

22.10 NEIGHBOURHOOD CENTRES AND COMMERCIAL CORRIDORS LAND USE AND URBAN DESIGN POLICY

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This policy applies to all land within the neighbourhood centres and commercial corridors identified in the Framework Plan to Clause 21.08.

This policy does not apply to the:

- Camberwell Junction Activity Centre.
- Glenferrie Activity Centre.
- Kew Junction Activity Centre.
- West Hawthorn Area.
- Tooronga Village.

This policy should be read in conjunction with Schedule 16 to the Design and Development Overlay and Schedule 17 to the Design and Development Overlay, as appropriate.

22.10-01 Policy basis

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Neighbourhood centres and commercial corridors provide an important social, economic, environmental and infrastructure role in the municipality, and enhance the City's desirability as a great place to shop, work, meet, relax and live.

This policy has been derived from, and implements the provisions of, the *Neighbourhood Centres and Commercial Corridors Guidelines, 2014*. This policy:

- Encourages mixed use development that supports the local community and ensures that the neighbourhood centres and commercial corridors remain vibrant, sustainable and multi-functional destinations.
- Ensures that development promotes sustainability, improves functionality, accessibility and improved integration with the public realm, and addresses scale and identity through site responsive design.

22.10-02 Objectives

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Land Use

- To enhance the long term economic viability of the neighbourhood centres and commercial corridors.
- To strengthen the retail function of the neighbourhood centres, and encourage a wide range of uses within them.
- To strengthen the office, commercial, restricted retail, and industrial function (where appropriate) of the commercial corridors.
- To encourage higher density residential development, including social and affordable housing in appropriate locations.
- To support appropriate planning outcomes in the neighbourhood centres and commercial corridors that straddle municipal boundaries.

Urban Design

- To achieve excellence in design and high quality, contemporary architecture that efficiently utilises the site, enhances the character of the centre or corridor and enhances the public realm.
- To ensure active ground level frontages and vibrant street level activity.

- To ensure building design embodies the highest environmental standards, adopts innovative ways to achieve ecologically sustainable outcomes, and achieves the highest level of durability, robustness and adaptability throughout the building life cycle.
- To ensure development is designed to protect the residential amenity of future residents of the development.
- To ensure development does not detrimentally impact on the amenity of residents of adjoining properties.
- To ensure that the amenity, character and sense of openness of service lanes is protected and enhanced.
- To ensure new development respects and enhances heritage buildings and precincts.
- To improve traffic management and car parking.

22.10-03 Policy - Land Use

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It is policy to:

General:

- Encourage new retail, office/commercial land use activities that expand on the floor area currently devoted to these uses.
- Encourage mixed use development with retail, office and commercial activity on the ground floor and higher density residential uses on the upper levels in the Commercial 1 Zone.
- Encourage uses that facilitate day and evening activity.
- Discourage wholly residential development, and the location of residential uses at the ground level along the primary street frontage(s), in Commercial 1 and Mixed Use zones.
- Ensure that development which borders an adjoining municipality has regard to relevant strategic directions set by both responsible authorities.

Neighbourhood Centres:

- Encourage non-retail activities (including community services) to locate on the periphery of the neighbourhood centres and/or upper levels of buildings.

Commercial Corridors:

- Encourage office, commercial, restricted retail premises and industrial uses (as appropriate) in the Commercial 2 Zone.
- Discourage retail and supermarket uses in the Commercial 2 Zone.
- In the Burwood/Camberwell Road Commercial Corridor, encourage:
 - Large format corporate headquarters and regional office functions.
 - Homemaker retail development.
 - Research and development facilities associated with Swinburne University.
- In the Canterbury Road Commercial Corridor:
 - Encourage new and expanded commercial activities and industries.
- In the Tooronga Commercial Corridor:
 - Reinforce its role as a core commercial and industrial location.
 - Encourage new and expanded office activities, service industries and warehouse facilities.

- Support office and commercial activities in the Mixed Use Zone.

