



# St Johns Avenue and Henry Street Streetscape Upgrade



## Community Engagement Phase 2 Summary Report

### Executive Summary

Council at its meeting of 25 June 2019 resolved to adopt the draft concept plan for the St Johns Avenue streetscape upgrade and place it on public exhibition. This report outlines the process and results of the public exhibition.

Council engaged with the community between 16 August and 13 September 2019. To do this, a range of engagement tools were employed which included a survey (online and paper) and a two-day pop-up park community drop-in event on St Johns Avenue. These approaches were supported using online tools as well as face-to-face discussions, and promoted via digital and traditional media.

The vast majority of the community supported the concept plan (over 80% on average). Those not supporting the concept expressed concerns about the loss of parking and potential impacts on business as well as the suitability of the plan for St Johns Avenue due to the gradient and issues associated with high traffic movements in the area.

Overall, the vast majority of the community supported the project suggesting it would enliven the street and bring more life to Gordon, which is a key objective for the project.

## Introduction

Council has undertaken a two-phase process of community engagement to develop and finalise concept plans for streetscape upgrades to St Johns Avenue (between Pacific Highway and Gordon Station) and Henry Street (from the station to the underpass) in central Gordon:

- Phase 1 – Identifying opportunities, problems challenges, ideas gathering, and general comments (occurred between 19 February and 19 April 2019)
- Phase 2 – Presenting concept plan to the community for feedback and final adjustment prior to final approval by Council (occurred between Friday 16 August and Friday 13 September)

This report provides a summary of engagement outputs from Phase 2. A report outlining Phase 1 engagement was presented to Council on 25 June 2019.

## Engagement and communications mechanisms employed

Phase 2 engagement used multiple mechanisms for community engagement:

- Online survey - Accessible via Council's online engagement portal ([oursay.org](https://oursay.org))
- Printed Survey – Available at onsite drop-in sessions
- Online discussion forum – hosted on Council's online engagement portal
- Onsite drop-in sessions (pop-up park)
- Written submissions
- Face to face conversations between council staff, local businesses and residents
- Social media

To promote the project and opportunities for involvement Council used the following:

- Information sheets/letters (hand delivered and mailed to businesses and residents in immediate vicinity of St Johns Avenue and Henry Street) and available at onsite drop in sessions
- Face to face discussions with business owners
- Online community engagement platform ([Oursay.org](https://oursay.org))
- Council website ([kmc.nsw.gov.au](https://kmc.nsw.gov.au))
- E-newsletters (Ku-ring-gai e-news, Business Connections E-news)
- Direct email to those who participated in Phase 1 engagement
- Local print media - North Shore Times
- Facebook

## Communications and engagement snapshot



### Communications reach

- **12K+** e-newsletter subscribers
- **66K +** reach via traditional media
- **5K+** reach via social media
- **200+** letters sent to residents and building owners in immediate vicinity of St Johns/Henry Street



### Community participation

- **153** responses to survey (38 online and 115 print)
- **200+** attendees at community drop in sessions
- **140+** community conversations at drop in sessions
- **278** Facebook likes/comments/shares
- **6** web comments, **2** email and **1** written submission



### Support for concept plan

**90%** survey respondents rated concepts as good, very good or excellent (N=153)

**67%** workers or business owners in St Johns Ave responding to survey rated concepts as good, very good or excellent (N=9)

**87%** of survey respondents felt that the plan would improve overall amenity of Gordon (N=147)

**Approx. 90%** support for concept from attendees at community drop-in session



### Common issues

#### Positives

- Improving outdoor dining
- More greenery in the street
- better facilities for pedestrians
- Improving Gordon's attractiveness, liveliness and overall amenity

#### Negatives

- loss of parking (including a perceived impact on businesses)
- Traffic movements
- Concern re station drop-off facilities
- Question suitability of 'eat' street so close to traffic/gradients

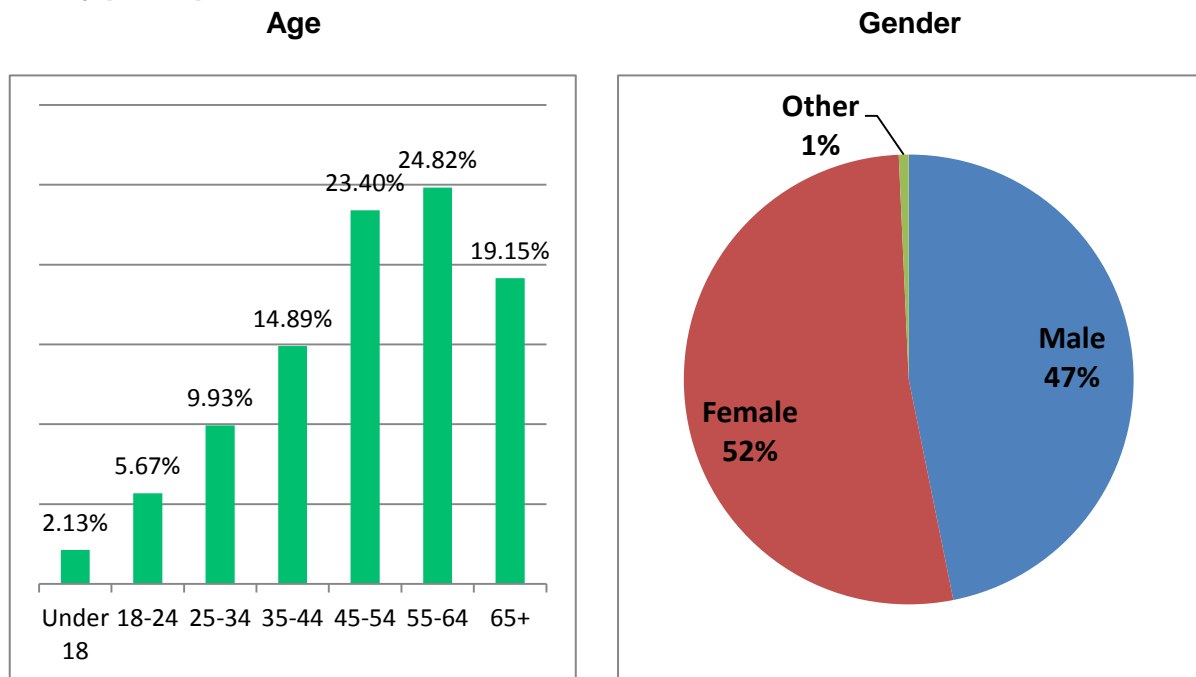
## Community Engagement Results

### Survey

Council created a survey designed to capture the opinions of the local community about the draft concept plan and to hear if the community felt the proposal would help to improve the amenity of central Gordon.

