaths: Disregards Woodridge subdivision area covenants of no front fence.	1
12. Topography (mountains, hills, creeks)	0
13. Views	0
Other	
14. Implementation and enforcement: Sounds good, please use and enforce when approved. Permit the notification of tree removal via a Council app in real time. Enforcement will help our area, although a lack of adherence to landscaping is evident across Nillumbik.	4
15. General: See previous comment (4), Cannot determine differences between 1 and 2 (1), Incomplete coverage of Nillumbik (1), Difficult to respond to such an in-depth report (1), and Do not dictate to ratepayers (1)	8

12 submission participants provided the following personalised (paraphrased) feedback in relation to the allocated Neighbourhood Character Areas for Eltham:

- **Submission 1:** Where a house was replaced with 3 townhouses (corner of Bird Street and Ryans Road), is an excellent development and could be used as a template. Some canopy trees were left, each unit had a small front and back yard with native planting on the nature strip. Over time, vegetation and tree canopy has reduced due to the removal of large gum trees and vegetation being removed with demolished houses. New developments need room to plant future canopy, understory and vegetation must be saved to retain neighbourhood character.
- **Submission 4:** Want the character maintained, shared, and enjoyed. The draft Strategy is on the right track with key concerns, trees, preservation of green spaces, limits, and guidelines for building. Enforcement is critical to restrict future damage. Suggestions: care about the small things (blended in small additions make a big difference to character); keep reserves and green spaces safe from development; new buildings are not built fence to fence (room for larger trees and canopy tree growth); more mud brick should be in the plan; establish a group of local people to provide input into new and public developments; keep the green expanding by having a planting element including canopy trees where possible.
- **Submission 5:** Request to extend Bush Residential 2 to include properties surrounded by Park West Road, Batman Road, Sheffield Street, Stanley Avenue, and Helene Street (proposed as Garden Residential).
- **Submission 7:** Support broad aims of draft NCS although it needs to reflect the dimension of the community feedback (see pp. 28 and 29).
- **Submission 10:** Bush Residential 1 summary character is very different to Bush Residential 2. Queries whether a 'formally landscaped garden' is suitable for a Bush Residential area. Vegetation, understory, trees, bush and habitat for small animal and birdlife are an essential part of neighbourhood character.
- **Submission 14:** Suggests some location identification information and emphasis needs to change, including the divisions between Bush Residential 1 and Bush Residential 2 precincts in Eltham. Area commonly called South Eltham (i.e., around Monsalvat and Lavender Park Road) is not explicitly referenced unlike Eltham North. Character is more about the place not the name. The Ryans Road boundary is convenient but arbitrary to divide Bush Residential 1 and Bush Residential 2. Consider major boundaries in the context of natural boundaries.

- **Submission 17:** Change Garden Residential area into Bush Residential 2 or rename the zone as Bush Residential 3.
- **Submission 18:** The preferred statement for Garden Residential contains 'reflects the low scale dwellings' while the preferred character for all precincts claims to be for 'predominantly 1-2 storey dwellings.' It is unlikely most Eltham residents prefer dwellings of more than two storeys. The suggested 'Implications for Guidelines' regarding the threats is positive, but the wording needs strengthening (i.e., identify, should, consider, encourage, discourage, reflect), to be clear and unambiguous. Needs more clarity around 'identified for increased housing growth.' Improve neighbourhood character by protecting trees, canopy trees, large gardens, and habitat; including new vegetation and trees in new developments and integrate developments into surrounding landscape. Limit subdivisions; keep larger blocks and setbacks; prioritise low rise/ single storey and low density. 'Inconsistent Colours and Materials' is another major issue.
- **Submission 19:** Dwellings greater than two storeys do not fit current neighbourhood character. The statement used in the draft Strategy does not rule out existing three storey dwellings. Strengthen the wording to protect neighbourhood character when development plans are objected to by Nillumbik Council and reach VCAT.
- **Submission 21:** Preserve the pleasing environment. Section on key issues and threats is detailed, protect what is left. Shire to implement Strategy rigorously protect remaining tree canopy. Council to advocate to the State Government to reconsider aspects of the state planning scheme that override the decisions Council makes in favour of opposition to unsuitable development.
- **Submission 22:** Abolish the Urban Growth Boundary. Create and impose a Population Policy for Zero Population Growth. Restore Eltham to the original intention of a single, intact, Green Wedge, whereby a variable and natural neighbourhood character would be infinitely possible.
- **Submission 24:** Need more precise wording of the provisions in BR2 regarding colour palette, particularly for Woodridge Estate. Clarify whether building heights exceeding two storeys may be permitted in the Woodridge Estate. The requirement in BR2 to minimise paving in front yards does not address hard landscaping and practicality for steep slopes. Strategy to prevent development of large single dwellings inconsistent with the current neighbourhood character of the Woodridge Estate. Council to strengthen the relevant planning controls via new overlays or changes as suggested in the Draft Strategy.

Eight submission participants provided the following personalised (paraphrased) feedback in relation to Preferred Character Statement, Objectives, and Design Guidelines as well as Neighbourhood Character features for Eltham:

- **Submission 4:** Change and strengthen some wording that could be interpreted to the detriment of the character of Eltham. Protect the character regarding the number of storeys for dwellings. Not all streets have or need footpaths on both sides.
- **Submission 7:** Recognise community values (sense of community contributes to health and wellbeing, and a sense of belonging) in the Objectives and Design Guidelines. Objectives and design guidelines to guide and support better built form outcomes, include a more holistic approach, social and environmental built form outcomes. The ability to translate these aspirations is not reflected (see pp. 94 and 95). Developments to be assessed against elements that promote built form outcomes that encourage social interaction, a sense of place, care for the land, ageing in place, sharing of facilities (outdoor and indoor) and utilities, being eco-friendly. Consider housing diversity.
- **Submission 10:** Design Guidelines refer to the Nillumbik Live Local Plant Local Guide which lists indigenous plants (indigenous to Nillumbik) not just natives, replace 'native' with 'indigenous'.
- **Submission 12:** All houses to be limited to a maximum of 7.5m in height; properties over 0.75 acres to have more responsibility to not over-develop, land and site area covered by buildings limited to 30% with at least 50% of the site as permeable surface; and define "open style" fence.
- **Submission 13:** Concerned that new development is leading to a loss of tree canopy contributes to increased urban temperatures resulting from climate change. Recognise the deficiencies of the planning policy in addressing loss of vegetation and canopy trees including lack of requirement for open soil for

garden beds, canopy trees and understorey vegetation. Strategy to recognise and actively advocate for a change to State policy to better address loss of native vegetation and canopy trees resulting from residential subdivisions.

- **Submission 17:** More detailed landscaping plan is needed to retain the bush feel. House setback is insufficient for vegetation to create a green wall between a footpath and the house. More details are required about the needed separation between dwellings in a multi building project.
- **Submission 19:** No mention of setback from the road which could be equal to or greater than that of existing dwellings in the area. The distance between existing and planned dwellings should consider bushfire risk. As State government rules permit trees within 10m of a dwelling to be removed. Gardens and landscaping statement to be strengthened (should not exceed 40 per cent).
- **Submission 20:** Concerns about lack of rules regarding boundary setbacks, space between buildings and garages, neighbouring properties could have both boundaries with no setbacks. Set back need to be stated for entire property. Too much leeway for buildings to be developed ahead of trees. Developments should fit-in with current canopy, be downsized or not allowed. Offsets must be provided on-site; means canopy could be placed on one location on the site. Need for clear guidelines, objectives, and stronger wording (i.e., When more than one dwelling is proposed provide sufficient separation between each dwelling to allow for the planting of canopy trees, and other native vegetation - what is sufficient, what are canopy trees? New Development and car parking access should not be seen to dominate the site when seen from the front streetscape'?) Objectives state, 'provide spacious front garden setbacks', but design responses have nothing regarding this point. A clear point should be made to make garden setbacks with canopy trees a feature of the area. Use medium scale dwellings in diagrams and pictures. All native or indigenous trees should be retained ahead of buildings and when not due to health of tree, replacement plantings should occur as close as possible to vegetation removed. Eaves required for new homes to cool homes as temperatures increase.

4.4.4 Other feedback for Eltham

Survey respondents selecting Eltham were asked to provide any general or other feedback. 25 respondents provided the following paraphrased comments.

- A 123-page report and you want public engagement? How many people do you really think are going to go through this report, overlay intricacies and jargon? Have lived in the area for 40 years and the property subdivisions are choking the already busy roads of Eltham and removing vegetation that makes our area beautiful. Stop the subdivision in Eltham!
- Bring it on and enforce them.
- Concerned the wording "predominantly" one to two storey dwellings (point 1 in Neighbourhood Character Objectives) implies dwellings other than one to two storeys exist. This ambiguity may be exploited by developers.
- Definition of modern architecture is too broad. Three storeys are too high even in central Eltham. Bush residential summary is too broad and fails to recognise the mix of formally landscaped and informal native gardens. Thank you for working to preserve Eltham's valued and unique history and character. The trees, Alistair Knox's legacy and the arts community are worth celebrating and protecting.
- Don't allow split blocks with townhouses in this area and it will keep looking good, thanks.
- Generally happy with what has been prepared to date and appreciate the opportunity to express concerns. Hope all resident concerns and suggestions are noted and incorporated into the next phase of the process.
- How enforceable will these be?
- Concerned my area has not been zoned as it should have and that neighbourhood character objectives that state "new developments reflect the preferred built form, characterised by predominantly one to two storey dwellings". Be more precise and state "only one to two storeys" to restrict future height. The wording needs to be stronger to protect the environmental look and feel and reworded to reflect this.

Regarding building materials, it states predominantly brick or render and other contemporary materials and this is imprecise to retain the environmental earthy feel of Eltham in relation to colours and more rustic materials such as stone and timber. Our street has seen some inappropriate developments that show what occurs when guidelines are not clear and adhered to. Be more precise to retain the look that makes Nillumbik (Eltham) so unique and special, and is why most of us chose to live here.

- It is important the Preferred Character Statement and Neighbourhood Character Objectives are given the necessary statutory weight within the overall planning process to rebut VCAT challenges. Council must undertake whatever changes are required to schedules and zones to ensure necessary variations to ResCode requirements, so it is clear what is required that will not be varied. Support the statement on page 52 (Design guidelines that are to be translated into a zone schedule, to vary ResCode standards, should be enhanced by including specific details of the schedule changes (i.e., permeability, site coverage, front and side setbacks)).
- Recognising it is a strategy and not a full specification, the lack of demarcation and specificity around what will be permitted or rejected is what leads residents to not trust the process.
- It is most important that areas of Eltham are not over-developed, preserve green spaces which give the area its character.
- Unsure why architectural designs cannot mimic old architectural styles. Why can't properties on main roads have enhanced privacy fencing?
- Very happy with the landscaping parts of the Garden Residential character profile. Concerns about retaining "other vegetation" which risks weed retention. Weed removal should be encouraged (i.e., Desert Ash, Privet, Conteneaster). Establishing indigenous trees could be emphasised. Requirements for tree density should be at least one stem per 200sqm and framed as cumulative density including existing and new plantings.
- Good to have a neighbourhood description. But as this map covers a small part of Nillumbik, no real response is possible.
- Council must set down appropriate Neighbourhood Characters and follows their own requirements. Regarding a recently approved Council planning permit (11 Marlow Place), a Council officer attend an onsite meeting to discuss this build after completion and did not see how it contradicted requirements of the SLO3 guidelines. This large two storey grey building penetrates the tree canopy, disrupts the landform and vegetation, affects long distance vistas and blocks views. It is inconsistent with other split level brick houses in the area that conform to the contour of the land and do not spoil the bush character.
- Language needs to be more specific and less ambiguous ("consistent materials", "muted colour palette", "complement", "will" and not "should", "encourage" and "reflect"). How will this lack of specificity translate into Schedules to the zones? How will it be defined by VCAT when it comes to a planning application? Where did the Preferred character of "predominantly" one to two storeys come from (it appears to assume there will be three storeys or more in areas such as South Eltham). Many statements are similar for each precinct. Needs to be enshrined in schedules to add weight at VCAT. Cover photo is not typical. Urban greening, front and rear setbacks are necessary. Housing strategy "designated for housing growth"?
- Need to stop the scorched earth approach of removing all vegetation and large trees so developers can build many small units on a site (i.e., 53 Beard Street). All trees and vegetation have been removed and the site is ready for developers to remove the weatherboard house and built multi units without canopy trees in the way.
- Commendable overall although goals should be more clearly defined and measurable. Language and goals should be mandated to retain bush residential aspiration as the reality is a diminishing native vegetation and tree canopy.
- Preferred Character Statement and Objectives must be stronger. Reword "New development positively responds to the predominantly low scale" to any new development must be restricted to two storeys. Also, there are many streets with no footpaths. Character elements, building height to state "New development must complement the one to two storey building height". All other BR2 wording is good. Regarding the

overall Strategy, the strength and weight of Neighbourhood Character must be included in Rescode by focusing these characteristics within, say, a SLO.

- This may be too little too late as the “green wedge” is disappearing quickly.
- The pressure to develop properties seems endless, so small sized land subdivisions are a concern for families needing to connect, find space to play and mental wellbeing. Without Eltham community pressure, the Council may have approved some nightmares. Grateful to the Council members who are committed to keeping our area unique and green.
- The protection of our neighbourhood character needs to be very clear and enforceable, particularly to deter the overdevelopment of Eltham. It's important that homes and land are not overdeveloped, and homes are nestled into the natural environment not the dominant feature of the landscape. Development must keep to a density that permits the safe evacuation of residents (in case of an emergency such as fire), and the current rate of population growth would make this very difficult.
- Use of building with natural or sustainable products such as mud brick or recycled bricks should be encouraged, possibly through a rebate.
- We moved to this part of Eltham for the neighbourhood character described in the report. However, I'm also conscious that the large bush blocks lend themselves to sensitive subdivision, which I think is appropriate given the well-publicised shortage of housing stock.



4.5 Eltham North

This section presents the findings relating to Eltham North. **Seventeen survey respondents** commented on Eltham. Insights from one relevant **submission** are also outlined here.

4.5.1 Key highlights for Eltham North

- 17 survey respondents nominated an address in **Eltham North** and 15 reported their connection as **live or own a property here**. One respondent identified as a Visitor and another reported “Other - Childhood home”.
- When asked to indicate which **Neighbourhood Character Area** had been allocated to their selected address/ locality, respondents reported Bush Residential 1 (10 responses), Bush Residential 2 (5), and Garden Court 2 (2).
- When asked about satisfaction with the Neighbourhood Character Area allocated to their selected address/ locality, 10 (or 58.8% of) respondents reported being Satisfied or Very Satisfied and mixed views were evident. When elaborating their satisfaction ratings, respondents referred to:
 - Bush Residential 1: appropriate description, retaining current character. Some queries and concerns about building density per property, protecting trees, and zone boundary. Mixed views about development restrictions.
 - Bush Residential 2: accurate representation. Some queries and concerns regarding building height, setbacks, zone boundary, protecting views, trees, and vegetation.
 - Garden Court 2: gardens and maintaining vegetation.
- When asked about **satisfaction with the Preferred Character Statement for the Neighbourhood Character Area** allocated to their selected address/ locality, 10 (or 58.8% of) respondents reported being Satisfied or Very Satisfied and mixed views were evident.
- When asked about **satisfaction with the Objectives for the Neighbourhood Character Area** allocated to their selected address/ locality, 9 (or 52.9% of) respondents reported being Satisfied or Very Satisfied and mixed views were evident.
- When asked about **satisfaction with the Design Guidelines for the Neighbourhood Character Area** allocated to their selected address/ locality, 7 (or 41.2%) reported being Satisfied or Very Satisfied however, 8 (or 47.1% of) respondents reported Unsatisfied or Very unsatisfied.
- Participants referred to a range of topics views when elaborating their satisfaction ratings for **Preferred Character Statement, Objectives, and Design Guidelines**. When elaborating their satisfaction ratings, respondents referred to: . Respondent comments referred to clarifying and strengthening the Design Guidelines and Objectives regarding building height although mixed views were evident. Protection of trees, tree planting, retaining rural streetscape, and implementation and enforcement.
- In relation to **Preferred Character Statement, Objectives, and Design Guidelines**, one submission participant indicated concerns about the reference to ‘predominantly 1-2 storey dwellings’, and the need for strong, clear, and unambiguous language on the existing and preferred character attributes of our localities, and more clarity around what is meant by ‘identified for increased housing growth.’

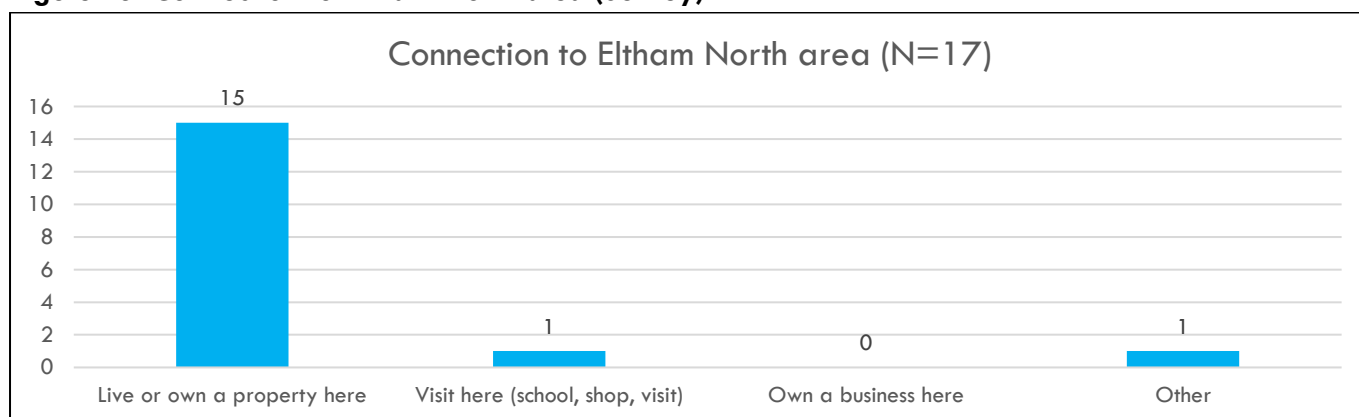
4.5.2 Connection to Eltham North

Survey respondents were required to nominate an address within the Study area and the 17 respondents entered the following details in relation to Eltham North.