22.10-04 Policy - Urban Design

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It is policy to:

Facade articulation and detailing

- Encourage a high level of facade articulation and design treatments that:
 - maintain the fine grain shop front patterns of existing retail and commercial premises;
 - distinguish recessed upper level built form from the main building façade;
 - provide variation to surface alignment and materials.
- Encourage the use of robust, high quality materials and detailing to ensure that buildings remain attractive throughout their life cycle.
- Encourage architectural detailing that accentuates prominent corners at key intersections or other places of community significance.
- Ensure that the combined effect of the height, setbacks and design treatment of new buildings do not dominate a heritage place on or adjoining the site.
- Encourage external lighting that enhances the architectural features of the building and complements lighting in the public domain without causing unreasonable off-site amenity impacts.
- Ensure that any art work that is proposed within private spaces is designed to function as part of the public realm, is of high quality and design standards, is engaging to the public, and is integrated with the design of the building and broader streetscape.
- Avoid blank side walls and ensure that visible faces of buildings are articulated and visually interesting with a mixture of materials, finishes and articulation.

Integration with the Primary and Side Street Frontage

- Allow the upper levels of buildings to cantilever over a ground floor setback if the projection extends no further than the property line, is cantilevered (with no columns), and maintains a minimum clearance of 3.5 metres above a footpath or 4.5 metres above a vehicle accessway (or otherwise agreed by Council engineers).
- Ensure that the ground floor of new buildings is level with the abutting footpath.
- Ensure that where ramps or steps are necessary that they are contained within the building or within the property boundary.
- Ensure ground floor dwelling entries are distinct and subordinate to the ground floor retail/commercial frontage.
- Encourage ground floor residential entries on corner sites to be located on the side street rather than the primary retail/commercial frontage.

Integration with the Public Realm

- Ensure that the minimum extent of transparent glazed windows or doors along ground floor frontages onto a street (calculated on a per building basis) is as follows:
 - In a Commercial 1 Zone: 75%
 - In a Commercial 2 Zone: 50%

- Encourage building entries to contribute to the animation of the street as appropriate to the context, as follows:
 - Encourage the primary pedestrian entry to be located within the front ground floor street facade at footpath level, and designed to be easily identifiable, provide shelter, a sense of personal address and a transitional space.
 - Avoid disrupting the retail/commercial frontage of key retail environments by encouraging secondary pedestrian access to upper level building spaces (e.g. to shop-top dwellings) to be provided from side streets or rear laneways.
 - Encourage multiple building entries in locations where active uses at ground level are limited, to activate the streetscape.
 - Encourage residential premises at the upper levels to address the street.
 - Encourage new buildings to provide direct pedestrian access from both the street and from on-site car parking areas.
- Ensure that on large sites, the length of any part of the ground floor frontage without windows is not greater than ten metres, and such walls are well articulated with high quality materials and finishes.
- Discourage service spaces (storerooms, toilets, lifts, garages) and windowless activities (e.g. cinemas) from being located at the ground floor along street frontages.
- Ensure that frontage setbacks of development complement the frontage setbacks of a heritage place on or adjoining the site.

Weather protection to footpaths

- Encourage the incorporation of weather protection for pedestrians along street frontages in the form of verandas, awnings or canopies over the footpath, maintaining a minimum clearance of 3.5m above the footpath level (or otherwise agreed by Council engineers).
- Encourage new verandas to achieve continuous unbroken pedestrian weather protection.
- Encourage verandas to be integrated with the design of the building and to provide architectural features and/or materials that complement the streetscape.
- Encourage verandas to be cantilevered to avoid obstructive post/columns or perceived privatisation of the public domain.
- Ensure that on sloping sites, verandas step down to follow the slope of the street and special consideration is given to the detailed design of the junction at the level changes.

Service Lanes and Laneways

Ground level setbacks

- Discourage ground level setbacks along service lanes unless the same setback can be provided on adjoining properties to create a consistently wider, accessible and attractive service laneway.
- Encourage laneway surface materials and interface treatments to be used in the ground level setbacks of adjoining residential areas.
- Discourage unenclosed setbacks for rubbish and recycling bins, loading bays and service/utility areas from fronting onto a service laneway. Waste and recycling facilities should be concealed within secure dedicated enclosures that are integrated into the design of the building.