The survey was offered online via Council's community engagement portal (oursay.org) as well as on paper at the community drop in sessions. **153 survey** responses were received (38 online and 115 print).

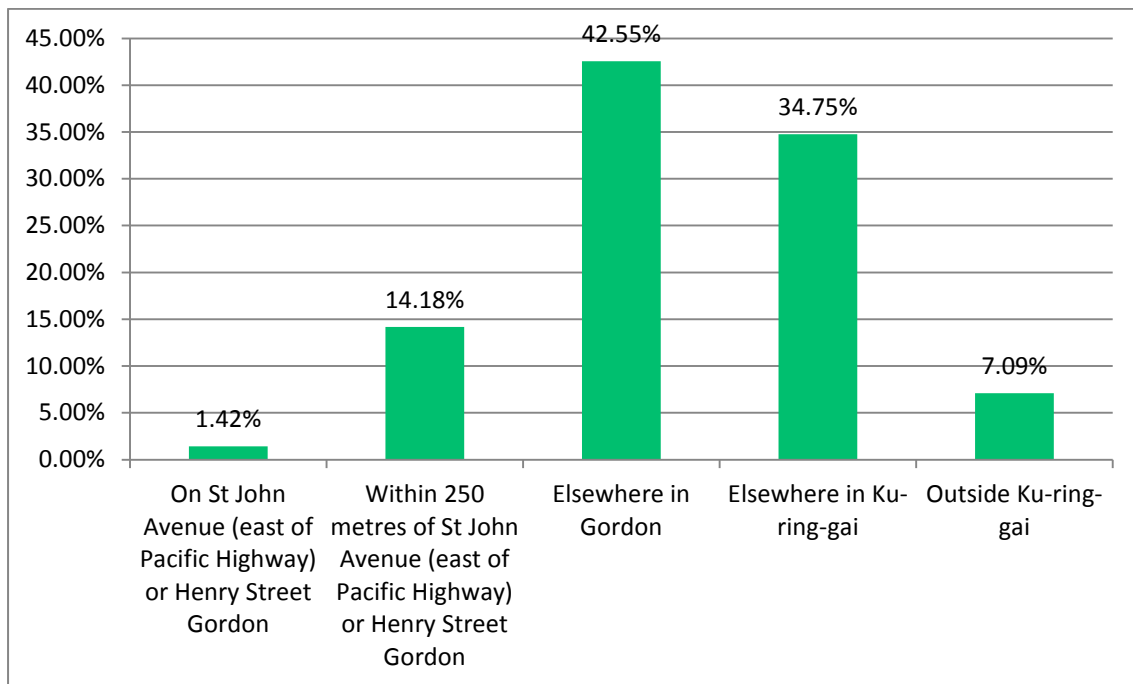
#### Survey participants



Not all survey respondents provided information about their age and gender. The makeup of those that did indicated a good spread of age groups responding compared with many Council surveys with more than half of respondents were under 54. Female representation (52%) was slightly higher than men (47%).

### Where survey participants live

Survey participants asked where they lived. Again, not all provided responses to this question. The majority of those that responded (N=141) lived in Gordon (58%).



As the area has a significant commercial component, survey participants were asked if they worked in/ran businesses in St Johns Avenue or owned commercial property.

Worked in/ran businesses in St Johns Avenue	9
Owned commercial property	3

## Survey Results

Below is an outline of survey results. Numerical results are presented below along with key highlights of open-ended questions. Verbatim responses to open-ended questions are provided in Appendix 1.

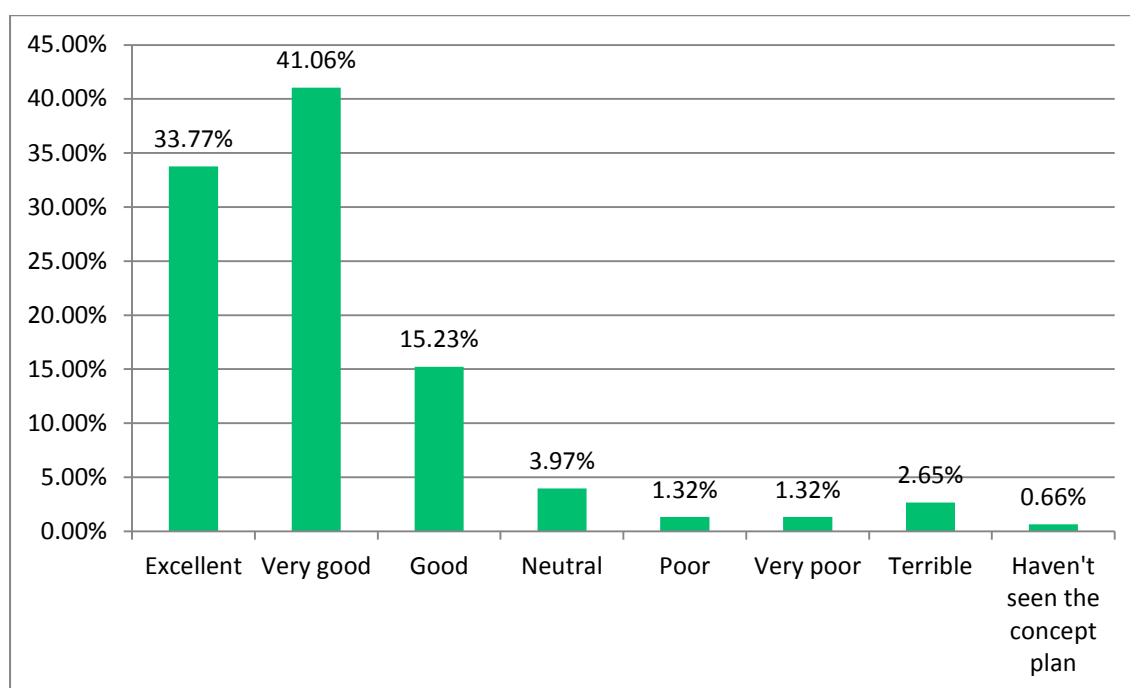
Overall, survey participants supported the plan with over 90% of respondents rating the concept as good, very good or excellent. 5% rated the concept as poor, very poor or terrible. 87% of respondent felt that the plan would improve overall amenity of Gordon