Street/Area	Street/Area
<ul style="list-style-type: none"> Elm Crescent Glen Gully Road Glen Park Road (3) Hillcrest Road (4) Ibera Court Lower Road 	<ul style="list-style-type: none"> Orchard Avenue Progress Road Ryans Road (2) Wakefield Close Warringah Crescent

Survey respondents selecting Eltham North were asked to indicate their connection to this township/ locality. As shown in Figure 25, 15 of 17 respondents reported they Live or own a property here. One respondent identified as a Visitor and another reported "Other - Childhood home".

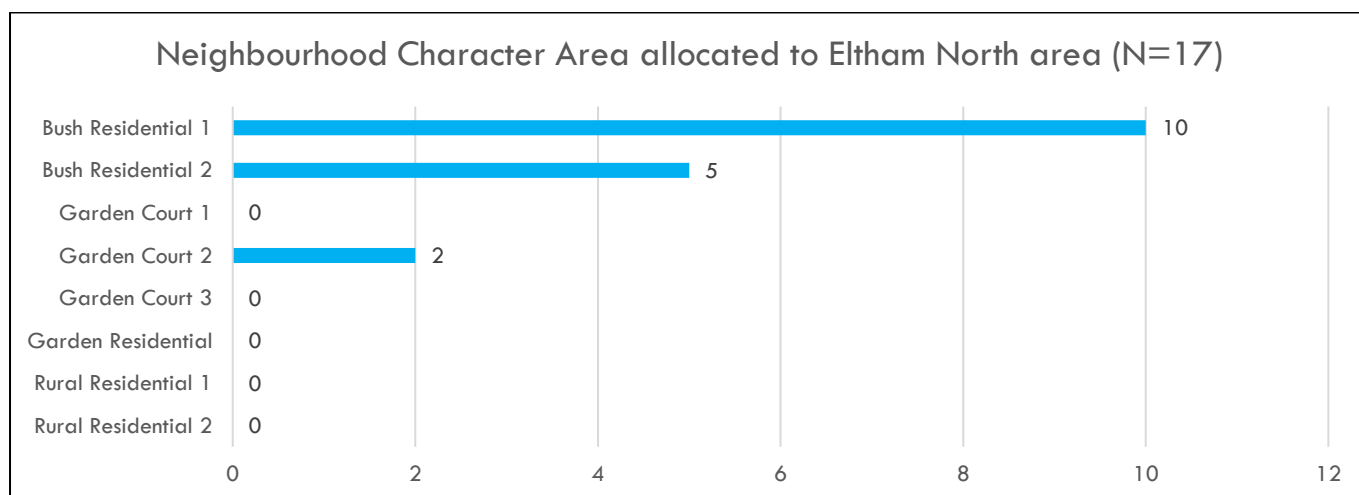
Figure 25. Connection to Eltham North area (Survey)



4.5.3 Satisfaction with Precinct Profile of the Neighbourhood Character Area

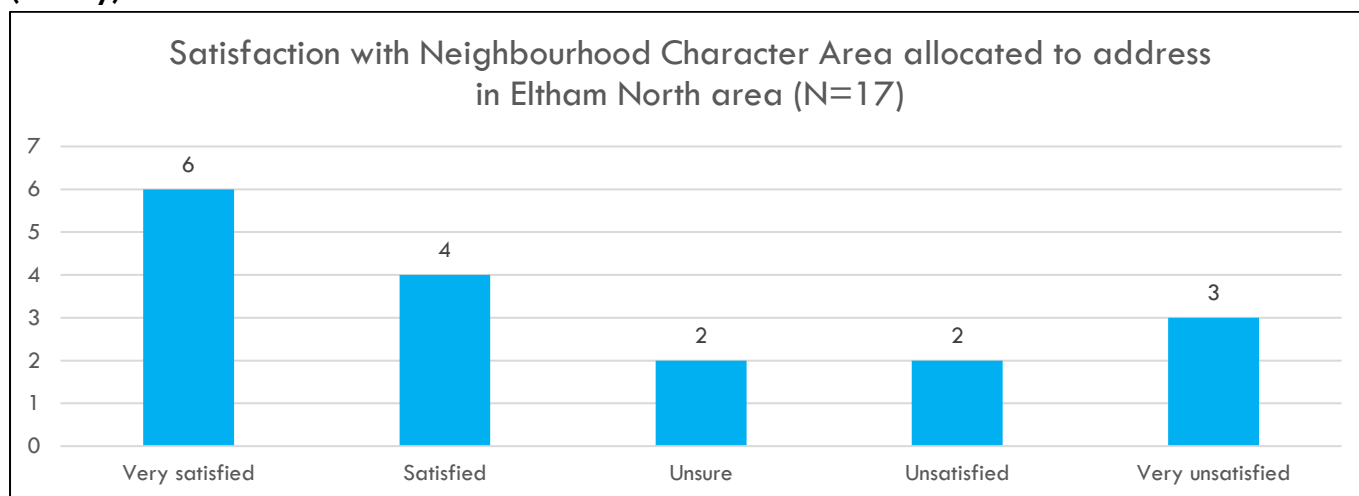
Survey respondents selecting Eltham North were asked to indicate the Neighbourhood Character Area allocated. As shown in Figure 26, most respondents reported Bush Residential 1 (10), Bush Residential 2 (5), and Garden Court (2).

Figure 26. Neighbourhood Character Area allocated to selected address/locality (Survey)



Survey respondents selecting Eltham North were asked how satisfied they are with the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 27, while most respondents (10 or 58.8%) reported being Satisfied or Very Satisfied, mixed views were evident.

Figure 27. Satisfaction with Neighbourhood Character Area allocated to address in Eltham North (Survey)



Survey respondents selecting Eltham North were then prompted to provide the reasoning behind the satisfaction rating (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and/or what neighbourhood character type might better represent the selected address and invited to provide a personalised response. Seventeen respondents provided a response which referred to one or more topics.

Table 10 presents a summary of the findings from the analysis of the personalised feedback. The prescribed Neighbourhood Character Areas are listed as themes in **bold** and are followed by a descriptive summary which includes some verbatim wording of the relevant feedback grouped by satisfaction rating. For ease of reading, the Neighbourhood Character Areas have been numbered consistently throughout the report. Neighbourhood Character Areas attracting no feedback are shaded light grey. Respondents commented as follows:

- Bush Residential 1 referred to appropriate description, retaining current character. Some queries and concerns about building density per property, protecting trees, and zone boundary. Mixed views about development restrictions.
- Bush Residential 2 referred to accurate representation. Some queries and concerns regarding building height, setbacks, zone boundary, protecting views, trees, and vegetation.
- Garden Court 2 referred to gardens and maintaining vegetation.

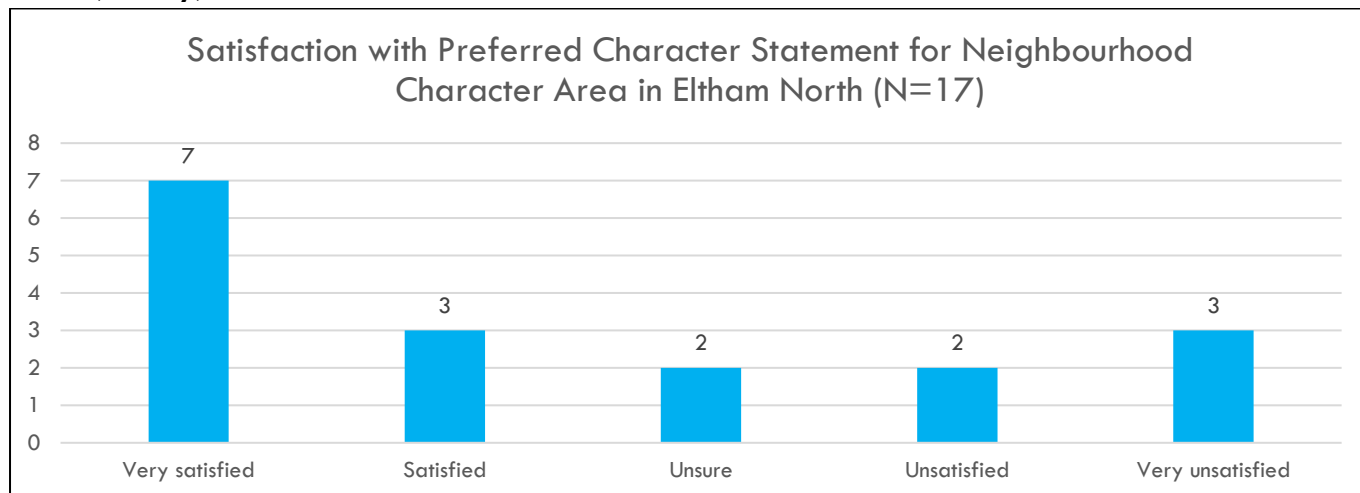
Table 10. Summary of themes and topics about allocated Neighbourhood Character Types for Eltham North (Survey)

Theme and descriptive summary of topics	No. of responses referencing Theme (N=17)
1 Bush Residential 1 Very satisfied: Appropriate description that aligns with the attributes and character I value and my view my immediate surrounds. Retain current character of the area. Support for no more than two dwellings per property, new development being sympathetic to its surrounds and the careful selection of materials as well as scale. More than satisfied as our road is made and has some other than local traffic.	10

Theme and descriptive summary of topics	No. of responses referencing Theme (N=17)
Satisfied: Trees and the protection of trees from development. We chose this area for the large indigenous trees and the views towards Kangaroo Ground. Retain these characteristics and hold residents accountable for maintaining native planting and replacing plants. My street seems in between this zone and Bush Residential 2, not many unsealed roads anymore.	
Very unsatisfied: This zone is too restrictive for development or use of the land. My property is on the border of this zone and Garden Court 2 and more like Garden Court 2.	
2 Bush Residential 2	
Very satisfied: Accurate representation of this beautiful neighbourhood	5
Satisfied: Some concerns and queries - where are the three storey buildings, refer to front, side and rear setbacks, no front fencing or where permitted, set back 2 metres from front boundary. In the Public Realm underground power lines are common and should be encouraged to allow for mature canopy trees. No garages and carports in the front setback and no new buildings set on ridge lines.	
Unsure: Concerned buildings greater than two storeys will be permitted and severely impact the character of this area. All of Glen Park and Lower Roads should be in Bush Residential 1. Protect the views across the valley and towards the creek need as they are prominent. Tree canopy and bushy gardens are prevalent. Dwellings generally are not imposing on the landscape. On what basis was the boundary created?	
Unsatisfied: Do not support NCA changing mid-way along a street as it may encourage 'creep' or encroaching of the more developed characteristics.	
3 Garden Court 1	0
4 Garden Court 2	
Unsatisfied: Garden here are poorly maintained with little native vegetation. Replace conifers and pines with natives to better cater for native fauna.	2
Very unsatisfied: Street looks cleaner without new plants and lawns need maintaining. Proud of the way people in this street look after their property.	
5 Garden Court 3	0
6 Garden Residential	0
7 Rural Residential 1	0
8 Rural Residential 2	0

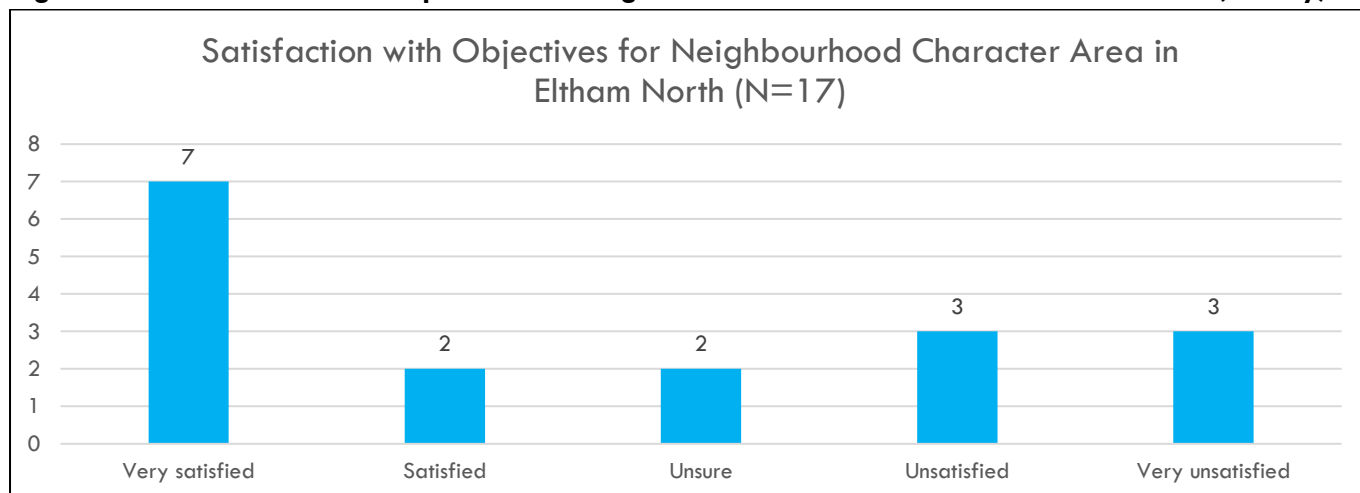
Survey respondents selecting Eltham North were asked how satisfied they are with the Preferred Character Statement for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 28, while most respondents (10 or 58.8%) reported being Satisfied or Very Satisfied, mixed views were evident.

Figure 28. Satisfaction with Preferred Character Statement for Neighbourhood Character Area in Eltham North (Survey)



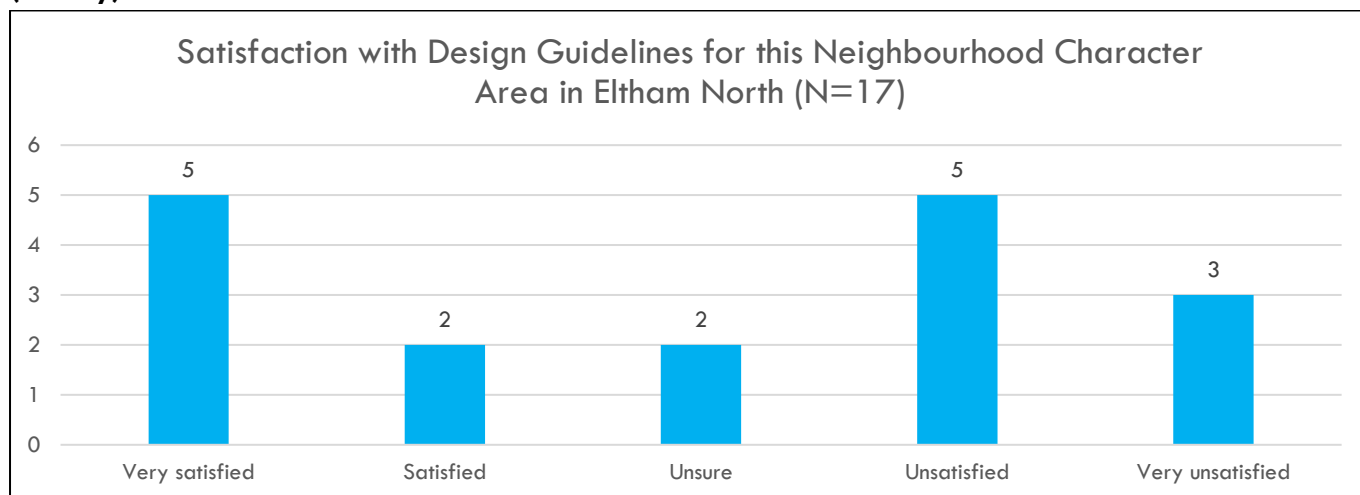
Survey respondents selecting Eltham North were asked how satisfied they are with the Objectives for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 29, while most respondents (9 or 52.9%) reported being Satisfied or Very Satisfied, mixed views were evident.

Figure 29. Satisfaction with Objectives for Neighbourhood Character Area in Eltham North (Survey)



Survey respondents selecting Eltham North were asked how satisfied they are with the Design Guidelines for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 30, while some respondents (7 or 41.2%) reported being Satisfied or Very Satisfied, 8 (or 47.1% of) respondents reported Unsatisfied or Very unsatisfied.

Figure 30. Satisfaction with Design Guidelines for Neighbourhood Character Area in Eltham North (Survey)



Survey respondents selecting Eltham North were then prompted to provide the reasoning behind the satisfaction ratings for Preferred Character Statement, Objectives and Design Guidelines (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and invited to provide a personalised response. Seventeen respondents provided a response which referred to one or more topics.