Abutting Residential Zones

- Ensure development contributes to an improved interface between the neighbourhood centres and commercial corridors and the established residential areas through providing for a recessed and articulated development and an appropriate scale.
- Maintain and enhance the intimate environment of service lanes by ensuring that higher built forms are set back from the service lane to ensure a sense of openness that reinforces a human scale.
- Ensure that windows and balconies do not unreasonably overlook private open space or habitable rooms on the opposite side of the service lane.
- Discourage buildings and works from encroaching into service lanes.

Vehicle and Pedestrian Movement and Parking

Vehicular access to sites

- Encourage sites with access from a service lane to provide all vehicular access to the site from the lane..
- Discourage the creation of driveway crossovers from other streets unless:
 - the service lane is too narrow for vehicular entry and cannot be widened as part of the development proposal; or
 - the traffic volume generated by the development would exceed the capacity of the service lane, as determined by a qualified independent traffic engineer and Council's engineers.
 - Encourage development to provide car parking in basements, where feasible, and to the rear of properties where laneway access is available.

Pedestrian entries from service lanes

- Discourage sole pedestrian access from service lanes unless no other access can be provided.
- Discourage primary pedestrian access to a property from a service lane when:
 - the pedestrian access interferes with the servicing functions of the lane for other properties.
 - bluestone pavers or other uneven pavements of the service lane prevent access to the entry by people with limited mobility.
 - there is no public lighting to the service lane between the street and the proposed entry, and the new development cannot provide for new lighting along this length.
- Encourage secondary pedestrian entries along service lanes where practical and appropriate, and where a service lane abuts car parking or public open space, to increase activity and connectivity.

Links and extensions of service lanes

- Encourage the creation of setbacks that remove laneway dead ends and facilitate vehicular through-links. The alignment, width and paving of the service lane should be continued through any such lane extensions.

Frontages onto Public Open Space and Public Car Parks

- Encourage development to be orientated to have an outlook towards any adjacent areas of public open space.

- Encourage development to use any lane or other public right-of-way located between the subject site and the adjoining public open space as a second street frontage.
- Only allow the use of an existing public open space pathway along the shared boundary for pedestrian access to entries of adjoining properties if:
 - Doors and gates do not swing open into the path.
 - Clear sightlines from the entry onto the path are provided for both pedestrians and oncoming cyclists.
 - The path width is able to accommodate the pedestrian and bicycle volumes that may be generated by the development.
- Encourage the upper levels of new buildings to be orientated to have an outlook towards any adjacent open air public car parks.

Shared Side and Rear Boundaries

- Encourage the following design outcomes when the subject site does not abut or adjoin a Residential Zone:
 - Zero lot lines along shared side and rear boundaries for walls without habitable room windows unless the adjacent property includes dwellings with their primary or secondary outlook orientated towards the subject site.
 - Where blank side walls will be visible from the public realm, visual interest should be provided through the use of varied materials or finishes.
 - Provision of a three (3) metre upper storey setback from laneways for the Burwood / Camberwell Road Commercial Corridor to ensure equitable access to daylight given the potential for large scale buildings in proximity to each other.

Overshadowing, Overlooking and Noise

- Encourage development that minimise the impacts of overshadowing and overlooking on the amenity of adjoining residential properties and habitable room windows.
- Ensure building layouts and design detailing retain the visual privacy of adjoining dwellings while ensuring the amenity of residents of the development, including access to natural light and ventilation, is not compromised through excessive screening..
- Ensure that between 9am and 3pm at the equinox, there is no additional overshadowing of photovoltaic panels or solar hot water collectors located on the roof top of adjoining dwellings within a Residential Zone.
- Design and arrange spaces and incorporate best practice sound proofing to minimise noise transmissions from internal and external sources. This includes appropriate acoustic treatment of communal or commercial roof top spaces to contain and dampen noise levels.