### Detailed results by question (verbatim responses in appendix 1)

#### Q1) Have you seen the draft concept plan for the streetscape upgrade in St Johns Avenue and Henry Street?

Answer Choices	Responses
Yes	96.69%
No	3.31%

#### Q2) Please rate the draft concept plan.



#### Q3) Tell us what you think is good about the draft plan

Common points/matters raised include:

- The focus on improving outdoor dining
- Putting more greenery in the street
- The plan will bring more people to area and be a focus for the community
- It offers better facilities for pedestrians and people movement generally
- It will improve Gordon's attractiveness, liveliness and overall amenity

#### **Q4) Tell us what you think could be changed or improved**

Concerns were expressed regarding:

- loss of parking (including a perceived impact on businesses)
- traffic movements
- access to and provision of drop off facilities near station
- suitability of 'eat' street so close to traffic
- suitability of St Johns for such a project due to gradients, proximity of bus interchange and heavy traffic

Suggested changes included:

- provision of toilets
- installation of pedestrian crossings
- more shade
- closing St Johns Avenue to traffic

#### **Q5) Tell us about any ideas you have for inclusion in the upgrade**

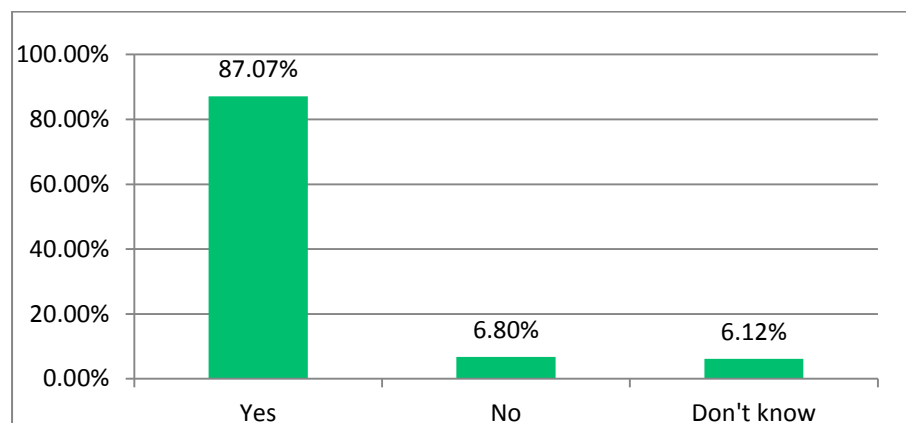
Ideas included:

- Public art
- Toilets
- More parking
- Bicycle parking
- A pub

#### **Q6) Please provide any other comments, ideas or concerns you have about the streetscape upgrades proposed**

Comments were a combination of responses to the above questions, with support for the plan being articulated along with some concerns regarding matters such as parking and traffic movements.

#### **Q7) Do you believe that the planned upgrades will help improve the overall amenity of central Gordon?**



## Written Submissions

As part of the public exhibition, Council invited written submissions regarding the Draft Concept Plan. Nine submissions were received via email and Council's website comments function.

In general, comments were very positive. As with other feedback received, concerns regarding parking and traffic were raised as well as the condition of surrounding streets and issues such as litter and pest control. See Appendix 2 for verbatim submissions.

## Community Drop-in event

To ensure users of St John Avenue and local businesses had the chance to view the concept plans and have the opportunity to discuss them with Council staff, Council staged two on-site Community drop-in sessions within St Johns Avenue on Friday 23 and Saturday 24 August from 10am until 2pm.

The pop-up park involved the removal of a parking lane on the south side of St Johns Avenue and laying artificial turf carpet. Outdoor dining "booths" were provided along with deckchairs and beanbags for casual seating. Potted plants from the Council nursery added greenery. Local musicians were enlisted to provide entertainment and attract public participation.

To further assist promotion of the event, as well as entice people to complete survey forms, Council set up a voucher arrangement with cafes and restaurants on the street whereby those who completed surveys were given a voucher to redeem a discount at participating establishments. This approach proved useful in getting local business to engage in the process as well as giving community members additional motivation to get involved.

## Engagement outputs

Survey forms were available to gather feedback and Council staff were on hand to answer community questions about the proposal. Survey responses were collated with online responses, as previously outlined.

During discussions with members of the public, Council staff captured levels of support or opposition in a simple poll. After each conversation staff indicated, whether the individual supported or opposed the proposal. During the two days, sentiment was noted from 140 conversations. The results are as follows:

Support	Yes	No
Friday 23 August	63	8
Saturday 24 August	64	5
	<b>127(91%)</b>	<b>13 (9%)</b>

The event required a significant level of engagement with local businesses up to, during and after the event; this resulted in many conversations with business workers, operators and owners. Anecdotally, feedback was very positive from businesses in St John Avenue. Some concerns were raised regarding parking, although numerous businesses did indicate that their customers either came to their business on the way to or from the station or parked in



local car parks. Conversations also indicated that the proposal offered a growth opportunity for businesses in the area and was necessary to help improve central Gordon.

## Facebook

Council used social media to promote the opportunity to get involved in the project. Three Facebook posts were published to encourage participation in the engagement process and invite people to attend the community drop-in session.

Date	Actions	Reactions (emoji)
21 August	39 comments, 14 Shares	109 'Likes', 4 'Love', 2 'Wow'
24 August	2 comments, 5 Shares	79 'Likes', 8 'Loves', 1 'Angry'
12 September	2 comments, 2 Shares	11 "Likes"

Most comments were supportive of the plan indicating a level of interest and positive anticipation for the outcome. This is reflected in the number of positive reactions to the posts (211 Likes and loves, 2 Wow and 1 Angry). Some concerns were also expressed.