Table 11 presents a summary of the findings from the analysis of the personalised feedback. Themes in **bold** include Preferred Character Statement, Objectives, and Design Guidelines as well as Neighbourhood Character features and are followed by a descriptive summary which includes some verbatim wording. For ease of reading, the themes been numbered consistently throughout the report. Themes attracting no feedback are shaded light grey. Themes attracting no feedback are shaded light grey. Respondent comments referred to clarifying and strengthening the Design Guidelines and Objectives regarding building height although mixed views were evident. Protection of trees, tree planting, retaining rural streetscape, and implementation and enforcement.

Table 11. Summary of themes and topics about Precinct Profiles for Neighbourhood Character Areas (Survey)

Theme and descriptive summary of topics	No. of responses referencing Theme (N=17)
1. Neighbourhood Character Type allocated	0
2. Preferred Character Statement	0
3. Objectives: Description is accurate, and some dwellings do not suit the streetscape context, think the objectives will mitigate this in future. Dissatisfied with one aspect of the objectives, “characterised by predominantly one to two storey dwellings”, it is limited to one to two storey dwellings. Unaware of any dwellings more than two storeys. Objectives to be clear that it would be inappropriate to have more than two storeys.	3
4. Design Guidelines: Guidelines are not reflective of how the houses are in my area. Guidelines are drafted to restrict development; they are too restrictive and inconsistent with what already exists. Guidelines to be more precise and protection of existing trees must be assured, not just recommended. Guidelines will uphold the unique character of Eltham North and retain the bush setting which benefits residents, the environment, and creatures. Language to be tighter or prescriptive, not open to interpretation. Setbacks to be stated. Backyard amenity is as important as front streetscape. Does complement one to two storey mean	6

that a higher dwelling would be considered appropriate? What does offset planting mean if a tree is removed? Replant where possible indicates that it is okay not to replant. Replace “should” with “will” to make it tighter. Dissatisfied with the design guidelines because they are not worded strongly enough to ensure the preferred character statement and objectives are met. Replace “should” with “will” or “must”.	
Neighbourhood Character features	
5. Vegetation (like gardens, trees, plants, bush): Protection of trees. Some newer homes are large, and landscaping is incomplete. Transition to predominately indigenous trees and plants to better cater for native fauna. Council to plant natives on nature strips	2
6. Built form (how buildings/homes look): Why the need for pitched roofs (bushfire measure?). A few properties have deviated from the preferred character, and this should not continue and destroy the rural streetscape. Ensure higher density development and subdivisions consider this carefully.	3
7. Street layout (configuration, subdivision pattern)	0
8. Heights of buildings and homes	0
9. Streetscape (how the street/road looks)	0
10. Setbacks (how far buildings/homes are set back from the street)	0
11. Front fencing and footpaths: Retain the current feel of the neighbourhood, like the fence policy.	1
12. Topography (mountains, hills, creeks)	0
13. Views	0
Other	
14. Implementation and enforcement : Happy the Statement, Objectives, and Guidelines specify how the unique local character will be maintained and hope this is enforceable. If a tree canopy is not present what measures will be taken to ensure the building is not intrusive.	2
15. General: Waste of ratepayers' money (1), See previous comment (1), The purpose is to protect the integrity of Eltham not profit for development (1)	3

One submission participant provided the following personalised (paraphrased) feedback in relation to Preferred Character Statement, Objectives, and Design Guidelines as well as Neighbourhood Character features for Eltham North:

- The preferred statement for Garden Residential contains ‘reflects the low scale dwellings’ while the preferred character for all precincts claims to be for ‘predominantly 1-2 storey dwellings.’ It is unlikely most Eltham residents prefer dwellings of more than two storeys. The suggested ‘Implications for Guidelines’ regarding the threats is positive, but the wording needs strengthening (i.e., identify, should, consider, encourage, discourage, reflect), to be clear and unambiguous. Needs more clarity around ‘identified for increased housing growth.’ Improve neighbourhood character by protecting trees, canopy trees, large gardens, and habitat; including new vegetation and trees in new developments and integrate developments into surrounding landscape. Limit subdivisions; keep larger blocks and setbacks; prioritise low rise/ single storey and low density. ‘Inconsistent Colours and Materials’ is another major issue.

4.5.4 Other feedback for Eltham North

Survey respondents selecting Eltham North were asked to provide any general or other feedback. 13 respondents provided the following paraphrased comments.

- Satisfied with the strategy.

- As a 30+ year resident of this area and street, I am very concerned to see its low rise and green character maintained. It is a small, narrow street which would be ruined by over development. Traffic, because of the school is already a problem. Higher density housing would make this worse.
- Beautifully written draft. Our suggestions plus more are reflected in this description of our beloved environment and what characteristics our community wishes to conserve and promote.
- Have looked at how it effects my parent's house and I'm quite satisfied with what is proposed. The Council officers understand what is valued and have done an excellent job capturing it.
- It is a worthwhile endeavour if it ensures Eltham endures as semi-rural haven/escape from ever-expanding "suburbia".
- The purpose should be to protect and enhance the current neighbourhood character, not dilute it to accommodate future increased housing growth or density. The Design Guidelines need to be incorporated into the Zones Schedule that vary Rescode, to protect vegetation view lines and limit subdivision (page 52).
- Homes are large and some landscaping is complete for newer builds. A transition to predominately indigenous trees and plants for native fauna and better nature corridor links. Council to plant natives on nature strips.
- The lack of strong wording to ensure objectives are met is apparent throughout the draft Strategy, not only where I live. Language such as 'can' and 'should' throughout must be strengthened to 'will' or 'must'.
- Properties on the border of a character area should not be restricted to one area, when they are more suited to another area. There is no leeway for this with how the strategy is currently being written.
- This strategy is attempts to creep in additional rules not about the neighbourhood character strategy. There is no imaginary line between zones, so why create one. The zones need to blend rather than how they are set out. Permit people to do what they want with their land. While the Council acknowledges the traditional landowners, why are they telling them what can be done with their land?
- The language needs to be tighter for more clarity and weight. If an area is designated for housing growth, then that growth must be in accordance with the existing character not change it. Future character does not meet the residents' expectations of their already stated preferred existing character. Previous survey results quoted state the importance residents place on vegetation, topography, setbacks, and views. Strengthen policies relating to reducing bulk and size of buildings and increasing setbacks on all boundaries to permit meaningful planting and screening. Strengthen policies which enforce vegetation retention and restrict subdivisions. The link between climate change and vegetation must be heeded.
- While it is very important (i.e., top priority) to maintain the character of our area (it being the reason we have all generally come to live here) this needs to be balanced with the need to maintain a mix of housing options for different income groups, and provide opportunities for every life stage, so people can downsize and stay in the area without necessarily using up valuable housing stock.
- This area is not being maintained now, concentrate on maintenance and safety for what is already in this area rather than wasting money.

4.6 Greensborough

This section presents the findings relating to Greensborough. **Two survey respondents** commented on Greensborough. Insights from one relevant **submission** are also outlined here.

4.6.1 Key highlights for Greensborough

- Two survey respondents nominated an address in **Greensborough**, and both reported their connection as **live or own a property here**.
- When asked to indicate which **Neighbourhood Character Area** had been allocated to their selected address/ locality, both respondents reported Garden Court 2.
- When asked about **satisfaction with the Neighbourhood Character Area allocated** to their selected address/ locality, one respondent reported Satisfied, mixed views were evident. When elaborating their satisfaction ratings, respondents referred to medium housing density and housing appearance.
- When asked about **satisfaction with the Preferred Character Statement for the Neighbourhood Character Area** allocated to their selected address/ locality, one respondent reported Satisfied, mixed views were evident.
- When asked about **satisfaction with the Objectives for the Neighbourhood Character Area** allocated to their selected address/ locality, one respondent reported Satisfied, mixed views were evident.
- When asked about **satisfaction with the Design Guidelines for the Neighbourhood Character Area** allocated to their selected address/ locality, one respondent reported Satisfied and another reported Unsure.
- When elaborating their satisfaction ratings for **Preferred Character Statement, Objectives, and Design Guidelines**, respondents referred to low housing density, open space, and Council's role.
- In relation to **Neighbourhood Character Area**, one submission participant indicated it is important for the Strategy to guide the design and placement of any new development in Garden Court 2. New development and specifically medium density housing would inevitably compromise native vegetation, potential for canopy trees and the character attributes the Strategy is endeavouring to protect. Suggestions were offered relating to Siting and Setbacks, Gardens and Landscaping, Garage storage and vehicle access, and Front Fencing.
- In relation to **Preferred Character Statement, Objectives, and Design Guidelines**, one submission participants indicated the preferred character statement, and objectives are acceptable.

4.6.2 Connection to Greensborough

Survey respondents were required to nominate an address within the Study area and two respondents entered the following details in relation to Greensborough.

Street/Area	Street/Area
▪ Goolgung Grove	▪ Goonyah Court

Survey respondents selecting Greensborough were asked to indicate their connection to this township/ locality. As shown in Figure 31, both respondents reported they Live or own a property here.

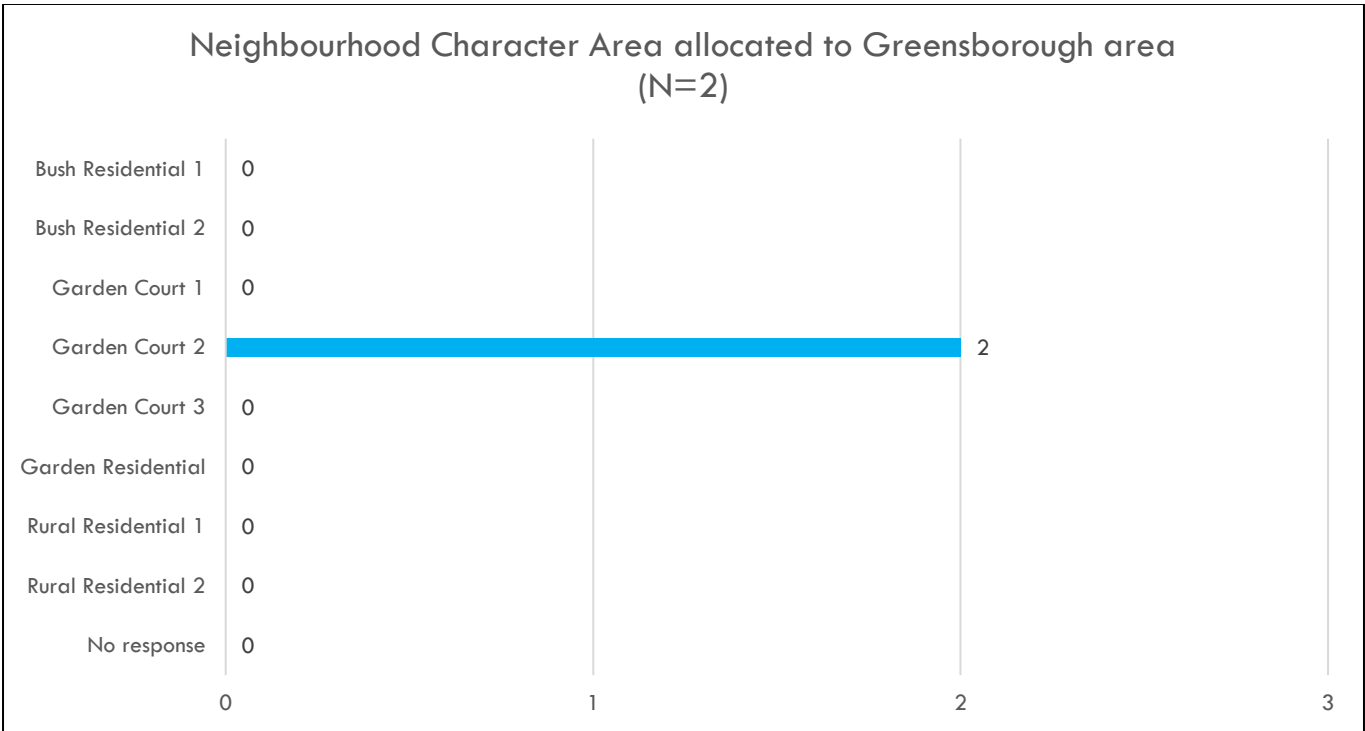
Figure 31. Connection to Greensborough area (Survey)



4.6.3 Satisfaction with Precinct Profile of the Neighbourhood Character Area

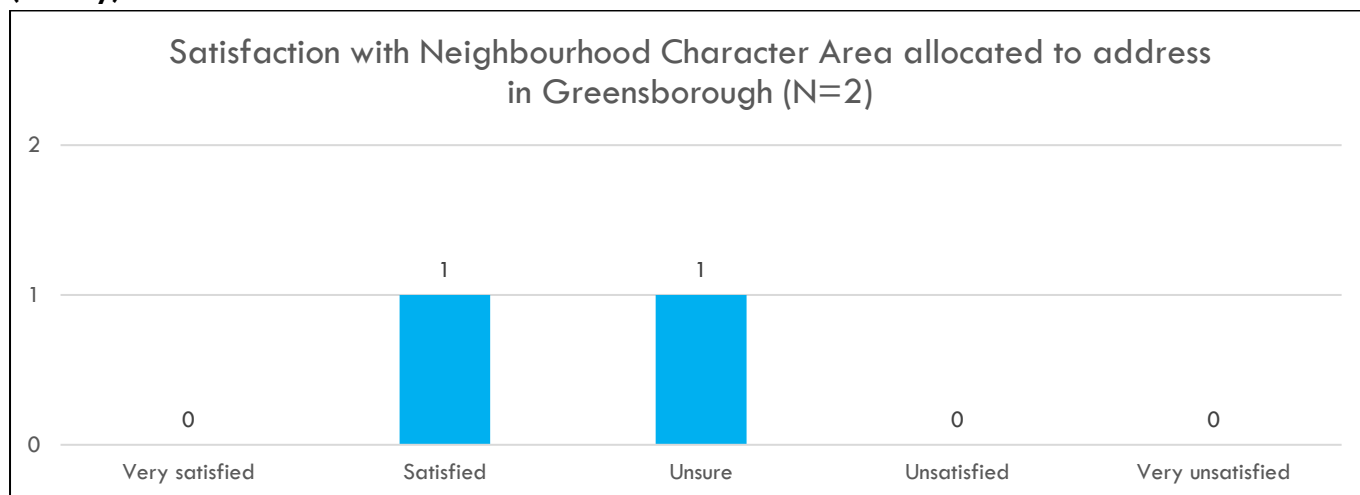
Survey respondents selecting Greensborough were asked to indicate the Neighbourhood Character Area allocated. As shown in Figure 32, both respondents reported Garden Court 2.

Figure 32. Neighbourhood Character Area allocated to selected address/locality (Survey)



Survey respondents selecting Greensborough were asked how satisfied they are with the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 33, one respondent was satisfied, and mixed views were evident.

Figure 33. Satisfaction with Neighbourhood Character Area allocated to address in Greensborough (Survey)



Survey respondents selecting Greensborough were then prompted to provide the reasoning behind the satisfaction rating (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and/or what neighbourhood character type might better represent the selected address and invited to provide a personalised response. Two respondents provided a response which referred to one or more topics.

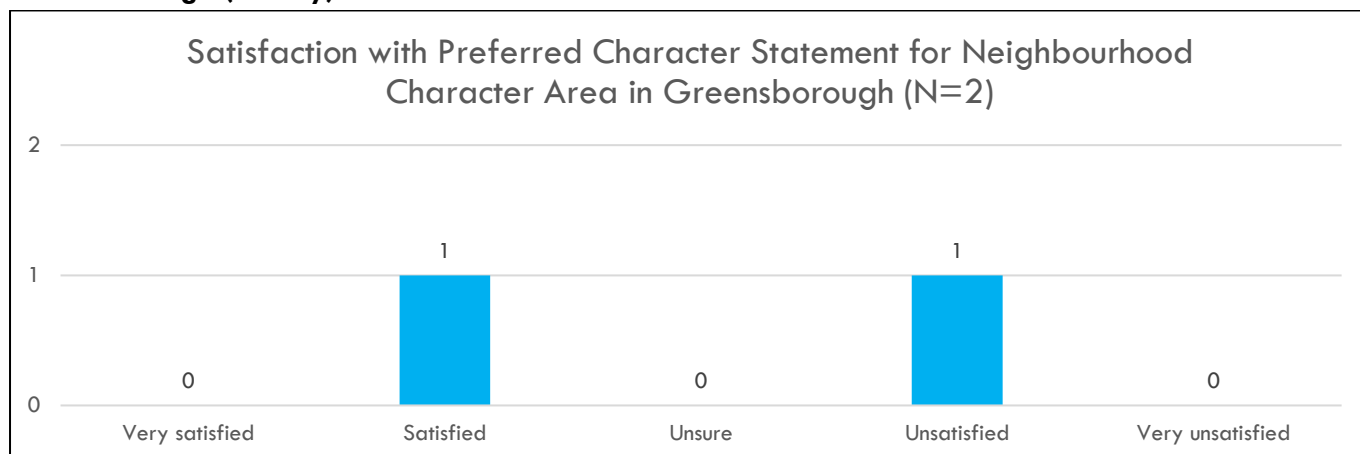
Table 12 presents a summary of the findings from the analysis of the personalised feedback. The prescribed Neighbourhood Character Areas are listed as themes in **bold** and are followed by a descriptive summary which includes some verbatim wording of the relevant feedback grouped by satisfaction rating. For ease of reading, the Neighbourhood Character Areas have been numbered consistently throughout the report. Neighbourhood Character Areas attracting no feedback are shaded light grey. Respondent comments for Garden Court 2 referred to medium housing density and appearance.