Sustainable Design

Energy

- Encourage building design that embodies passive solar design principles at the early stages of the site selection and development design process, including, but not limited to the following:
 - Maximising northern orientation to internal and external living spaces and windows.
 - Maximising access to natural light and ventilation through the use of atriums, open decks, highlight or clerestory windows and avoidance of double loaded corridors.

- Encouraging the provision of open and semi-enclosed communal areas for residents and roof top gardens with integrated solar panel systems..
- Encourage innovative 'green' (i.e. vegetated) roofs and walls.
- Encourage the integration of active technological features into building design to maximise energy efficiency and provide energy-efficient lighting, heating, cooling and ventilation systems.

Water use and management

- Encourage grey water storage, treatment and re-use.
- Encourage drought-tolerant plant species that require minimal or no irrigation.
- Encourage stormwater harvesting for re-use in garden irrigation and toilet flushing.

Materials

- Retain existing building structures for adaptive re-use, where appropriate.
- Encourage the re-use and recycling of existing building materials, such as brick and timber.
- Encourage the use of recycled, recyclable, locally sourced and sustainable building material, fittings and fixtures.

Outdoor environment quality

- Encourage controlled light spill from building interiors onto public spaces to improve pedestrian safety in the public realm.
- Minimise light spill onto nearby residential properties and light pollution of the night sky.
- Discourage the creation of wind turbulence at street level, communal or private outdoor spaces within developments.

Indoor environment quality

- Encourage building designs that optimise access to natural light and cross ventilation and reduce reliance on mechanical systems by:
 - limiting the number of single aspect dwellings with a southerly aspect;
 - limiting the number of habitable rooms that rely on borrowed light; and
 - ensuring appropriately sized light wells and balconies.

Waste management

- Ensure appropriate storage and collection facilities are provided on-site for all types of waste streams.

Social sustainability

- Ensure that development accommodates a mix of dwelling sizes and configurations/layouts to accommodate people of different, ages, family structures, mobility levels and socio-economic groups.

Subdivision

- Ensure that subdivision of land does not result in the creation of lots of a size and/or dimension which compromise the built form outcomes sought by Schedule 16 to the Design and Development Overlay.

22.10-05 Application Requirements

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An application to develop land should include, as appropriate, the following information to the satisfaction of the responsible authority:

- An urban design report and response that demonstrates how the proposal:
 - achieves the design objectives and built form requirements of this policy;
 - achieves the design objectives and built form requirements of Schedule 16 to the Design and Development Overlay (for applications within the neighbourhood centres) or Schedule 17 to the Design and Development Overlay (for applications within the commercial corridors);
 - addresses overlooking and overshadowing impacts in accordance with the objectives and standards of Clause 55 of the Planning Scheme;
 - achieves the design objectives and built form requirements of the Clause 22.05 Heritage Policy; and
 - addresses the matters set out in Clause 52.35 of the Planning Scheme.
- Three dimensional drawings or photo montages depicting the proposed development in the context of nearby buildings, taken from multiple viewpoints including pedestrian eye-level, for buildings or extensions of three storeys or more.
- An Environmental Sustainable Design Statement for new buildings (excluding fences, walls, outbuildings and service installations) and building additions of one or more storeys;
- A Car Parking Demand Assessment and Traffic Impact Report, incorporating a Green Travel Plan, for buildings of three or more storeys, or greater than 1000m² in gross leasable floor area;
- A Waste Management Plan, detailing how waste management processes are integrated into all stages of the development for buildings three or more storeys, or greater than 500m² in gross leasable floor area;
- An acoustic report that demonstrates how the design of the development achieves suitable indoor noise levels and protects residential uses within the development from external or potential internal noise sources including, but not limited to, entertainment activities, roads, tram and railway lines.

22.10-06 Transitional arrangements

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The requirements of this policy do not apply to a planning permit application received by the responsible authority before 9 April 2015.

Planning applications received prior to this date are subject to the planning provisions of *“Amendment C107: Transitional Planning Policy - Boroondara Activity Centres Strategy 2011 and Balwyn Structure Plan 2009”*.

22.10-07 Policy reference

09/04/2015
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Neighbourhood Centres and Commercial Corridors Guidelines, City of Boroondara, 2014