Verbatim comments are below. Please note many 'comments' were referrals of the post to others and have not been included below, hence a lower number than detailed in above table.

### Facebook comments

It would give a nice feeling to Gordon.	Could be interesting 😊
Super idea	Yep knew about it. Not sure it will get built in our time
It looks great.	Sounds interesting 😊
How fantastic to turn a rather boring area into a more exciting community space and the outdoor seating would be of great benefit to the local cafes!!! There is plenty of parking in multi storey in back lane. Yippee love it ✓	Better traffic flow as now the lane doesn't exist, which means no one can't stop to park and take 5 minutes to reverse in! It's a win win!
Great idea	This sounds nice!
Popped by this afternoon, was great. Can we get any established tree's planted for shade	Where will all the aggressive selfish Uber drivers go that sit in all the parking spots ????
We were recently in France and a lot of the cafes had "decks" in their car spaces out the front. So much more seating....	Looks good!
Looks fun it would also be good to plant some deciduous trees along there too so it can be comfortable summer and winter	Will there be more car park provided to make up the spots that will be removed?
Fantastic!	Cool way to do this
I really like in theory. I do hope that the existing shop owners are looked after during the transitions and the work is done efficiently. One concern... buses. The current buses turning in and out of St Johns is a	First they were allowed to rip up all the old trees lining the road, now they still routinely spray toxic round up all around the station areas on the pavements and benches and every time I try to speak to any local

nightmare esp those turning left off the Pacific Hwy into St Johns who struggle to get around. I hope that will be considered.	politicians about this no one knows or cares about this. I think this needs to be addressed before you start thinking of planting new stuff that will be sprayed with the toxins and getting people to sit and eat in the middle of it.
--	---

## Online discussion forum

An online discussion forum, hosted on Council's online community engagement platform (oursay.org) was set up to gather thoughts about St Johns Avenue and Henry Street. The question posed to collect ideas was

*'The streetscape upgrades proposed in the draft concept plan aims to create a vibrant 'eat street' in St Johns Avenue and ultimately a day and evening economy for residents and visitors to Gordon.*

*Will the concept plan achieve this objective? If yes why and if not, why not? Share your thoughts and any ideas you have below.'*

### Forum participants

Unlike the forums that were popular in Phase 1 engagement, this forum proved less so. The forum received 47 visitors and only received only one comment:

*To make the most of the winter sun it is important that deciduous trees be used on the southern side of St Johns Ave. Deep red camphour Laurels like the ones at North Turramurra shops would provide some brilliant colour as well.*

As in Phase 1 the forum was promoted via Council's Facebook account and website

## Conclusion

The process of community engagement was a positive one, with the majority of the community supporting change and improvements to this important part of central Gordon.

This phase of community engagement indicated a significant level of interest in the project. The majority of people participating were positive about the draft concept plan, believing it would improve St Johns Avenue and Henry Street as well as the overall amenity of central Gordon. The improved provision of outdoor dining and street trees was popular as well as the general upgrade to the streetscape and Heritage Park.

Removal of parking was raised as both as a concern and a positive step. Those concerned indicated their fears for a negative impact on business and the ability for drop-off and access to services. Others felt that removal of parking would improve traffic flows and the amenity of the street.

## Appendix 1 - Verbatim Survey responses

### Q3) Tell us what you think is good about the draft plan

Just getting rid of parking on the sides is the best thing ever for the street	Design thoroughness, optimism, enthusiasm, and great trouble to represent the character at consultation.	I think this will improve safety.
Allows for additional safer crossing locations to let people access both sides of the street safely. Also makes more a more pedestrian focused environment and pleasing space	Adding a green space to St Johns is a great concept. Additional public space is also a benefit.	More open sitting areas, feels more like a village.
Greenery! Al fresco dining. Safer pedestrian crossings.	Access to train station Opening up an already popular area for the community Less pollution Bringing the community together	<ul style="list-style-type: none"> <li>- Getting rid of car parking</li> <li>- Opening-up a good resource for community</li> <li>- Creates a village atmosphere</li> </ul>
More trees, better buffer between pedestrians and cars, alfresco dining spaces that aren't right in the road.	Improve the village atmosphere, increase street appeal, more greenery to help keep cool.	More greenery, more gathering spaces, greater more festive sense of community.
Nothing	Love the wider paths, greenery and upgrade to the Heritage Square.	Trees, leisure space, natural/inviting looking. encourages outdoor living - families/friends coming together, children friendly.
Love the idea of widen the foot path for outdoor dining and planting of trees etc would make the area look more beautiful and inviting	Takes in the existing problems (jay walking, pedestrian/traffic congestion) and creates solutions as well as improving the look & useability of the area.	Lots of current parking issues. Gordon needs a centre.
Reduces traffic in the area and increases safety and makes the area a more welcoming site to allow for more pedestrian access.	Improved pedestrian amenity	Extra space for pedestrians
Removing on street parking and widening foot path on St Johns Ave is a great idea. The on-street parking is creating traffic and dangerous especially in the morning.	Trees	<ul style="list-style-type: none"> <li>- Reduction of street parking</li> <li>- Beautification of the adjacent park</li> <li>- Levelling of slope to provide seating for shops</li> <li>- Pedestrian safety</li> </ul>
Excellent focus on the people + use of the area that has been done in other areas	Prioritising community space over cars	More plants, and open spaces.