Table 12. Summary of themes and topics about allocated Neighbourhood Character Types for Greensborough (Survey)

Theme and descriptive summary of topics	No. of responses referencing Theme (N=2)
1 Bush Residential 1	0
2 Bush Residential 2	0
3 Garden Court 1	0
4 Garden Court 2	
Satisfied: Houses in the court are medium density and brick, no homes stand out with ugly paint colours	2
Unsure: Don't believe it should state what to plant or what roof material to use	
5 Garden Court 3	0
6 Garden Residential	0
7 Rural Residential 1	0
8 Rural Residential 2	0

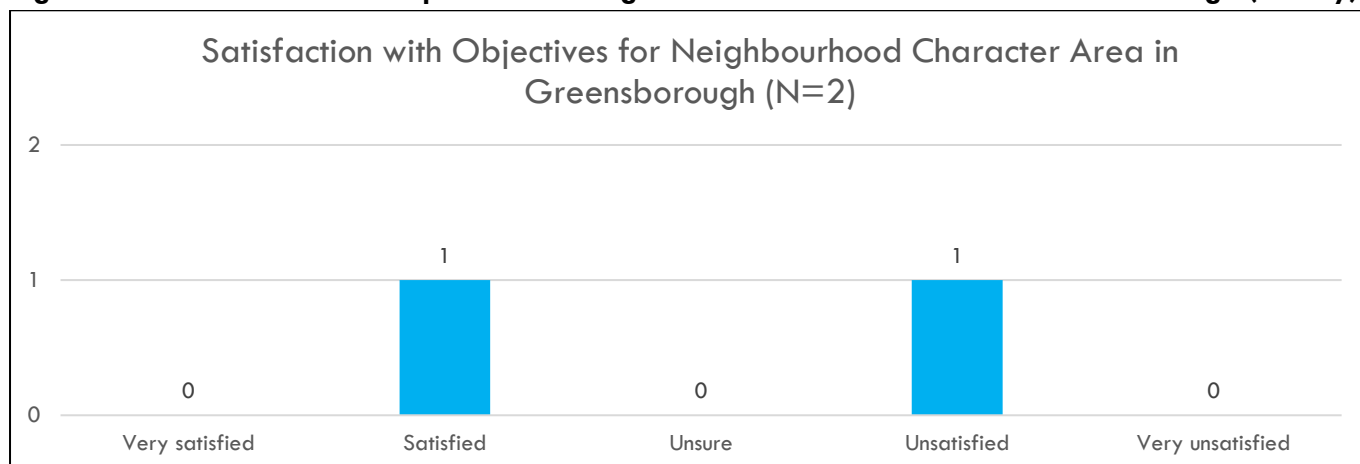
Survey respondents selecting Greensborough were asked how satisfied they are with the Preferred Character Statement for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 34, mixed views were evident.

Figure 34. Satisfaction with Preferred Character Statement for Neighbourhood Character Area in Greensborough (Survey)



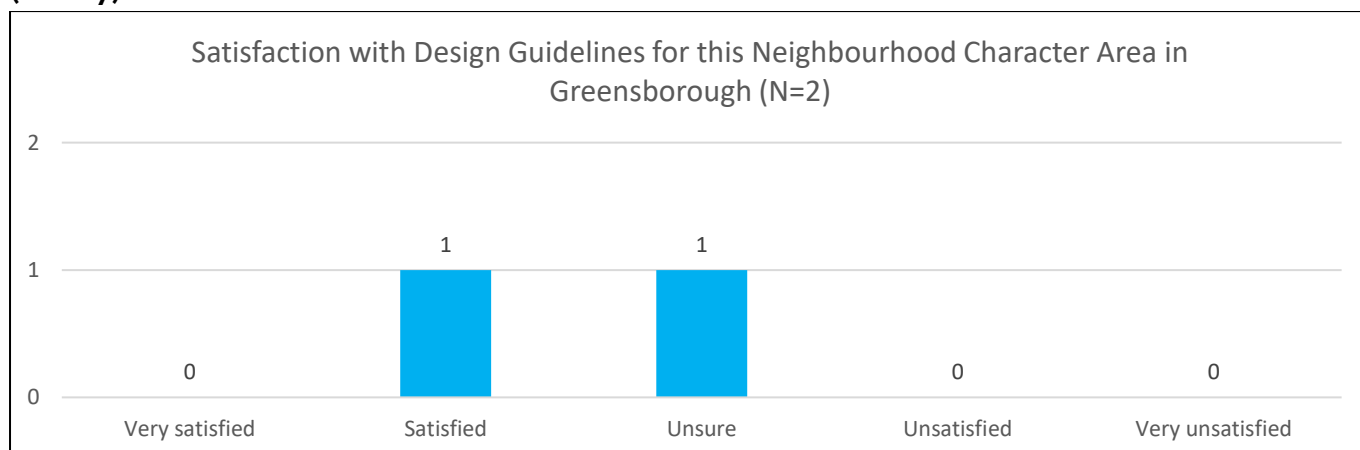
Survey respondents selecting Greensborough were asked how satisfied they are with the Objectives for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 35, mixed views were evident.

Figure 35. Satisfaction with Objectives for Neighbourhood Character Area in Greensborough (Survey)



Survey respondents selecting Greensborough were asked how satisfied they are with the Design Guidelines for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 36, mixed views were evident.

Figure 36. Satisfaction with Design Guidelines for Neighbourhood Character Area in Greensborough (Survey)



Survey respondents selecting Greensborough were then prompted to provide the reasoning behind the satisfaction ratings for Preferred Character Statement, Objectives and Design Guidelines (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and invited to provide a personalised response. Two respondents provided a response which referred to one or more topics.

Table 13 presents a summary of the findings from the analysis of the personalised feedback. Themes in **bold** include Preferred Character Statement, Objectives, and Design Guidelines as well as Neighbourhood Character features and are followed by a descriptive summary which includes some verbatim wording. For ease of reading, the themes been numbered consistently throughout the report. Themes attracting no feedback are shaded light grey. Respondent comments referred to low housing density, open space, and Council's role.

Table 13. Summary of themes and topics about Precinct Profiles for Neighbourhood Character Areas (Survey)

Theme and descriptive summary of topics	No. of responses referencing Theme (N=2)
1. Neighbourhood Character Type allocated	0
2. Preferred Character Statement	0
3. Objectives	0
4. Design Guidelines	0
Neighbourhood Character features	
5. Vegetation (like gardens, trees, plants, bush)	0
6. Built form (how buildings/homes look)	0
7. Street layout (configuration, subdivision pattern)	0
8. Heights of buildings and homes: Happy with references to low density	1
9. Streetscape (how the street/road looks)	0
10. Setbacks (how far buildings/homes are set back from the street)	0
11. Front fencing and footpaths	0
12. Topography (mountains, hills, creeks)	0
13. Views	0
Other	
14. Implementation and enforcement	0
15. General: Don't believe it's Council's business to tell us what we should build (1), Happy with references to open spaces (1)	2

One submission participant provided the following personalised (paraphrased) feedback in relation to the Neighbourhood Character Area allocated to Greensborough:

- **Submission 11:** New development and specifically medium density housing would inevitably compromise native vegetation, potential for canopy trees and the character attributes the Strategy is endeavouring to protect. Supportive of the character descriptions and neighbourhood character objectives proposed. Strengthen the design responses section of the Strategy to further protect and delineate the Garden Court 2 area of Apollo Parkways. Suggestions: Side setbacks changed from minimum 3m to minimum 4m from one side boundary to enable the planting of indigenous and native trees. 30% of the site as permeable surface changed to a minimum of 35% permeable surface. Add retain indigenous, native canopy trees and understory vegetation and replant wherever possible. Add maintain and reinforce the predominant rhythm of dwelling spacing within the streetscape. Side by side development is inconsistent with this

principle. Change to no or low open style of up to 0.5metres [not 0.8] in height and the only brick construction fence acts as a retaining wall. Delete may be constructed up to 1.8m when located on a main road.

One submission participant provided the following personalised (paraphrased) feedback in relation to Preferred Character Statement, Objectives, and Design Guidelines as well as Neighbourhood Character features for Greensborough:

- **Submission 11:** The preferred character statement and the neighbourhood character objectives are acceptable.

4.6.4 Other feedback for Greensborough

Survey respondents selecting Greensborough were asked to provide any general or other feedback. Two respondents provided the following paraphrased comments.

- Agree and happy with the statement. As mentioned, low density and open space are important. Need houses to be built according to land size with space surrounding the house. Appropriate fencing. Tree scapes with natives and other trees. Trees close to properties on Council land to be limited in size. Regarding character and landscapes, please mow and remove rubbish.
- It is my business what I plant in my garden, have on my roof, and whether to build a fence. The Council's job is roads, rates, rubbish, and planning approvals. There are too many rules and regulations and oversight by Council and lots of money will be spent at VCAT.

4.7 Hurstbridge

This section presents the findings relating to Hurstbridge. **Four survey respondents** commented on Hurstbridge. Insights from one relevant **submission** are also outlined here.

4.7.1 Key highlights for Hurstbridge

- Four survey respondents nominated an address in **Hurstbridge**, and all reported their connection as **live or own a property here**.
- When asked to indicate which **Neighbourhood Character Area** had been allocated to their selected address/ locality, respondents reported Bush Residential 1 (2) and Bush Residential 2 (2).
- When asked about **satisfaction with the Neighbourhood Character Area allocated** to their selected address/ locality, all respondents reported being Satisfied or Very Satisfied. When elaborating their satisfaction ratings, respondents referred to the appropriateness of the description, retaining green character, keeping what is loved, support albeit with consideration of footpaths and drainage.
- When asked about **satisfaction with the Preferred Character Statement for the Neighbourhood Character Area** allocated to their selected address/ locality, all respondents reported being Satisfied or Very Satisfied.
- When asked about **satisfaction with the Objectives for the Neighbourhood Character Area** allocated to their selected address/ locality, three respondents reported being Very Satisfied, one respondent reported Unsure.
- When asked about **satisfaction with the Design Guidelines for the Neighbourhood Character Area** allocated to their selected address/ locality, three respondents reported being Satisfied or Very Satisfied, one respondent reported Unsure.

- When elaborating their satisfaction ratings for **Preferred Character Statement, Objectives, and Design Guidelines**, respondents referred to keeping what is loved, appropriateness of the description, concerns about side setbacks, and the need for kerb and footpath.
- In relation to **Neighbourhood Character Area**, one submission participant indicated an omission is the human factor. Identifying the reasons residents chose an area as their home clearly includes the built and natural environments, and perhaps more importantly, what the community is like.

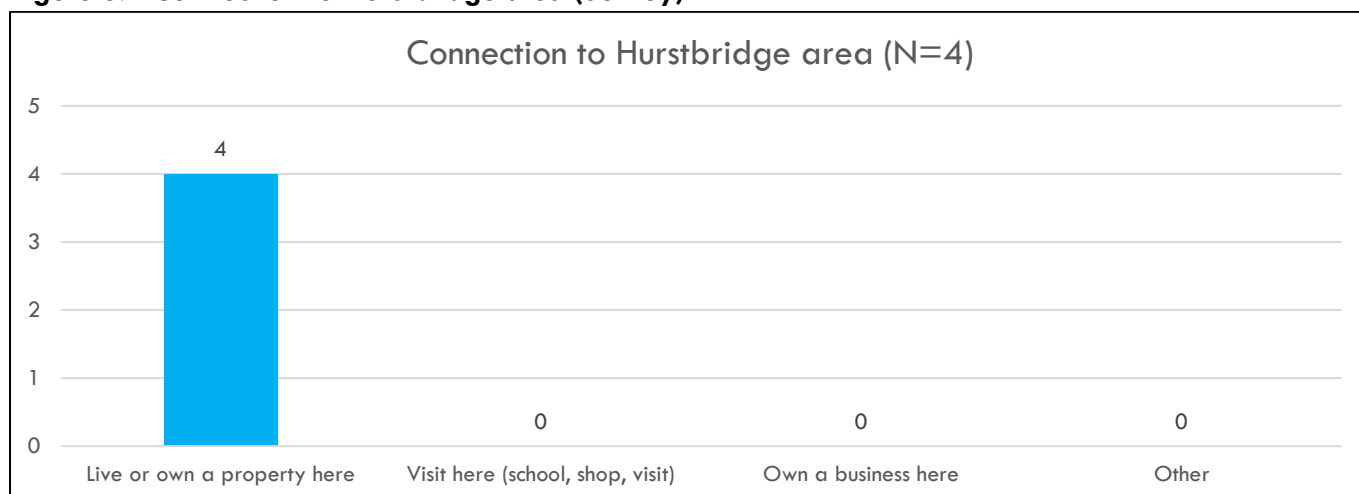
4.7.2 Connection to Hurstbridge

Survey respondents were required to nominate an address within the Study area and four respondents entered the following details in relation to Hurstbridge.

Street/Area	Street/Area
<ul style="list-style-type: none"> ▪ Anzac Avenue ▪ Bambara Road 	<ul style="list-style-type: none"> ▪ Kenarra Court ▪ Meander Road

Survey respondents selecting Hurstbridge were asked to indicate their connection to this township/ locality. As shown in Figure 37, all respondents reported they Live or own a property here.

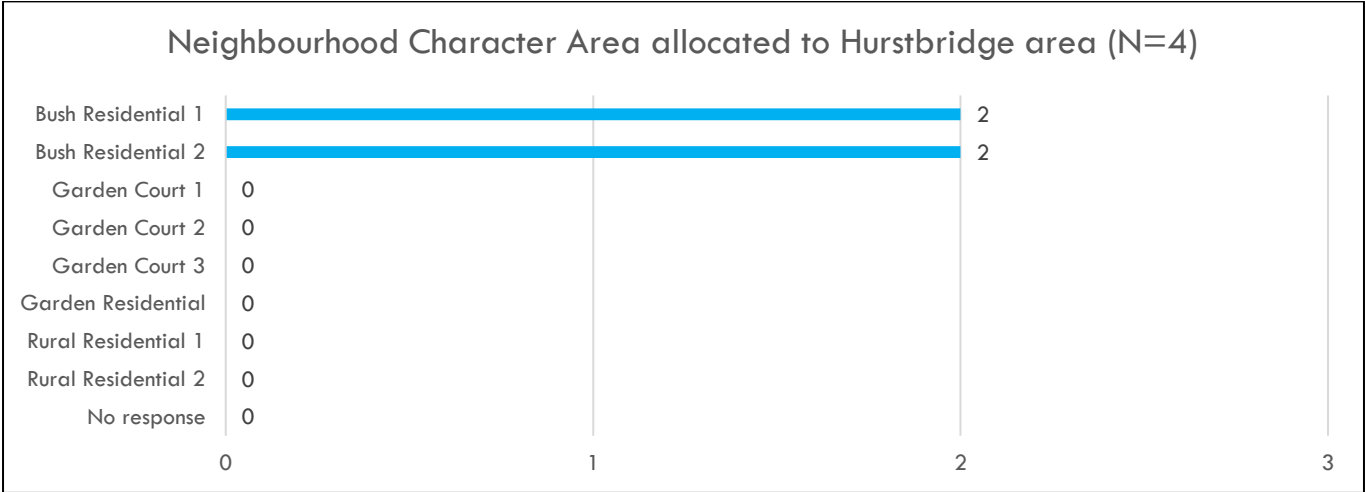
Figure 37. Connection to Hurstbridge area (Survey)



4.7.3 Satisfaction with Precinct Profile of the Neighbourhood Character Area

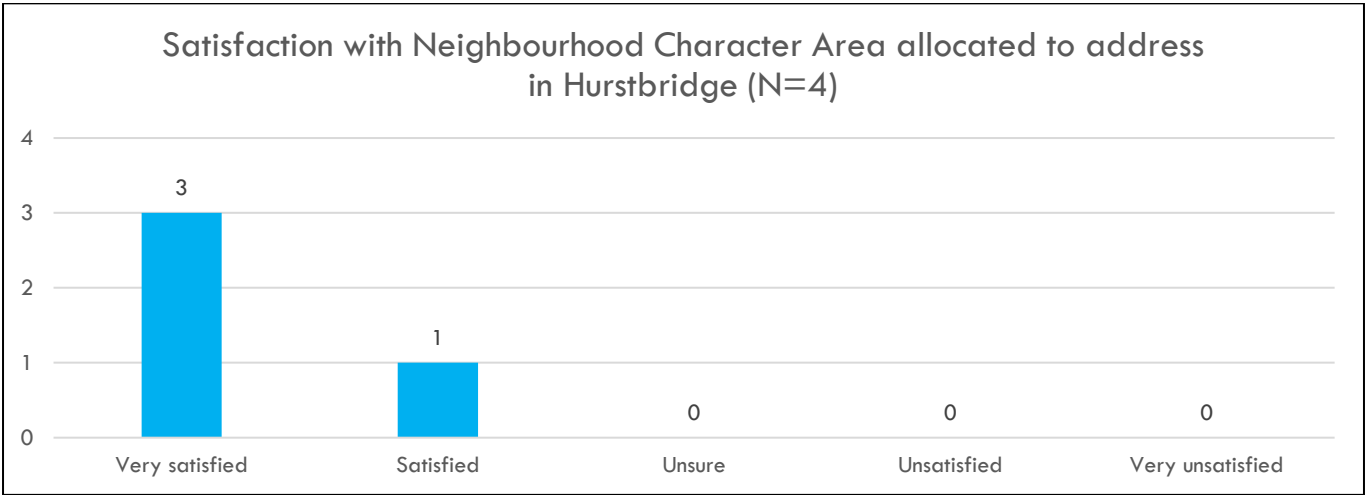
Survey respondents selecting Hurstbridge were asked to indicate the Neighbourhood Character Area allocated. As shown in Figure 38, respondents reported Bush Residential 1 (2) and Bush Residential 2 (2).