successfully.		
I love the street scape idea, improved kiss and ride	Outdoor eating. Level footpath.	I like the openness, the greenery and possibility of being able to sit outside and enjoy the sun and having people around.
Park improvement on Pacific Highway is good.	Creating an open public space	Sensible idea, revitalise area and encourage community interest.
Green space. Kiss & drop space. Making the stretch easier & safer to use. Updating the park to be useable + pleasant.	More trees and more outdoor activities areas would certainly add the appeal and enhance community harmony.	Love the plan and the greenery to be included.
The greenery and alfresco space if restaurants can have chairs and tables outside.	I like the reduction in parking, the street gets very congested in the mornings.	Green and pedestrian focussed
Rating (very good-good). The more natural feeling to the street.	Enjoy the outdoor area	Wider pavements for pedestrians and outdoor dining. Use of terracing on pavements.
Excellent if additional parking provided - terrible if parking not provided. Only ok if you increase parking.	Good to have trees in street & low planting to enhance the streetscape - make people want to stay & eat outside & commune here.	Solid public amenity improvements will help revitalize a tired looking St Johns Ave
Street trees, people focused design, outdoor dining opportunities, improving the overall aesthetics of the street level areas for seating.	- A place to socialise - Increase greenery - Sit in natural light	It could be a very nice addition to the cafes.
More space for the cafes and restaurants. Nice to sit under trees.	A good compromise between traffic management & pedestrian.	Current streetscape is a mess removing parking and widening the footpaths with tree plantings would improve it
It provides a nice outdoor area for residents to spend their time.	Not sure I think anything is good. How secure is this for small children with parents who do not supervise them adequately. Will Council be clean up all the rubbish left by patrons?	Love the removal of parking
This will bring life to central Gordon area. We can benefit from all the scenery in the area. Also, beneficial for the businesses.	The look is gorgeous. Love the idea of more seating, green space & trees. My concern is the removal of parking. It's so useful to be able to stop quickly & pick up whatever is wanted.	Increased green space, safer wider footpaths for commuters, increased outdoor eating, less traffic, safer at night
The outdoor sitting area for local business. Additional green area.	Will enhance this key thoroughfare. Gordon centre is looking very sad & neglected as a	Outdoor dining, improved pedestrian and park and ride facilities

	walk down the Pacific Highway will show. This is a welcome first step.	
Moves with the time - many of the coffee shops/cafes have been established only in recent years - will also cater to those restaurants here / on highway restaurants after their meals.	Encourage outdoor activity especially for family with young kids.	It might encourage more people to visit the shopping centre.
Great for life style - moving outdoors. Parking remains okay in multistorey car park.	Well needed recreation area.	Reduced parking a winner
will beautify and improve the area enormously	Much needed asset in Ku-ring-gai.	I love the extra wide footpaths and street tree planting. It will be a great improvement to Gordon. Just what it needs!
Nice to have outdoor dining areas and more trees	*Alfresco dining areas. *Greenery.	We can bring more people come to Gordon area more.
Lifts the suburb attractiveness, liveliness, profile. At the moment its very tired.	Creating gathering places like this for the Gordon community is much needed & wanted by the people of Gordon. The North Shore has so much potential and need for vibrant places.	Makes much better community use of the space rather than just a few 1 hour street side car parks.
1. Outside eating areas very good. 2. Tree planting very important!	Simple schematic drawings. Well explained on day by staff.	This is exactly what Gordon needs. Less dominance of cars & gives a village feel.
Loss of parking in St John's will destroy our ability to visit businesses for start shops.	Lacks improved drop off & pick up area. You are taking away parking spots yet want more people to park.	Community feel, creating a good hub were friends and family can enjoy!!!
Encourage village atmosphere in Gordon.	Brings colour to Gordon	Fantastic
Good idea but how do you deal with the diesel particulates from the trucks and buses?	Outdoor eating. Even and wider footpaths.	Community space is so important. Green space is so important.
The loss of a small number of parking spaces to create a vibrant streetscape is a small price to pay especially when you have Wade Lane car park close by.	Don't like losing parking on weekend.	Very good and should look to expand.
Would be nice to see more green in the area.	Good concept BUT please don't move monument.	Will give nicely planned spaces adjacent to existing eateries. Generally, Gordon is a hotpotch of

		architectures and pretty ugly.
Fantastic, exactly what this area needs. Would love to see dogs catered for.	Excellent idea - great aesthetically and time to update & bring Gordon into the future, especially with the increase in population.	more street trees, better footpaths for pedestrian access to station. Increase in kissing drop spaces
Its clear and well presented. More Trees, bigger footpaths for the community will be good.	Love the idea. Looks good.	It will make the streets more attractive and a place more inviting to visit
More green space absolutely necessary in concrete Gordon Retain the existing hedging.	More space for pedestrians, makes Gordon look cooler.	I saw it on Friday on st Johns. Looks like it would help create a more city centre feel!
I love the idea of more green areas & wider pavements.	The amount of plants is good.	Increase in public space
Great idea! Long overdue.	- Public space & pedestrian friendly. - Activate an established café / shopping strip.	Love everything about it! This area is crying out for rejuvenation. People will actually want to spend time at the new St John's Eat Street area.
Gordon need refreshing . Short cut redeveloping buildings, this is a great 1st step forward.	Dining areas, remove parking, trees, create a "centre" in Gordon.	It improves the image of central Gordon.
It makes a precinct instead of just a road.	*Pedestrian / Traffic interface improvement. *More outdoor activities that will have level seating. *Plants / green space.	Looks amazing! More seating will be very useful for all the cafes and restaurants, it looks like it will have a nice village feel. Safer pedestrian crossings are much needed.
Wider street . Foot paths, more trees.	Better community engagement & facilities.	Nothing
Love the outdoor look and feel.	Creates a pleasant pedestrian area. Nice place to eat & relax.	Greenery
- Outdoor dining areas - Park upgrading - Public seating	Green space for people, safer interaction with the road, more time to pause :)	Love the outdoor dining options and the park being upgraded
Gordon desperately needs a community space like this. Widening footpaths and adding outdoor dining will be spectacular.	Beneficial to foot traffic.	perfect plan considering the geographical structure of the street
Planting and seating	Making street people friendly.	More room would be great. Would be great to dine and look at.

Aesthetics hopefully will draw in more eating venues/ night life. Pedestrian friendly; upgrade to "park"	New crossings. Better pedestrian access/ less parking.	- Brings more greenery to the area - Makes it safer for pedestrians - Boosts local businesses on the street
Greening is great. No more parking in the street and speed reducing initiatives will make for a much more pleasant area to transit and dwell.	- New pedestrian crossings - Wider streets - More trees	More people to area.
Approve	It is fine	Anything would be an improvement on the current state of St Johns avenue. We have some great new cafes that have opened up but the streetscape at the moment lets them down. Sidewalk eating/meeting/greeting would be a huge improvement.
Great idea for young and old.	- Removing parking and turn into entertainment area. - Better Park.	Improving the area and giving a somewhat boring suburb a renewed feel and look.
It provides more al fresco dining encouraging passing pedestrian traffic to eat at the local eateries. Provides more natural environment to the area. Makes the area more accessible for pedestrians.	1. Raised platform 2. Deciduous trees for shade summer but must have sun in winter 3. People friendly spaces for all ages + dogs 4. Warm + inviting hard surfaces essential 5. Outdoor eating highly liveable 6. Extending paving across to station	It is important to retain parking in front of the shops. Removal in total of the parking is NOT supported. How do people like my parents with walking sticks and disabled drivers get ease of access to the cafes and shops without having to walk a long distance and at slope?- at present they can easily park and get a coffee. The parking MUST be retained along the street - it can be reduced in time to 30mins. This will allow the quick in and out customers to still access the cafes for take always, and allow disabled to park close to the shops.

### Tell us what you think could be changed or improved

Unsure if an issue, but buses turning off Pacific Hwy has issues during peak (tight turning circle). Design may still not prevent u-turns near the bus interchange entry	Parking	Probably some thought on turning circle for buses coming down St Johns Ave.
Nil All OK. (What about planting London Plane Trees to give it that Parisian look?) Do no charge too much for outdoor spaces - cafes are struggling financially.	Better drop offs @ station - perhaps widen Wade Lane? Better crossings to stop people jay walking. Trees etc are great to bring Gordon into more of an area where community can interact more. West side of St Johns is getting even busier as cars come off Ryde Road & loops through Lyn Ryde & up St Johns. This is causing delays @ the traffic lights as people are crossing the road.	I'm concerned about the buses coming in and out of the bus station because the turning circle will be very hard.
Make Wade Street pedestrian only. A vibrant community piazza.	South bound bus turning into St John is dangerous for pedestrians waiting for lights to change. Easily side swiped by buses.	Acoustic separation of park from Pacific Hwy (more feeling of protection).
I would not upgrade in the way you are contemplating. The street is too steep to sit comfortably footpath as it.	Traffic flow could be smoother	*Enough shade for summer? *Reduction in traffic - looking to create ONE way flow.
Close the road fully to allow a mall type area for outdoor dining areas.	Wheelchair & pram accessibility is high priority, the existing shop façade to have more character.	Can we bring the two sides of the road together somehow. Linking the two footpaths.
Existing drop off area on Wade Lane could be expanded move the wall in + path and make it deeper. This drop off is used by hundreds of vehicles dropping off school children for train travel everyday - car mayhem.	- Provisions for station drop off. It is very difficult to drive up St John's Ave, drop off and then return down St John's Ave. - Provisions for short term parking (before start of construction).	I wonder how well the kiss and ride area on Henry street will work with having to cross a busy road and navigate across the bus area to get to the station? I also wonder how the traffic will flow with narrower streets. AND will the businesses thrive without street parking?
Maybe us only in St Johns Ave (but as a user of the park & ride I understand the traffic concerns).	Need to make allowance for less parking spaces.	If we can improved this area so we will have more shop around Gordon rather than have to go to Chatswood on busy weekend.
Keep a bit more parking outside the chicken	An additional speed bump on Clipsham Lane.	Extend the path to be the full width. More



theory & the best noodle for take away pick up in the evening.		trees & plants.
Adding a round-a-bout at the top of St Johns for cars that need to go to the West side of the highway.	Shade? Brollies? Awnings? Trees (preference).	All good no changes required.
Parking could be thought out better given that parking on the road is removed. Also considering if the markets are held and they take up the parking near the station.	More shade, very hot in summer.	Great ideas, no changes to add
Fencing for safety.	More parking	Traffic improvement to northern end of Wade Lane (Park Ave) congestion.
I like the reversing of Wade Lane and using this road as main exit. What happened to that.	Sleeker modernisation of shops - most look old fashioned and uninviting to *me* Appearance of Churchill Lane- it is ugly No restaurants in Henry Street - the corner is quite bland with the brick wall of the building	Make sure food service stores on St Johns is high quality. No reason why we can't do what is done so successfully in eastern suburbs.
The lack of parking will be a challenge if people are in a hurry - Wade Lane, car park is not a good option if you're in a rush.	Still going to be next to a busy road.	Provide links to expand in future.
Community garden centre in the park at the top of the street.	I like the general idea, planting of trees as well.	Deciduous trees on south side areas. If you can't get sun in winter you won't be sitting out there in the shade of a tree. More colourful planting and features. Its easy to be boring.
Close down St Johns as between the highway and the station and turn it into a community area similar to the one on Victoria Chatswood. Also more play equipment for children.	Excellent idea - no further suggestions.	Will the short stay car spaces in carpark allow time enough for 'eat'
please use pavers that look great	Planting to be appropriate. Maintenance to be a funded commitment by Council otherwise won't be done.	Extend the plan and add more streets to beautify
Parking arrangements	Reduced traffic flow and additional pedestrian crossings.	Definitely needs toilet facilities. I won't go there unless there's toilets. You need to compete with places like Chatswood or Hornsby. I also wonder about vermin control.