Figure 38. Neighbourhood Character Area allocated to selected address/locality (Survey)



Survey respondents selecting Hurstbridge were asked how satisfied they are with the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 39, all respondents reported being Satisfied or Very Satisfied.

Figure 39. Satisfaction with Neighbourhood Character Area allocated to address in Hurstbridge (Survey)



Survey respondents selecting Hurstbridge were then prompted to provide the reasoning behind the satisfaction rating (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and/or what neighbourhood character type might better represent the selected address and invited to provide a personalised response. Two respondents provided a response which referred to one or more topics.

Table 14 presents a summary of the findings from the analysis of the personalised feedback. The prescribed Neighbourhood Character Areas are listed as themes in **bold** and are followed by a descriptive summary which includes some verbatim wording of the relevant feedback grouped by satisfaction rating. For ease of reading, the Neighbourhood Character Areas have been numbered consistently throughout the report. Neighbourhood Character Areas attracting no feedback are shaded light grey. Respondent comments for:

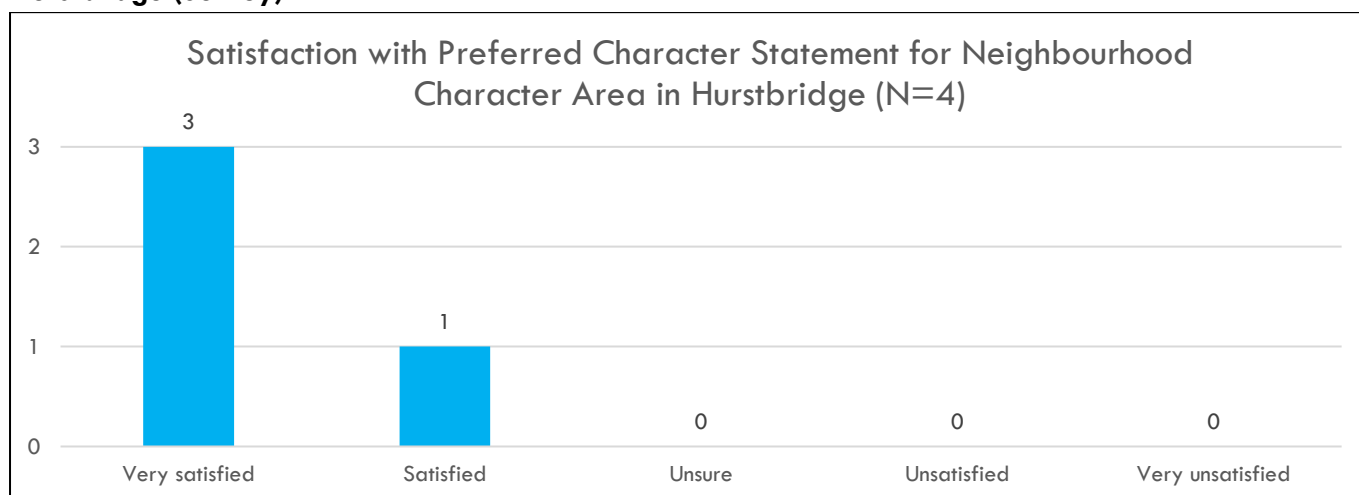
- Bush Residential 1 referred to the appropriateness of the description and retaining green character.
- Bush Residential 2 referred to the keeping what is loved, support albeit with consideration of footpaths and drainage.

Table 14. Summary of themes and topics about allocated Neighbourhood Character Types for Hurstbridge (Survey)

Theme and descriptive summary of topics	No. of responses referencing Theme (N=4)
1 Bush Residential 1	
Very Satisfied: Think this description best suits my street. Appreciate the intention to preserve the green character with minimal built intrusion.	2
2 Bush Residential 2	
Very Satisfied: Keeps what we love about where we chose to live.	2
Satisfied: Sounds good although footpaths are needed on busy streets including Anzac Avenue and keen for proper drainage to avoid annual digging of ditches.	
3 Garden Court 1	0
4 Garden Court 2	0
5 Garden Court 3	0
6 Garden Residential	0
7 Rural Residential 1	0
8 Rural Residential 2	0

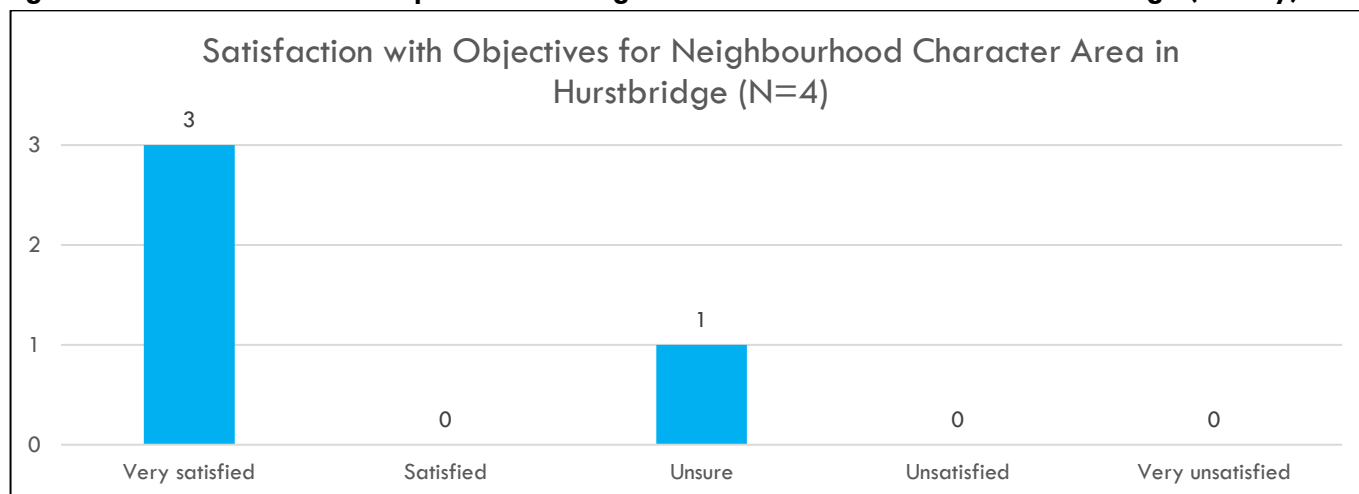
Survey respondents selecting Hurstbridge were asked how satisfied they are with the Preferred Character Statement for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 40, all respondents reported being Satisfied or Very Satisfied.

Figure 40. Satisfaction with Preferred Character Statement for Neighbourhood Character Area in Hurstbridge (Survey)



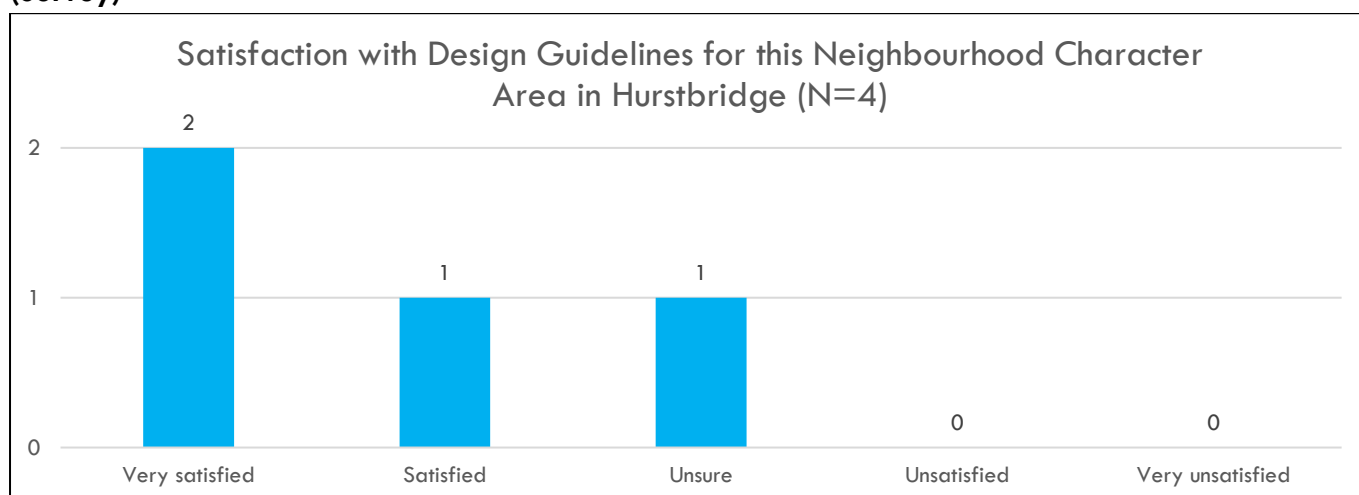
Survey respondents selecting Hurstbridge were asked how satisfied they are with the Objectives for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 41, three respondents reported being Very Satisfied, one respondent reported Unsure.

Figure 41. Satisfaction with Objectives for Neighbourhood Character Area in Hurstbridge (Survey)



Survey respondents selecting Hurstbridge were asked how satisfied they are with the Design Guidelines for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 42, three respondents reported being Satisfied or Very Satisfied, one respondent reported Unsure.

Figure 42. Satisfaction with Design Guidelines for Neighbourhood Character Area in Hurstbridge (Survey)



Survey respondents selecting Hurstbridge were then prompted to provide the reasoning behind the satisfaction ratings for Preferred Character Statement, Objectives and Design Guidelines (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and invited to provide a personalised response. Four respondents provided a response which referred to one or more topics.

Table 15 presents a summary of the findings from the analysis of the personalised feedback. Themes in **bold** include Preferred Character Statement, Objectives, and Design Guidelines as well as Neighbourhood Character features and are followed by a descriptive summary which includes some verbatim wording. For ease of reading, the themes been numbered consistently throughout the report. Themes attracting no feedback are shaded light grey. Respondent comments referred to keeping what is loved, appropriateness of the description, concerns about side setbacks, and the need for kerb and footpath.

Table 15. Summary of themes and topics about Precinct Profiles for Neighbourhood Character Areas (Survey)

Theme and descriptive summary of topics	No. of responses referencing Theme (N=4)
1. Neighbourhood Character Type allocated: In keeping with what we love about where we chose to live. Think the descriptions accurately reflect our street and will protect the existing character.	2
2. Preferred Character Statement	0
3. Objectives	0
4. Design Guidelines	0
Neighbourhood Character features	
5. Vegetation (like gardens, trees, plants, bush)	0
6. Built form (how buildings/homes look)	0
7. Street layout (configuration, subdivision pattern)	0
8. Heights of buildings and homes	0
9. Streetscape (how the street/road looks)	0
10. Setbacks (how far buildings/homes are set back from the street): Mostly support but concerned by 4m side clearance for blocks when they are narrow at the front and steep.	1
11. Front fencing and footpaths: Dissatisfied with not including kerb and footpath, especially on steep roads like Anzac Avenue with fast cars, and sharp drop to an open storm drain. Lots of families with prams and young children are forced to walk on the road.	1
12. Topography (mountains, hills, creeks)	0
13. Views	0
Other	
14. Implementation and enforcement	0
15. General	0

One submission participant provided the following personalised (paraphrased) feedback in relation to the allocated Neighbourhood Character Areas for Hurstbridge:

- **Submission 3:** The draft Strategy omits the human factor and how it helps reveal the identity and atmosphere of the place where people live. Identifying the reasons residents chose an area as their home clearly includes the built and natural environments, and perhaps more importantly, what the community is like.

4.7.4 Other feedback for Hurstbridge

Survey respondents selecting Hurstbridge were asked to provide any general or other feedback. Two respondents provided the following paraphrased comments.

- Found it comprehensive and well intentioned. Concerned by government policy to place more people into Melbourne and thus the forcing of medium and high-density development, which goes against neighbourhood character.
- Love living in Hurstbridge (and particularly on Meander Road), one of the reasons being the neighbourhood's character.

4.8 North Warrandyte

This section presents the findings relating to North Warrandyte. **Four survey respondents** commented on North Warrandyte. No **submissions** referred to North Warrandyte.

4.8.1 Key highlights for North Warrandyte

- Four survey respondents nominated an address in **North Warrandyte**, and all reported their connection as **live or own a property here**.
- When asked to indicate which **Neighbourhood Character Area** had been allocated to their selected address/ locality, all respondents reported Bush Residential 1.
- When asked about **satisfaction with the Neighbourhood Character Area allocated** to their selected address/ locality, all respondents reported Satisfied or Very satisfied. When elaborating their satisfaction ratings, respondents referred to the appropriateness of the description and retaining green character, support albeit with consideration of dirt roads and no footpaths.
- When asked about **satisfaction with the Preferred Character Statement for the Neighbourhood Character Area** allocated to their selected address/ locality, three respondents reported Satisfied or Very Satisfied, one respondent reported Unsure.
- When asked about **satisfaction with the Objectives for the Neighbourhood Character Area** allocated to their selected address/ locality three respondents reported Satisfied or Very Satisfied, one respondent reported Unsure.
- When asked about **satisfaction with the Design Guidelines for the Neighbourhood Character Area** allocated to their selected address/ locality, two respondents reported Satisfied or Very Satisfied, two respondents reported Unsure.
- Participants referred to a range of topics views when elaborating their satisfaction ratings for **Preferred Character Statement, Objectives, and Design Guidelines** When elaborating their satisfaction ratings, respondents referred to vegetation and fire management, appropriateness of the description, and support for minimal paving and driveways, and safety concerns about fencing restrictions.

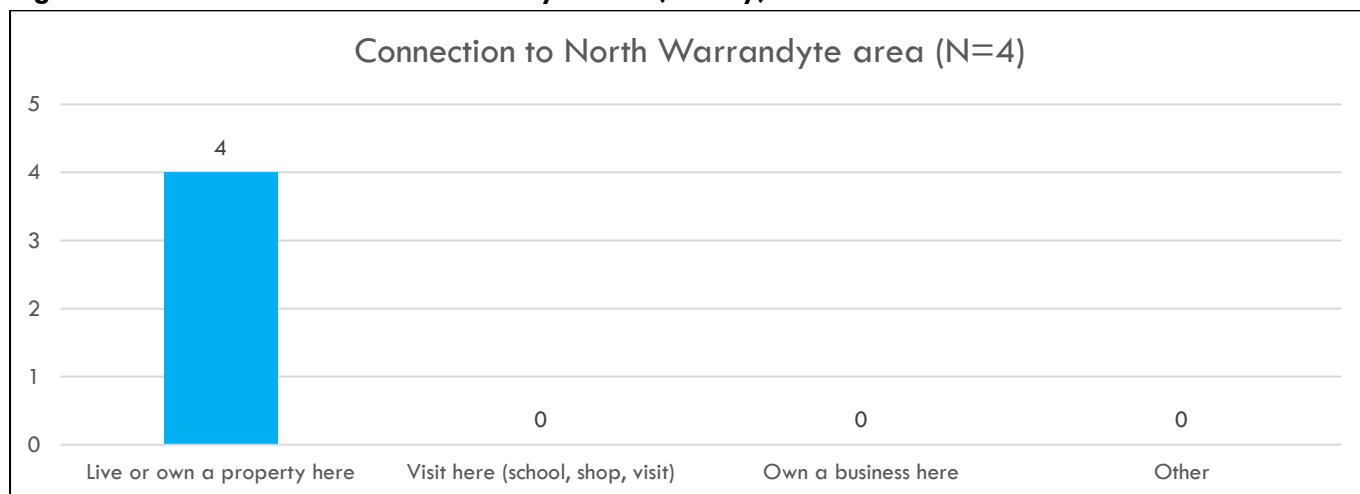
4.8.2 Connection to North Warrandyte

Survey respondents were required to nominate an address within the Study area and four respondents entered the following details in relation to North Warrandyte.

Street/Area	Street/Area
<ul style="list-style-type: none">▪ Bradleys Lane▪ Brogil Road	<ul style="list-style-type: none">▪ Colan Road▪ Kangaroo Ground - Warrandyte Road

Survey respondents selecting North Warrandyte were asked to indicate their connection to this township/ locality. As shown in Figure 43, all respondents reported they Live or own a property here.