<p>1. There should be No Right Turn from Henry street to Wade Lane, forcing traffic to move left to prevent congestion in the Busing area.</p> <p>2. STOP sign on Henry Street into St Johns Ave needs to be more prominent. A lot of cars do not follow STOP sign.</p> <p>3. There should be No Right Turn allowed from the small lane between shops on St Johns Ave. Cars coming out from there should turn left only and find alternative routes to get out of the area.</p> <p>4. Please made Church Hill Lane clearway at all times.</p>	<p>I can't see ANY provision of a few DISABLED parking spaces - it needs at least 2 on EACH side of the St John's Ave. It seems that somehow disabled or frail aged people are to float to the cafes from the main car park which is much too far away for this to be realistic. Until recently I have been a carer for my 90+ year old mother (now deceased) and this would be totally impossible for her to have walked, or me to have pushed her up in a wheelchair. My sister is also disabled. See also # 6 below.</p>	<p>Retain parking bays on both sides of the road, remove one or two parking bays only. This way there is still provision for people to park - especially at night. The parking also operates as pick up and drop off for travellers. The proposed kiss and ride improvements do not extend those areas especially in front of he station which is where it is needed for elderly and young people, with high visibility and in the public thoroughfare - the area on Henry St is too secluded especially at nights.</p>
<p>1. Low profile buildings to be preserved to prevent shadows + wind tunnel effects.</p> <p>2. Plantings to minimise hard surface effects.</p>	<p>Worried about the impact of reduced areas for drop off and pick up for those getting on and off the train.</p>	<p>Eat street with outdoor furniture and play area is cool!</p>
<p>Council should provide additional parking in close proximity - Wade Lane is too far away.</p>	<p>Pedestrian refuge facilities</p>	<p>The car park that has boom gates is one of the closest to the shops - but it is now only for commuters. If on weekends the boom gates could be open that would make parking better for weekend shoppers and visitors.</p>
<p>More parking free communities.</p> <p>More pickup/ drop off areas.</p>	<p>Outdoor eating will be undesirable due to buses driving past. Sad to lose the parking which people use for quick drop offs + coffee/sandwich purchases.</p>	<p>No parking . Needs more parking not less</p>
<p>Could the whole street be closed off?</p>	<p>Combine the works with an upgrade to the carpark</p>	<p>Do not take away the parking lane. This will be an inconvenience to visit the shops and make pick ups (despite kiss and ride facilities)</p>
<p>Nothing. I like the proposed plan.</p>	<p>One way traffic.</p>	<p>Leave the street parking spots alone</p>
<p>Would love to see dog facilities in the area.</p>	<p>Reduce traffic</p>	<p>A bit concerned about losing parking. Parking is quite a problem in Gordon already. Need to still have parking areas</p>
<p>Wade land traffic - possibly change the direction or put a roundabout at the top near police station as it is a hazard.</p>	<p>Quite a lot of litters around the station street &amp; car parking. More frequent clean up and messaging to general public would be good.</p>	<p>main things clipsham lane must close , to make perfect this plan</p>

Like the plan/ sunny spots for residents.	Zebra crossings added in centre of the street.	More seating
Maybe some shade.	Probably build a shade of some sort	Need for more attractive street lighting fixtures around pedestrian areas so they can be used in the evenings.
No cars at all in St Johns Ave!	Make sure trees provide shade for seating. make sure adequate drop off points for commuters remain.	Concerns the removal of street parking will impact access to public transport
Wade St car park to be reconfigured so that access could lead back to Clipsham Lane from any floor of the car park. Restaurant type seating in table and chair seating.	Ensure signage for parking really clear.	1. Park at top . plant buffer zone on the highway, we need parks and playground elsewhere. 2. Fairy lights across ST Johns (or options) 3. Temporary flower pots/ trees seasonal 4. Low building heights to keep sun
Links between both sides of the road.	Remove the precinct - give back the parking. I feel very sorry for the businesses along the strip. What will be the impact for business?	Kiss and ride in wade lane will lead to congestion ideally it should be on the other side of the station or in the lower level of the car park
Perhaps a community garden added somewhere.	Could the parking in the station car parks be extended I terms of length of stay on a weekend? Is there any possibility of utilising the other station car parks on Henry Street, maybe free access on weekends?	Would like to see the wade lane frontage maximised
Nothing specific - But would love to see Gordon Golf Course become a public park.	It looks like a good plan. Will the buses be able to turn at the Highway intersection?	Consider solar lighting
Improved maintenance and connectedness of the shopfronts. Limit vehicle movements/ types somehow.	More of shades, kid friendly, safe place and easy access playground.	Good idea.
Added bicycle parking	* It will be important to create adequate set down spaces i.e. car drop off zones. *Also important to protect the footpath from potential risk of car crashing.	I would like to see more retail shops instead of so many service-type shops.
Make it happen faster.	Need 15min parking for dropping off & picking up to accommodate elderly with luggage to station.	A pub please

Buses one way in and one way out. One way out down St Johns avenue towards Hwy.	Retain parking St Johns street.	Close of whole street is possible
Maybe tweak the car park exit behind McDonalds	Dog play area.	

### Tell us about any ideas you have for inclusion in the upgrade

Removal of lights crossing and create pedestrian zebra crossing across st johns avenue. Potential for shared road	Improved pick up/drop off parking directly outside the station, visible and well lit, and increased spaces.	<p>We drop off &amp; pick up at the Church + others do often.</p> <ul style="list-style-type: none"> <li>- St Johns Ave between Pacific Hwy + Ridge Parking could be improved by taking some of the verge + keeping the trees parking between them to open up traffic thru put.</li> <li>- Gordon Station is a terminus + many non Gordon people use it. Perhaps a multi storey car park on the existing car park of Park St + Werona. All car parks during the week are filled by 7:45am. As the station is a terminus attracting people - better restaurants &amp; variety will have them staying after work especially on Fridays for dinner etc.</li> <li>- A round-about facility at the bottom of St Johns bus entrance for vehicles that want to come back up St Johns Ave or incorporate drop off there to get vehicles in &amp; out quickly.</li> <li>- An obvious taxi rank is missing.</li> <li>- The "Restricted to Commuters" parking under the bus station should be open free parking on the weekends as locals need parking.</li> </ul>
Only increasing Parking options	Some public art sculptures	
Outside dining is a great idea	Flat roundabout at the intersection of Henry/St John's/Wade should be installed.	
The car park that has boom gates is one of the closest to the shops - but it is now only for commuters. If on weekends the boom gates could be open that would make parking better for weekend shoppers and visitors.	The Governor Phillip bust has disappeared. This should not happen. Short parking to collect items from Pacific Hwy shop will be difficult (eg. collect takeaway food, dry cleaning etc)	
Increased Bicycle parking	Beautify Wade Lane	
Pub	this is perfect plan council has created , this is the demand of time, and nature of food street , st.john's ave. gordon	
Maybe some live events?	Greater use of Shared zones / paving	
Definitely needs toilets and vermin need to be considered. Maybe flowers	More parking - can we get extra stories on the existing car parking in wade lane?	
Limiting parking further from 2 hours to 1 is absurd. Just having a coffee can take an hour - what about lunch? No parking lanes in the street. Can't park readily on the highway which is also restricted. Not sure how this can work	Encourage shop owners to upgrade their awnings. look at trading hours to encourage restaurants.	
Play spaces, more outdoor dining, a bar with outdoor space, no cars!	More on street parking	