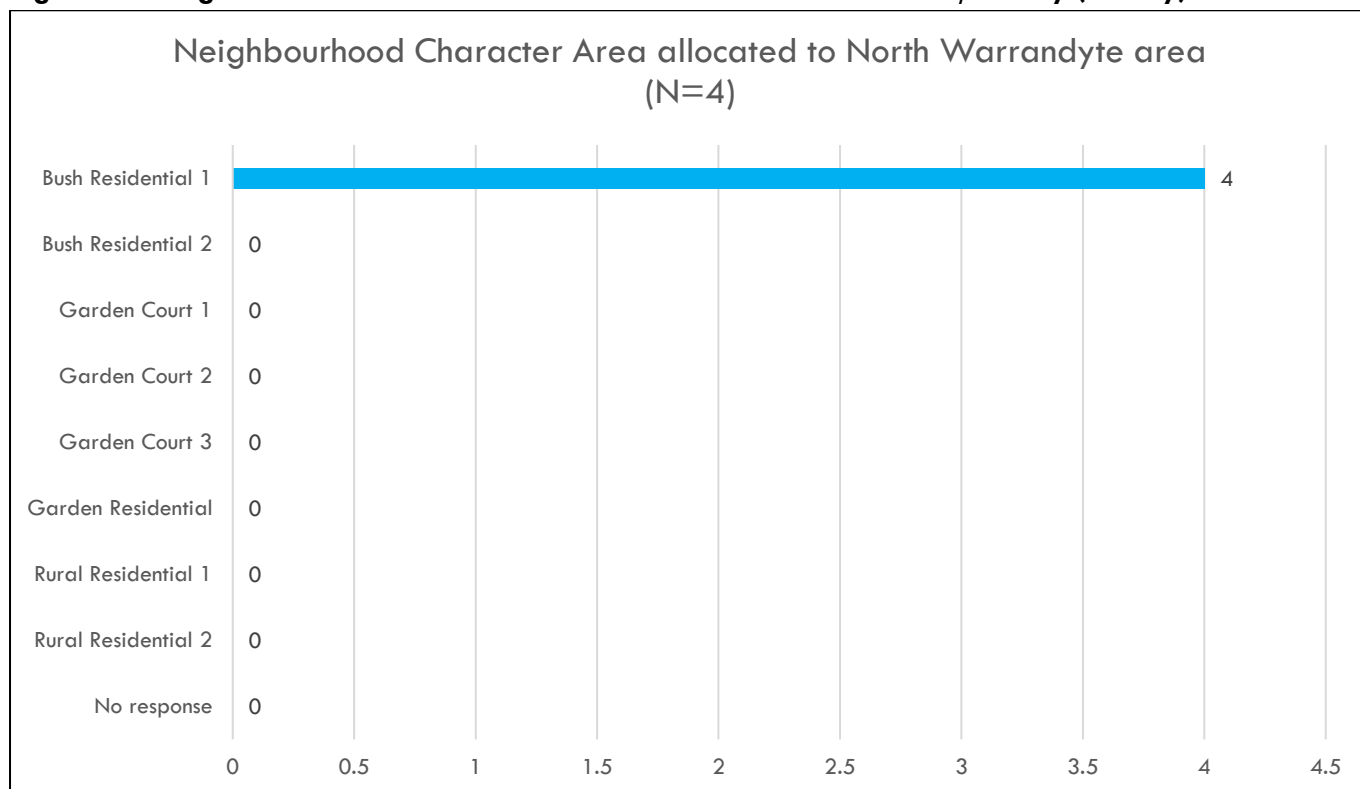
Figure 43. Connection to North Warrandyte area (Survey)



4.8.3 Satisfaction with Precinct Profile of the Neighbourhood Character Area

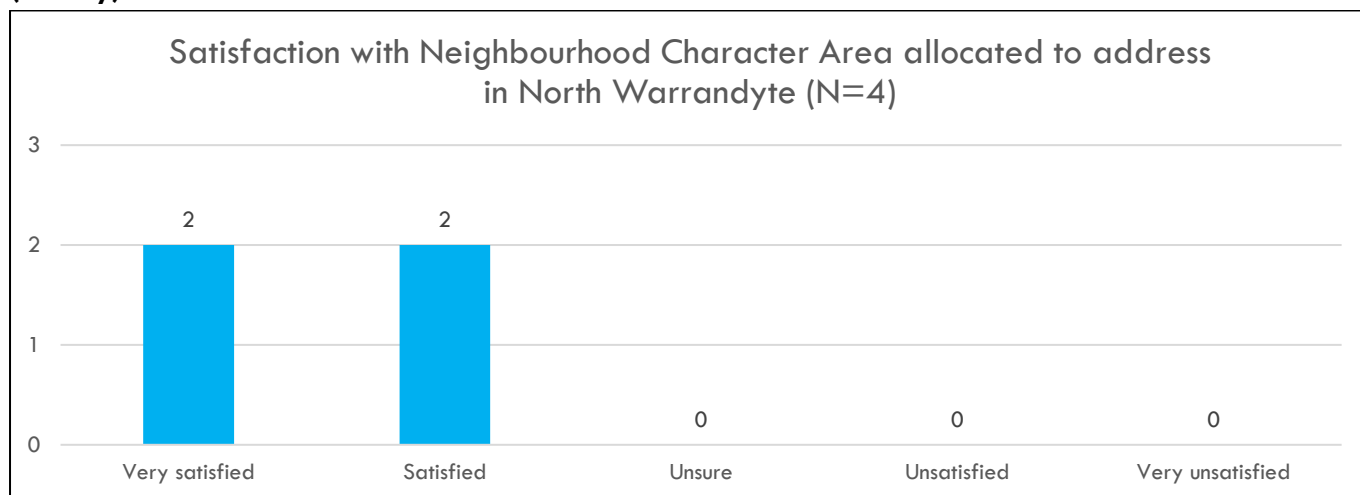
Survey respondents selecting North Warrandyte were asked to indicate the Neighbourhood Character Area allocated. As shown in Figure 44, respondents reported Bush Residential 1 (4).

Figure 44. Neighbourhood Character Area allocated to selected address/locality (Survey)



Survey respondents selecting North Warrandyte were asked how satisfied they are with the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 45, all respondents reported being Satisfied or Very Satisfied.

Figure 45. Satisfaction with Neighbourhood Character Area allocated to address in North Warrandyte (Survey)



Survey respondents selecting North Warrandyte were then prompted to provide the reasoning behind the satisfaction rating (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and/or what neighbourhood character type might better represent the selected address and invited to provide a personalised response. Two respondents provided a response which referred to one or more topics.

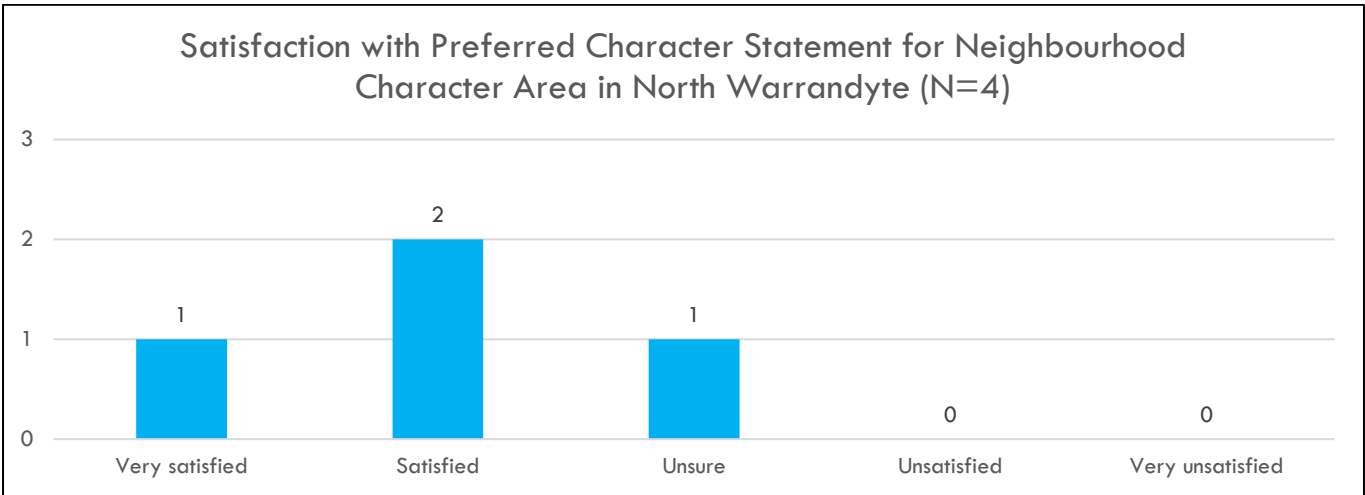
Table xx presents a summary of the findings from the analysis of the personalised feedback. The prescribed Neighbourhood Character Areas are listed as themes in **bold** and are followed by a descriptive summary which includes some verbatim wording of the relevant feedback grouped by satisfaction rating. For ease of reading, the Neighbourhood Character Areas have been numbered consistently throughout the report. Neighbourhood Character Areas attracting no feedback are shaded light grey. Respondent comments for Bush Residential 1 referred to the appropriateness of the description and retaining green character, support albeit with consideration of dirt roads and no footpaths.

Table 16. Summary of themes and topics about allocated Neighbourhood Character Types for North Warrandyte (Survey)

Theme and descriptive summary of topics	No. of responses referencing Theme (N=4)
1 Bush Residential 1	
Very Satisfied: Seems to capture the characteristics of the area, prefer to remain vegetated and less developed.	4
Satisfied: Describes the area where I live. Too restrictive in relation to retaining dirt roads and no footpaths	
2 Bush Residential 2	0
3 Garden Court 1	0
4 Garden Court 2	0
5 Garden Court 3	0
6 Garden Residential	0
7 Rural Residential 1	0
8 Rural Residential 2	0

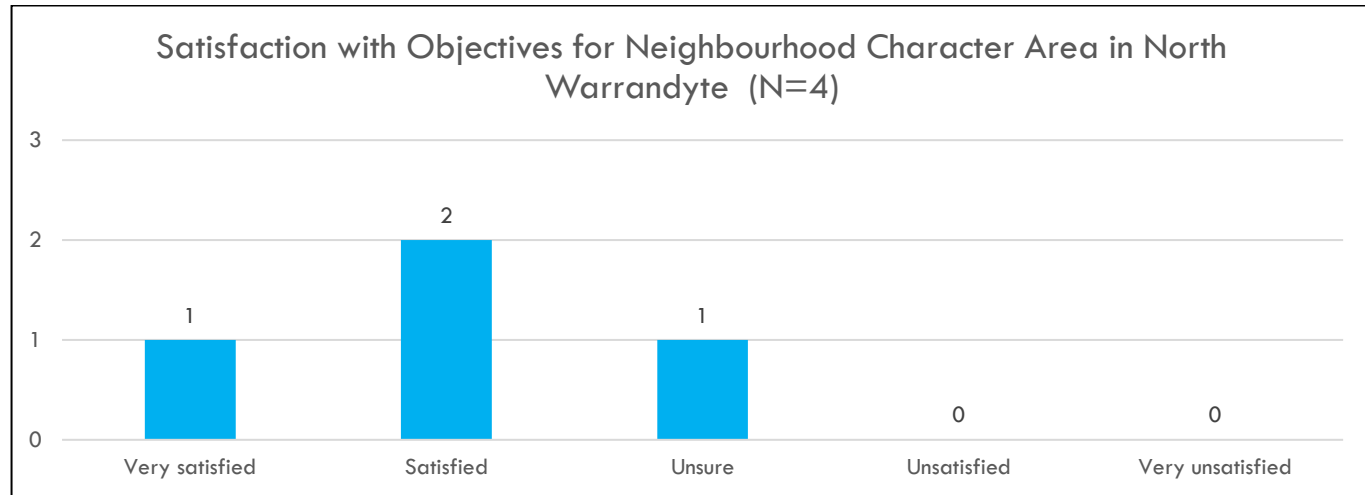
Survey respondents selecting North Warrandyte were asked how satisfied they are with the Preferred Character Statement for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 46, three respondents reported Satisfied or Very Satisfied, one respondent reported Unsure.

Figure 46. Satisfaction with Preferred Character Statement for Neighbourhood Character Area in North Warrandyte (Survey)



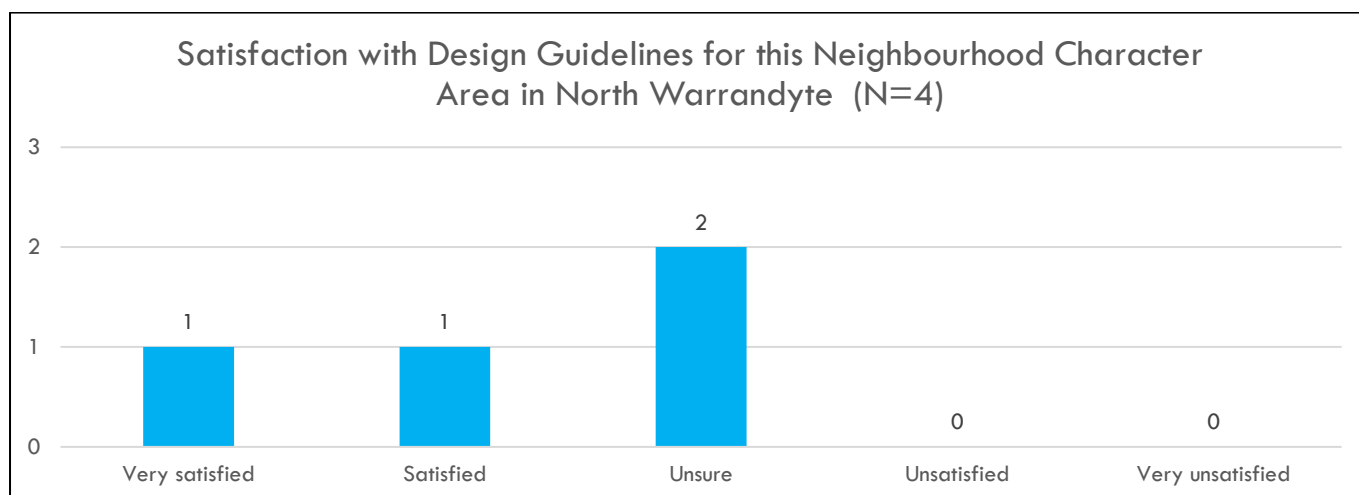
Survey respondents selecting North Warrandyte were asked how satisfied they are with the Objectives for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 47, three respondents reported Satisfied or Very Satisfied, one respondent reported Unsure.

Figure 47. Satisfaction with Objectives for Neighbourhood Character Area in North Warrandyte (Survey)



Survey respondents selecting North Warrandyte were asked how satisfied they are with the Design Guidelines for the Neighbourhood Character Area allocated to their selected address/ locality. As shown in Figure 48, two respondents reported being Satisfied or Very Satisfied and two respondents reported Unsure.

Figure 48. Satisfaction with Design Guidelines for Neighbourhood Character Area in North Warrandyte (Survey)



Survey respondents selecting North Warrandyte were then prompted to provide the reasoning behind the satisfaction ratings for Preferred Character Statement, Objectives and Design Guidelines (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and invited to provide a personalised response. Four respondents provided a response which referred to one or more topics.

Table 17 presents a summary of the findings from the analysis of the personalised feedback. Themes in **bold** include Preferred Character Statement, Objectives, and Design Guidelines as well as Neighbourhood Character features and are followed by a descriptive summary which includes some verbatim wording. For ease of reading, the themes been numbered consistently throughout the report. Themes attracting no feedback are shaded light grey. Respondent comments referred to vegetation and fire management, appropriateness of the description, and support for minimal paving and driveways, and safety concerns about fencing restrictions.

Table 17. Summary of themes and topics about Precinct Profiles for Neighbourhood Character Areas (Survey)

Theme and descriptive summary of topics	No. of responses referencing Theme (N=4)
1. Neighbourhood Character Type allocated: Good description of the area and will help to maintain its character.	1
2. Preferred Character Statement	0
3. Objectives	0
4. Design Guidelines	0
Neighbourhood Character features	
5. Vegetation (like gardens, trees, plants, bush): The notion of building to allow for tall trees seems unusual given the fire dangers of the area. To comply with bushfire management restrictions that apply to such properties, the retention of indigenous vegetation becomes impossible. There is also no provision for environmental assessment of a property applying for permits	2
6. Built form (how buildings/homes look): Support keeping paving and driveways to a minimum.	1

7. Street layout (configuration, subdivision pattern)	0
8. Heights of buildings and homes	0
9. Streetscape (how the street/road looks)	0
10. Setbacks (how far buildings/homes are set back from the street)	0
11. Front fencing and footpaths: Dislike restrictions on fencing, particularly for people with children or pets who live on a main road.	1
12. Topography (mountains, hills, creeks)	0
13. Views	0
Other	
14. Implementation and enforcement	0
15. General	0

4.8.4 Other feedback for North Warrandyte

Survey respondents selecting North Warrandyte were asked to provide any general or other feedback. Two respondents provided the following paraphrased comments.

- Although the aims read well, there appears a conflict between Council's aims and values. In relation to planning, bushfire management requirements negate retention of indigenous vegetation. Need for an environmental assessment as a requirement for planning permission, not only for trees, but all vegetation, habitat, and wildlife. Replanting to compensate for removal of vegetation is insufficient. Once ground is disturbed, weed species quickly invade and take over then spread to surrounding areas. The ground and climate are so harsh that plantings take decades to become of significant size if they survive grazing animals.
- Paving our street would reduce costs of repair and grading to Council. It seems that North Warrandyte is neglected by Nillumbik Council, there are few facilities or services provided directly in the area. Provide a twice annual green waste collection to assist with fire fuel reduction (always to a minimum).



4.9 Panton Hill

This section presents the findings relating to Panton Hill. **One survey respondent** commented on Panton Hill. No **submissions** referred to Panton Hill.

4.9.1 Key highlights for Panton Hill

- One survey respondent nominated an address in **Panton Hill** and reported their connection as “Other – I live very close to this locality, just outside of the study area.
- When asked to indicate which **Neighbourhood Character Area** had been allocated to their selected address/ locality, the respondent reported Bush Residential 1.
- When asked about **satisfaction with the Neighbourhood Character Area allocated** to their selected address/ locality, the respondent reported Very unsatisfied.
- When asked about **satisfaction with the Preferred Character Statement for the Neighbourhood Character Area** allocated to their selected address/ locality, the respondent reported Very unsatisfied.
- When asked about **satisfaction with the Objectives for the Neighbourhood Character Area** allocated to their selected address/ locality, the respondent reported Very unsatisfied.
- When asked about **satisfaction with the Design Guidelines for the Neighbourhood Character Area** allocated to their selected address/ locality, the respondent reported Very unsatisfied.

4.9.2 Connection to Panton Hill

Survey respondents were required to nominate an address within the Study area and one respondent entered the following details in relation to Panton Hill: Kangaroo Ground - St. Andrews Road.

The survey respondent selecting Panton Hill was asked to indicate their connection to this township/ locality. The respondent reported “Other - I live very close to this locality, just outside of the study area”.

4.9.3 Satisfaction with Precinct Profile of the Neighbourhood Character Area

The survey respondent selecting Panton Hill was asked to indicate the Neighbourhood Character Area allocated. The respondent reported Bush Residential 1.

The survey respondent was asked how satisfied they are with the Neighbourhood Character Area allocated to their selected address/ locality. The respondent reported being Very unsatisfied.

The survey respondent was then prompted to provide the reasoning behind the satisfaction rating (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and/or what neighbourhood character type might better represent the selected address and invited to provide a personalised response. The respondent reported:

- I was very unsatisfied with the character area allocated to this address because I believe that trying to characterise all houses and gardens in the area as the same and then requiring future developments to meet those requirements will stifle the town.

The survey respondent was asked how satisfied they are with the:

- Preferred Character Statement for the Neighbourhood Character Area allocated to their selected address/ locality. The respondent reported being Very unsatisfied.
- Objectives for the Neighbourhood Character Area allocated to their selected address/ locality. The respondent reported being Very unsatisfied.

- Design Guidelines for the Neighbourhood Character Area allocated to their selected address/ locality. The respondent reported being Very unsatisfied.

The survey respondent was then prompted to provide the reasoning behind the satisfaction ratings for Preferred Character Statement, Objectives and Design Guidelines (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and invited to provide a personalised response. The respondent provided the following response.

- I am very unsatisfied because I think that the preferred character statement, objectives and design guidelines will all continue to limit growth in the area, forcing out younger people and families while only allowing in wealthy newcomers.

4.9.4 Other feedback for Panton Hill

Survey respondents selecting Panton Hill were asked to provide any general or other feedback. One respondent provided the following paraphrased comments.

- Many older residents feel strongly that the Shire should continue to look ‘the same’ as when they moved here and feel they have the right to dictate how development occurs in the future. This overlooks how the Shire has already changed, arguably for the better. The Shire is no longer farms and orchards as it once was, it is now a place for many families to raise children and enjoy being close to both nature and life’s amenities. As those who moved here have children and grandchildren, it is a shame that many of these children and grandchildren cannot continue to live in the Shire due to limited housing diversity and the resulting lack of affordable housing. It is also a shame that increasing property values have led to people moving into the Shire who don’t tend to share the same small town community values of those raised here. It is in this way that I think strategies such as this one that aim to keep the shire looking and feeling the same do exactly the opposite, leaving a Shire that is rapidly ageing and being filled with less community minded people.



4.10 Plenty

This section presents the findings relating to Plenty. **No survey respondents** commented on Plenty. Insights from one relevant **submission** are outlined here.

4.10.1 Key highlights for Plenty

- In relation to **Neighbourhood Character Area**, one submission participant indicated prescribing Neighbourhood Character housing styles is not achievable in the RR2 precinct of Plenty. It is already substantially developed and settled with many housing styles and garden styles.
- In relation to **Preferred Character Statement, Objectives, and Design Guidelines**, one submission participant indicated concerns about some aspects of the draft Strategy, particularly Building height and form, Siting and setbacks, Garage storage and vehicle access as well as inconsistencies with the Shire's Climate Action Commitments and Bushfire Planning.

4.10.2 Satisfaction with Precinct Profile of the Neighbourhood Character Area

One submission participant provided the following personalised (paraphrased) feedback in relation to the allocated Neighbourhood Character Areas for Plenty:

- **Submission 16:** Prescribing Neighbourhood Character housing styles makes sense and may succeed in suburbs where there are few established styles of housing. It is not achievable in the RR2 precinct of Plenty which is already substantially developed and settled, with many housing styles and diverse gardens.

One submission participant provided the following personalised (paraphrased) feedback in relation to Preferred Character Statement, Objectives, and Design Guidelines as well as Neighbourhood Character features for Plenty:

- **Submission 16:** Concerns about references to 'larger building forms' which are contrary to Council's Climate Action Commitments or Council's Bushfire Provisions. Stepping houses down slopes probably means that they must incorporate stairs, making them less safe, particularly for the elderly and those with mobility issues. Plantings of any kind close to houses should be discouraged due to bushfire, and for other reasons. Siting garages and carports nearer the road is often advantageous as it minimises driveway length and reduces paving. As few properties come close to complying with the Preferred Character criteria or the proposed Design Guidelines, the expectation that planners will be able to enforce the proposed 'preferred character objectives and design guidelines' at this late stage is unrealistic. The inconsistencies between the proposed Design Guidelines, and Council's Climate Action Plan and its responsibilities to mitigate bushfire risks make the planners' enforcement task more difficult.

4.11 Research

This section presents the findings relating to Research. **One survey respondent** commented on Research. Insights from one relevant **submission** are also outlined here.

4.11.1 Key highlights for Research

- One survey respondent nominated an address in **Research** and reported their connection as "Other – I live very close to this locality, just outside of the study area".
- When asked to indicate which **Neighbourhood Character Area** had been allocated to their selected address/ locality, the respondent reported Bush Residential 1.

- When asked about **satisfaction with the Neighbourhood Character Area allocated** to their selected address/ locality, the respondent reported Unsure.
- When asked about **satisfaction with the Preferred Character Statement for the Neighbourhood Character Area** allocated to their selected address/ locality, the respondent reported Satisfied.
- When asked about **satisfaction with the Objectives for the Neighbourhood Character Area** allocated to their selected address/ locality, the respondent reported Satisfied.
- When asked about **satisfaction with the Design Guidelines for the Neighbourhood Character Area** allocated to their selected address/ locality, the respondent reported Satisfied.
- In relation to **Neighbourhood Character Area**, one submission participant indicated the document is very open and suggested stronger and more precise wording must be used. Add more controls about covering the earth with cement or other man-made products, not allowing native areas to be changed and removing native bush.

4.11.2 Connection to Research

Survey respondents were required to nominate an address within the Study area and one respondent entered the following details in relation to Research: Ingrams Road.

The survey respondent selecting Research was asked to indicate their connection to this township/ locality. The respondent reported "Live or own a property here".

4.11.3 Satisfaction with Precinct Profile of the Neighbourhood Character Area

The survey respondent selecting Research was asked to indicate the Neighbourhood Character Area allocated. The respondent reported Bush Residential 1.

The survey respondent was asked how satisfied they are with the Neighbourhood Character Area allocated to their selected address/ locality. The respondent reported being Unsure.

The survey respondent was then prompted to provide the reasoning behind the satisfaction rating (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and/or what neighbourhood character type might better represent the selected address and invited to provide a personalised response. The respondent reported:

- New developments of white, 3 storey dwellings not set back are already occurring in this location, setting a precedent in conflict with the "preferred character".

The survey respondent was asked how satisfied they are with the:

- Preferred Character Statement for the Neighbourhood Character Area allocated to their selected address/ locality. The respondent reported being Satisfied.
- Objectives for the Neighbourhood Character Area allocated to their selected address/ locality. The respondent reported being Satisfied.
- Design Guidelines for the Neighbourhood Character Area allocated to their selected address/ locality. The respondent reported being Satisfied.

The survey respondent was then prompted to provide the reasoning behind the satisfaction ratings for Preferred Character Statement, Objectives and Design Guidelines (particularly Unsure, Unsatisfied or Very

unsatisfied ratings), and invited to provide a personalised response. The respondent provided the following response.

- Satisfied if the guidelines and objectives are adhered to, but unsure if this can be done when precedents are already established with very new builds.

One submission participant provided the following personalised (paraphrased) feedback in relation to Preferred Character Statement, Objectives, and Design Guidelines as well as Neighbourhood Character features for Research:

- **Submission 9:** Wording needs to be more precise and strengthened. More input on controls about covering the earth with cement or other man-made products (such as driveways that channel water onto unsealed roads), and not removing native bush or vegetation.

4.11.4 Other feedback for Research

Survey respondents selecting Research were asked to provide any general or other feedback. One respondent provided the following paraphrased comments.

- Wonder why large swathes of land are excluded from the Strategy in the rural sections outside of Bush Residential 1 zones? Concerned this means that in the absence of a Strategy, building and development can occur without oversight and result in unfit dwellings, setbacks, style, number of dwellings.

4.12 St Andrews

There are no findings relating to St Andrews. **No survey respondents** commented on St Andrews and no **submissions** referred to St Andrews.

4.13 Wattle Glen

This section presents the findings relating to Wattle Glen. **No survey respondents** commented on Wattle Glen. Insights from one relevant **submission** are outlined here.

4.13.1 Key highlights for Wattle Glen

- In relation to **Neighbourhood Character Area**, one submission participant referred to being satisfied with the Neighbourhood Character types and suggested reclassification for some properties in Edward Street and reconsideration of 36 Mannish Road

4.13.2 Satisfaction with Precinct Profile of the Neighbourhood Character Area

One submission participant provided the following personalised (paraphrased) feedback in relation to the allocated Neighbourhood Character Areas for Wattle Glen:

- **Submission 6:** Pleased with Neighbourhood Character types. Draft Strategy appears to have areas of mapping inaccuracy and some properties need to be reclassified (5, 7, 10 and 12 Edward Street and 9, 11 and 13 Edward Street, the two lots next to 19 Clarke Avenue are part of 36 Mannish Road. Residential development of the two blocks would prevent this last remaining wildlife habitat corridor.

4.14 Yarrambat

This section presents the findings relating to Yarrambat. **One survey respondent** commented on Yarrambat. No **submissions** referred to Yarrambat.

4.14.1 Key highlights for Yarrambat

- One survey respondent nominated an address in **Yarrambat** and reported their connection as **live or own a property here**.
- When asked to indicate which **Neighbourhood Character Area** had been allocated to their selected address/ locality, the respondent reported Rural Residential 1.
- When asked about **satisfaction with the Neighbourhood Character Area allocated** to their selected address/ locality, the respondent reported Unsure.
- When asked about **satisfaction with the Preferred Character Statement for the Neighbourhood Character Area** allocated to their selected address/ locality, the respondent reported Unsatisfied.
- When asked about **satisfaction with the Objectives for the Neighbourhood Character Area** allocated to their selected address/ locality, the respondent reported Unsatisfied.
- When asked about **satisfaction with the Design Guidelines for the Neighbourhood Character Area** allocated to their selected address/ locality, the respondent reported Unsure.

4.14.2 Connection to Yarrambat

Survey respondents were required to nominate an address within the Study area and one respondent entered the following details in relation to Yarrambat: Youngs Road.

The survey respondent selecting Yarrambat was asked to indicate their connection to this township/ locality. The respondent reported “Live or own a property here”.

4.14.3 Satisfaction with Precinct Profile of the Neighbourhood Character Area

The survey respondent selecting Yarrambat was asked to indicate the Neighbourhood Character Area allocated. The respondent reported Rural Residential 1.

The survey respondent was asked how satisfied they are with the Neighbourhood Character Area allocated to their selected address/ locality. The respondent reported being Unsure.

The survey respondent was then prompted to provide the reasoning behind the satisfaction rating (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and/or what neighbourhood character type might better represent the selected address and invited to provide a personalised response. The respondent reported:

- Have been here for over 20 years. Roads very busy now. Need to implement plans to help reduce car usage. Need more for kids (i.e., basketball stadium, BMX, indoor netball, tennis courts). Need more diverse housing (i.e., close to public transport).

The survey respondent was asked how satisfied they are with the:

- Preferred Character Statement for the Neighbourhood Character Area allocated to their selected address/ locality. The respondent reported being Unsatisfied.

- Objectives for the Neighbourhood Character Area allocated to their selected address/ locality. The respondent reported being Unsatisfied.
- Design Guidelines for the Neighbourhood Character Area allocated to their selected address/ locality. The respondent reported being Unsure.

The survey respondent was then prompted to provide the reasoning behind the satisfaction ratings for Preferred Character Statement, Objectives and Design Guidelines (particularly Unsure, Unsatisfied or Very unsatisfied ratings), and invited to provide a personalised response. The respondent provided the following response.

- Doreen development has changed the area dramatically (i.e., Yan Yean Road is extremely busy and dangerous). Need to get as many cars off the road as possible (i.e., more diverse, near transport, schools, shops).

4.14.4 Other feedback for Yarrambat

Survey respondents selecting Yarrambat were asked to provide any general or other feedback. One respondent provided the following (paraphrased) personalised comments.

- Consider future planning that reduces pollution by reducing car dependence. A small supermarket (Aldi) at the corner of Yan Yean and Gorge Roads or Iron Bark Road would reduce traffic from Yarrambat using Yan Yean Road. More diverse housing permits older people to stay in the area and assists with more affordable housing. Diverse housing near schools, shops, and public transport. Trails to allow the use of bikes, scooters, or walking. More sporting facilities in Yarrambat to allow the youth to stay in area and not have to be driven 10ks to a basketball or netball stadium or tennis club. Draft Strategy does not appear to cater for future zero emissions targets and it makes sense to try to reduce car dependency. Thanks for taking the time to read my response.

4.15 Other feedback – overall draft Strategy or Shire

Nine submission participants provided the following personalised (paraphrased) feedback which relates to elements of the overall draft Strategy or Shire:

- **Submission 2:** *Shire's new Design Guidelines to be updated to encourage aesthetic choices that maximise solar benefit and minimise carbon impacts; move away from high energy-impact building forms, materials, and colours; and discourage design elements that maintain or increase current carbon impacts.*
- **Submission 8:** *Protect trees and vegetation; retain larger blocks and a sense of openness or open spaces; low density and low heights; and the use of natural materials so dwellings blend into the natural environment. Mature canopy trees play a role in mitigating the 'heat island' impact and shade can reduce physiologically equivalent temperature and energy bills. At present, Council does not have complete control over factors such as maximum site coverage regulations and as-of-right vegetation removal exemptions for bushfire management (managed at State level). With state planning controls such as the ResCode and Neighbourhood Residential Zone, council advocacy at the state level will be required to effect changes to these laws, and to ensure that the protection and enhancement of canopy trees becomes an integral part of the urban design process. Draft Strategy to recognise the impact and importance of minimum subdivision sizes on vegetation loss.*
- **Submission 13:** *Concerns about 'Proposed of minimal subdivision sizes', inadequate definition of garden area under the State Planning Policies. Considerable garden area can be taken up with structures commonly found in new housing such as patios and decks, given the trend for indoor/outdoor living. There is also A6 and B9 Permeability limiting the amount of hard surface around a new development requiring at least 20% of the site should be covered by permeable surfaces. These surfaces can absorb water such as garden beds, lawn, and other unsealed surfaces. Such surfaces can include driveways, footpaths and outdoor entertaining areas provided the areas used for construction are pervious. The strategy should recognise the current deficiencies*

of the planning policy in addressing open soil for garden beds, loss of vegetation, understory and canopy trees.

- **Submission 14:** Needs more clarity regarding which “guidelines” are being referenced, to what extent and who/section may have carriage of those vital steps. Nillumbik is both a green wedge shire and a Melbourne area of significant isolated and dispersed areas of natural vegetation. A biodiversity strategy must therefore contain references to the hot spots such as the Yarra River Corridor, the Diamond Creek corridor and Eltham Copper Butterfly areas. There are direct connections between the strategy and biodiversity such as in the strategy specification of precinct canopy tree density. A tree strategy (as a major element of the precinct/habitat) needs to be incorporated into the biodiversity strategy. This then needs to inform the Neighbourhood Character Strategy. Is this strategy a “follower or a leader” to biodiversity management in this area?
- **Submission 15:** The draft Strategy operates alongside other housing and other planning frameworks, and its significance must not be underestimated when striking a balance between competing frameworks in making decisions. Wording in document needs strengthening and design standards must be monitored and enforced. Be explicit about the impact of sealing gravel roads and the consequences for neighbourhood character in BR1 areas. Where road sealing does occur, colouring of road surfaces and drainage infrastructure (e.g. kerb and channel) must be compatible with preferred Neighbourhood Character. Refer to street lighting (pollution), traffic calming and street furniture as features of in BR1 areas. Council-owned ‘nature strips’ are commonly used for car parking or temporary storage of mulch and building materials. This is inappropriate in BR1 neighbourhoods and should be reflected in the document, monitored, and enforced. Power companies must balance safety, bushfire risk, and native/indigenous species under powerlines located on ‘nature strips’ in BR1. Council to play a stronger role in liaising with power companies. In relation to BR1 areas, lawns and non-native/non-indigenous plantings have no place in BR1 and steps must be taken to restore native/indigenous species. Apart from minimum compliance with bushfire management/mitigation, residents should be prevented from removing mature trees on the property that form an important part of the tree canopy. Support strengthening BR1 Design Guidelines density guide for significant indigenous and native canopy trees to every 50-100m² across the site or every 30-60m² would more closely reflect align with a stand of remnant vegetation. Design Guidelines should apply more explicitly to the understorey, as well as the canopy. Increase minimum amount of permeable surface to perhaps 50% in Design Guidelines.
- **Submission 18:** The cover photo is inappropriate for the Strategy; cover photo and images need to include more native and indigenous vegetation and canopy trees. The wording for action needs strengthening and to be unambiguous for strong emphasis (i.e., identify, should, consider, encourage, discourage, reflect). Strategy to state clearly and strongly, the existing and preferred character attributes of our localities. Needs more clarity for ‘identified for increased housing growth’. Are areas outside the Activity Centre Zone identified for future housing growth? If so, are they precincts covered in this strategy? Precinct types considered appropriate for larger scale developments such as aged care facilities, to be nominated in the Strategy and local policy. It is imperative that Council commits to including schedules to the zone to vary ResCode as suggested in p. 53 of NCSD. The recommendations regarding Design Guidelines will lack the necessary statutory weight unless enshrined into the schedule to the Zone that varies ResCode for the relevant precincts. The schedule should be designed to limit the subdivision of lots, maintain view lines, retain the natural topology, comply with set height levels, materials and colour palette and setbacks, and make it much harder to remove vegetation. Language/terminology should be ‘tighter’ and more prescriptive. Character descriptions need to be checked. Focus on climate change, greening the suburbs and positive impacts.
- **Submission 23:** Do not prescribe conditions that may be considered less sustainable in the longer term. Establishing planning conditions that reduce resident capacity of residents to take future climate action and carbon emissions reduction activities. Designs that have inherently poor thermal performance and require increased energy to heat and or cool. Requirement to establish high canopy or evergreen plantings near buildings that may reduce capacity for rooftop solar generation or winter solar gain for passive heating and lighting. Guidelines that reduce or prevent resident capacity to establish food plants and edible gardens
- **Submission 24:** Ensure all aspects of the draft Strategy are sufficiently clear to enable applicants for planning permits to understand Council's requirements; and sufficiently precise to ensure that they will be upheld if subjected to an application for review at VCAT. Close the loopholes identified and ensure that the wording is sufficiently clear and precise to preserve the unique character of the Shire of Nillumbik.

- **Submission 25:** *The Shire of Nillumbik has special qualities and some desirable attributes and biodiversity unique to this area that need to be protected, enhanced, and actively encouraged. Such as the feeling of space/landscape, unique buildings (mud brick, owner builder). Allow a wider land use. Owners of small land holdings are often financially penalised for living with nature. Not rated as a farm because (rightly) they cannot clear it for agricultural use (specific overlays), must maintain it (weeds, feral animals, fencing) and be fire-ready among other things. Do not permit rushed, uninformed and time poor landholding practices that further reduce local biodiversity and degrade collective assets. Take control of the building process and restrict volume builders and actively encourage innovation in its built environment.*

4.16 Other considerations - indirectly related to draft Strategy

This section presents the personalised feedback from one survey and 15 submissions that is regarded as being indirectly related to the draft Strategy. It is noted that Council officers will address matters that are not directly related to the Strategy through a separate process.

One survey response provided the contextual information regarded as being indirectly related to the draft Strategy, for consideration. This personalised (paraphrased) feedback is as follows:

- Council has not learnt from C108 fiasco and continues to intrude in ratepayers' lives. Council to work with ratepayers and avoid leaving decisions to VCAT which destroy the locality and engage consultants who understand the area.

Fifteen of the 25 detailed submissions provided contextual information, photos, and examples regarded as being indirectly related to the draft Strategy, for consideration. This personalised (paraphrased) feedback is presented in this Section by submission.

Submission 1: *Had a lovely rural feeling until developers removed tree canopy and undergrowth over time. Many large, mature trees and vegetation has been removed, usually on weekends, when it is not possible to call Council to check for a permit. It seems nothing can be done.*

Submission 3: *The task of identifying, protecting, and strengthening the unique qualities of a township is difficult if the scope of enquiry is restricted to the built and natural environments. There is so much diversity in sizes, shapes, and styles within every township. The human factor plays a critical role; what the people are like – how they dress and look, what they do, what they value most about their area and how their collective 'style' is reflected in their township and properties. In Hurstbridge, our community exudes characteristics including love of indigenous trees, wildlife and animals, mudbrick recycled timber homes, the village, country 'feel', history, arts, culture, and the community actively protects Hurstbridge's identity. The themes could then be exhibited via local streetscape (e.g., pavements, street signs, manhole covers, street furniture, windows, telegraph poles, bus shelters, streetlamps), and incorporated into new private buildings in the area.*

Submission 4: *Fortunate to have unique fauna and flora, canopy, a contained village, bike paths, and bush character. Hope this Neighbourhood Character document will help to improve this.*

Submission 6: *There are two different interpretations of maps so remove the green Neighbourhood Character from the two lots altogether as it is inappropriate for them be developed as residential lots. Happy to discuss these mapping errors in more detail.*

Submission 7: *Cohousing can provide for greater housing diversity and deliver more affordable options that create liveable and sustainable communities. Liveable neighbourhoods are safe and socially cohesive, and environmentally sustainable. The market failure of current housing delivery options is denying property ownership for an increasing section of the population, and not delivering the preferred character, and outcomes sought by consumers and the wider community. Cohousing developments aim is to create a sense of community and social belonging through a design that emphasises shared space and social interaction. A cohousing model can contribute to broadening the concept and practice of 'more diverse housing' provision with social, ageing in*

place and environmental benefits. The citizen led delivery model ensures greater built form and affordability outcomes compared to conventional speculative development models. Insufficient direction is provided for assessing how ageing in place, placemaking, sense of belonging, social inclusion, community and climate resilience, liveability and wellbeing contribute to neighbourhood character (see Nillumbik's Health and Wellbeing Plan 2021-2025).

Submission 9: Minimal street lighting to reduce light pollution and not attract insects or wildlife and to retain the country feel. Reference the impact of changing from dirt unsealed road to a sealed road, colour of road surface, materials used to build the road, drainage, kerb and channel, sidewalks - all must have 60% agreement. Consider the impact on the environment. Who is responsible for maintaining crossovers and a process about appropriate traffic calming systems is needed.

Submission 10: Is it reasonable to promote Neighbourhood Character and the Strategy to prospective property owners.

Submission 11: New residential development should be planned around current major activity centres (Eltham and Diamond Creek), as this is the overarching theme of 20-minute neighbourhoods (Melbourne 2050). These major activity centres have recently adopted Structure Plans where greater building heights and densities are permitted and where the desire to "age in place" can be best accommodated.

Submission 16: How can the commitments with Guidelines be reconciled with Nillumbik Council's Climate Action Commitments - Council has 'committed to net zero energy emissions in its own operations by 2030 and to community net zero emissions by 2035.' Guidelines apparently intend to prevent the building of smaller homes, to have all houses face the street (regardless of impacts on thermal efficiency) and to discourage the use of concrete slab floors. Nillumbik Planning Scheme Bushfire Provisions recognise bushfire risk 'is a significant issue in the Shire' and seek to avoid intensifying bushfire risk to people and property through poorly located, designed, or managed use or development; and ensure development in rural areas mitigates potential fire risk.

Submission 17: The proposed character strategy will only worsen the feel of Eltham through lack of ambitious objectives contribute to deterioration of the Eltham character of the area. You as the council should do the opposite. Pockets of Leanne Drive and Collabah Drive are misassigned and look more Garden Court. Diosma Court and Gum Hill Crescent both in Bush Residential look more Garden Court. Make it easier for residents to landscape nature strips, scrap the fee and plan submission by providing a limited list of approved species instead. Renshaw Drive reserve is the only bush reserve in the area so engage nearby residents to produce and implement a landscaping plan.

Submission 19: Subdivisions have been approved that do not meet Council's policy on Medium Density Housing (i.e., 2 Kirwin Avenue, Eltham). A decision to refuse to grant a permit for this planning application only occurred after residents contacted Nillumbik councillors. Why didn't Council planners use the Medium Density Housing Policy to refuse the development?

Submission 20: Developments such as 28 to 34 Livingstone Road in Eltham are out of character with the area. Livingstone Road is not near a public transport hub and has become a street full of additional dwellings with trees being removed. Other examples are Batman Road, Railway Parade, Henry, Taylor, Luck and Arthur. The Council needs to change this.

Submission 21: Attracted to live in Eltham for its semi-urban, semi-rural nature, treed and bushy landscape. There have been many changes, particularly in the residential areas, and a steady diminution of the tree canopy as large blocks have been subdivided into dual occupancy and multiple dwellings. There is reduced area for plantings, decreased front, back and side setbacks, reduced retention of trees and increased impermeable ground surfaces. Often the buildings themselves are out of neighbourhood character, big and boxy and out of sympathy with the topography of the land.

Submission 22: The iconic character in Eltham was created because we were poor and built with mud bricks. The single rail line nurtured the small community that lived and worked here, locally employed or artist/potters, painters, poets, writers, musicians, landscape gardeners, jewellers, furniture makers, print makers, spinners, dyers,

knitters, weavers, muddies, builders and more. The Council was noninterventionist. This character was emasculated by the Urban Growth Boundary which fractured the Green Wedge into two. 90% of the population would now be crammed into 10% of the area, while 10% would live on 90% of the land. A population policy would enable Nillumbik to circumvent this abomination, the ultimate destroyer of what little is left of our neighbourhood character. The duplication of the rail line means residents can now live in Eltham, and commute to jobs elsewhere. Perhaps only a vocal minority cares about neighbourhood character.

Submission 25: *Immediate initiatives include educate children (particularly) and adults about nature, provide basic public transport, and take control of the building process. To protect its heritage, the Shire needs to be bold, and its residents need real choice. Take control of the building process and introduce specific bylaws and charges for every new building and addition in The Shire. The Shire currently employs a heritage officer on a .05 basis and this role should be expanded and given as much prominence as the Arts.*

Draft Neighbourhood Character Strategy Feedback Form



Provide your feedback to help inform the final Strategy

Nillumbik Shire Council has developed a draft Neighbourhood Character Strategy after receiving initial feedback from the community earlier this year.

The purpose of the Strategy is to guide how new development in residential areas should 'fit in' with an area's particular character, ensuring that it respects and responds to the valued features or character of an area.

Neighbourhood character is what makes one neighbourhood look and feel different from another. It is created by a combination of landscape, vegetation, the built environment, history and culture, and how they interact.

The draft Strategy identifies eight different neighbourhood character types and has been informed by community input during our first round of consultation.

Council values your thoughts and opinions on the draft Strategy. In particular, we are seeking feedback regarding whether:

- We have accurately described the character areas?
- We have captured the things that are most important to the preferred character of your local area?

This feedback form has three focus areas:

1. Draft Neighbourhood Character Areas.
2. Preferred Character Statements, Objectives and Guidelines.
3. Feedback on the overall draft strategy.

If you would like to know more about the draft Strategy, which neighbourhood character area has been identified for a particular property in Nillumbik or to book into the various in-person and online engagement sessions, scan the QR code or go to participate.nillumbik.vic.gov.au/neighbourhood-character-strategy

We encourage you to explore this information provided as well as the draft Strategy before completing this feedback form.

If you need assistance or have any further questions regarding the project, please telephone Council on 9433 3111 and ask to speak to Strategic Planning or email strategic.planning@nillumbik.vic.gov.au

You can answer all questions in the survey or respond to the questions relevant to you.

Feedback closes **11.59pm Monday 10 October 2022.**

Return your completed form:

Attention: Strategic Planning, PO BOX 476, Greensborough VIC 3088

Or via email

strategic.planning@nillumbik.vic.gov.au

Feedback Form

Name (required)

Email/Mailing Address (required)

Feedback on the draft Nillumbik Neighbourhood Character Areas

There are eight different Neighbourhood Character Areas, all of which include a character description, key character attributes, character boundary, preferred character statement and objectives and design guidelines.

(You can find more details in [Section 6 & 7](#) of the draft Strategy, or alternatively a property search can be conducted on the Participate Nillumbik site by scanning the QR Code at the front of this survey.)

1. Which locality would you like to provide feedback on?

- | | |
|---|--------------------------------------|
| <input type="checkbox"/> Diamond Creek | <input type="checkbox"/> Panton Hill |
| <input type="checkbox"/> Eltham | <input type="checkbox"/> Plenty |
| <input type="checkbox"/> Hurstbridge | <input type="checkbox"/> Research |
| <input type="checkbox"/> Eltham North | <input type="checkbox"/> St Andrews |
| <input type="checkbox"/> Greensborough | <input type="checkbox"/> Wattle Glen |
| <input type="checkbox"/> North Warrandyte | <input type="checkbox"/> Yarrambat |

2. Which address in this locality are you providing feedback on?

3. What is your connection to this locality?

- ☐ Live or own a property in this locality
- ☐ Own a business in this locality
- ☐ Visit this locality (i.e.: go to school, shop, visit)
- ☐ Other (please specify)

4. Which Character Area has been allocated to this address? (Please tick one only)

- | | |
|---|--|
| <input type="checkbox"/> Bush Residential 1 | <input type="checkbox"/> Garden Court 3 |
| <input type="checkbox"/> Bush Residential 2 | <input type="checkbox"/> Garden Residential |
| <input type="checkbox"/> Garden Court 1 | <input type="checkbox"/> Rural Residential 1 |
| <input type="checkbox"/> Garden Court 2 | <input type="checkbox"/> Rural Residential 2 |

5. How satisfied are you with the Neighbourhood Character Area allocated to this address/area? (Please tick one)

Very satisfied	Satisfied	Unsure	Unsatisfied	Very unsatisfied

Please tell us why you ticked the above preference as you did. Particularly if you ticked unsure, unsatisfied or very unsatisfied, please tell us why and/or what character area do you think better represents this address.

6. How satisfied are you with the preferred character statement, objectives and design guidelines of this Neighbourhood Character Area? (Please tick one option for each category).

	Very satisfied	Satisfied	Unsure	Unsatisfied	Very unsatisfied
Preferred Character Statement					
Objectives					
Design guidelines					

Please tell us why you ticked the above preference as you did. Particularly if you ticked unsure, unsatisfied or very unsatisfied, please tell us why:

A little about you

We value diversity. By telling us a little bit about yourself we can ensure we are hearing from a broad range of voices across Nillumbik.

8. Gender:

- | | |
|---------------------------------|---|
| <input type="checkbox"/> Female | <input type="checkbox"/> Prefer to self-identify: _____ |
| <input type="checkbox"/> Male | <input type="checkbox"/> Prefer not to say |

9. Age:

- | | | |
|---|--------------------------------------|--|
| <input type="checkbox"/> Under 18 years | <input type="checkbox"/> 35-49 years | <input type="checkbox"/> 70-84 years |
| <input type="checkbox"/> 18-24 years | <input type="checkbox"/> 50-59 years | <input type="checkbox"/> 85+ years |
| <input type="checkbox"/> 25-34 years | <input type="checkbox"/> 60-69 years | <input type="checkbox"/> Prefer not to say |

10. Locality where you live

- | | | |
|--|---|---|
| <input type="checkbox"/> Arthurs Creek | <input type="checkbox"/> Kangaroo Ground | <input type="checkbox"/> Strathewen |
| <input type="checkbox"/> Bend of Islands | <input type="checkbox"/> Kinglake | <input type="checkbox"/> Watsons Creek |
| <input type="checkbox"/> Christmas Hills | <input type="checkbox"/> Kinglake West | <input type="checkbox"/> Wattle Glen |
| <input type="checkbox"/> Cottles Bridge | <input type="checkbox"/> North Warrandyte | <input type="checkbox"/> Yan Yean |
| <input type="checkbox"/> Diamond Creek | <input type="checkbox"/> Nutfield | <input type="checkbox"/> Yarrambat |
| <input type="checkbox"/> Doreen | <input type="checkbox"/> Pantom Hill | <input type="checkbox"/> Other – please specify _____ |
| <input type="checkbox"/> Eltham | <input type="checkbox"/> Plenty | |
| <input type="checkbox"/> Eltham North | <input type="checkbox"/> Research | |
| <input type="checkbox"/> Greensborough | <input type="checkbox"/> Smith's Gully | |
| <input type="checkbox"/> Hurstbridge | <input type="checkbox"/> St Andrews | |

11. I identify as... (please tick all that apply)

- ☐ A person with a disability
- ☐ LGBTIQ+
- ☐ A person of Aboriginal and Torres Strait Islander decent
- ☐ A person speaking English as a second language
- ☐ None of the above
- ☐ Prefer not to say

12. How did you hear about the Draft Neighbourhood Character Strategy or this consultation?

- | | |
|---|--|
| <input type="checkbox"/> E-Newsletter | <input type="checkbox"/> Instagram |
| <input type="checkbox"/> Word of mouth | <input type="checkbox"/> Came across this pop-up at the market/event |
| <input type="checkbox"/> Nillumbik News | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Facebook | |

Privacy Collection Notice:

Nillumbik Shire Council is inviting feedback for the purpose of facilitating effective consultation to the development of its Neighbourhood Character Strategy. Your feedback, may be shared in full with the consultant team (Ethos Urban and Chatterbox Projects), engaged by Council to assist with developing the Strategy, and may appear in a future Council or Planning and Consultation Committee meeting business paper considering the drafting of the Neighbourhood Character Strategy with personal and contact information redacted. The personal information you provide will not be disclosed or shared with other third parties unless we are permitted or required to by law. If you do not provide the mandatory information required then your feedback cannot be accepted. You have the right to access and correct your personal information. Enquiries for access should be made to the Privacy Officer 9433 3271, privacy@nillumbik.vic.gov.au or PO Box 476, Greensborough Vic 3088.

Thank you for sharing your feedback and ideas!

Draft Neighbourhood Character Areas