I would also widen the very narrow footpath in Wade lane along the carp park side - it is barely wide enough for two people to walk past each other, especially where there is a telegraph or lighting pole blocking the way	I think it can be left as it. It is not such an eyesore. How many businesses have you contacted to see if they will be open at night? Could you not spend this money in better ways around the area? Is it possible to have better bins in the area for recycling instead of it all going to landfill?	- A drop off by the Church on St Johns Ave is effective as this already happens or build a drop off behind the \$2 shop on Moree St where there is a car park currently which could be turned into a drop off + build a Footbridge over Pacific Hwy so as not to disrupt the traffic.
--	--	---

**Please provide any other comments, ideas or concerns you have about the streetscape upgrades proposed**

I am concerned about the congestion caused by the narrowing of the street, especially at the pacific highway end. I am also concerned that spaces are being made in the Wade street carpark for 1hour only. Getting out of the Wade Street carpark near the Police station is already a nightmare. Are you planning on changing the sequence of the lights to allow better access and less congestion? If you are coming down for the top level what is the access going to be like coming though the laneway though the shops. Will you be able to turn left and right? I am also concerned about the businesses on the strip. I have spoken to a number of them about the changes. They are concerned the lack of parking will affect their business especially as people will not be able to park, run in and collect their coffee on the way to work. I am also redoing this survey from the paper copy as there were other things I forgot to say on the day the council has the astro turf and picket fence out.	<p>- A cross walk (where we had one previously) across St Johns Ave.</p> <p>- On drop off many people loop behind the shops to drive away, this is good and should be formalised with a proper cross walk when re-entering traffic on St Johns Ave. Pedestrians need more visibility when cars approach this spot from the lane.</p>	<p>*Somehow put expectation on property owners to improve their properties... given the lovely north shore has so much to offer... The properties are in terrible condition... aesthetics are lacking... it lets down the appearance of our community.</p> <p>*West Pymble shops are also a hugely missed opportunity. The restaurants are too small to sit inside and enjoy. I live there but instead of walking with my for a lovely local meal, I have to drive to Gordon, Lindfield and Roseville instead.</p> <p>*Old concrete pavement, weathered plastic white chairs all around... so much more in possible. See what Lindfield Village and Willoughby High Street shops have done for ideas.</p>
Upgrade to amenities/ toilet block in little park.	Would increase parking space at Gordon shops .Would be less	Just worried about bus movement in street.

Shame something cannot be done about Pac. Hwy! E.G uniform paving on footpaths + more mature tree planting - eg London Plane Trees. Hopefully development over the railway line eg St Leonards.	Bus movement up and down at the same time would be so tight. Width of road to be addressed.	Changing 3 hour parking to 2 hour parking may not provide a lot more spots. Many people only park in 3 hour spot for 1/2 hour. Need to look at how many of the 3 hour spots have 3 hour car stays.
Take traffic away completely	Happy with suggested improvements.	Don't make it to family orientated
Happy it is happening. Need to think about traffic flows & where people can turn. Access to either side of the highway is very reduced in the area. Will be good if it isn't to the detriment of the other small businesses on the highway.	- Well thought of economic provision for businesses in St John's Ave. - Easy + safe train station drop off for children & then easy turn-around for cars. At the moment there are too many lights + waiting in Wade lane.	I like Henry Street & Wade Lane. Not sold on St Johns Street upgrade.
Parking is such a premium and traffic flow is heavy at times. How can traffic flow be improved?	I think the current set up with morning 'no stopping' is very dangerous as cars come up the kerbside lane very quickly!	- Encourage interactive play sculpture for children. - Embrace street art to add to identity.
Shade areas where the greenery is when sunny or rainy. Also, consider traffic around St John Avenue during weekday mornings and afternoons, as well as peak hours during the weekends. Noise levels for residents adjacent to the area	Re park on corner of St Johns and Hwy - suggest extending building with pavilion structure - shade and amenity for pop up coffee cart etc. Also see mirrored finish at Blackfriar's Childcare Centre for great finish.	Great plans however there will be more cars going through only two lanes so may need to try & see how more cars can be directed away from this area - possibility of a drop off @ Pacific Highway side of St Johns to reduce some traffic?
More restaurants, nowhere to park.	Wonderful initiative.	Safety and use for cafe's.
Will be fantastic for local community.	Great idea.	Fantastic community development!
Besides this project, I would like to see some basketball hoops in the area.	More trees	Please ensure traffic speed is limited to no more than 40kph and minimise traffic as far as practical.
The streetscape plan is interesting but while it may seem to support business it will actually distract from them.	Reduce traffic to public transport - buses, taxis and maybe delivery during certain hours? Would be nice to sit if it wasn't for the engine noises and exhaust.	Shade? Will there be enough car spots
Can't wait for it! long overdue, ensure adequate security.	More plants everywhere please, more grass. 2nd parking centre (near school) to be made opal-based to reduce cars.	More shop (café, nice playground area & park) restaurant. We can bring up small community so people can catch up each

		other.
Appears to be a very good plan, BUT I feel Gordon generally needs much more green space to compensate and offset the increased development and built up spaces.	Already told in 3 & 4. Only concern is vehicle noise, but it is unavoidable.	Do the same in Wahroonga Village it would be great.
Great beautification for area.	Ensure maintenance and control litter.	Please do asap - it is in desperate need
Pretty good idea.	Great presentation. Can't wait 'til buses are electric.	Gordon Centre is a missed opportunity. Could we have a weekend farmers market here? > As in St Johns Ave.
No concerns. Just do it.	Looks good	When will it be finished?
Could have dog drinking bowls.	Lots of trees please	Definitely needs toilets and vermin need to be considered. Maybe flowers.
PLEASE make sure the restaurant and retail tenants are creative and of high quality. If the shops are interesting, people will come (a la Spice Alley in Chippendale).	Would like to see plans for improving access to Wade Lane car park for short term parking. Impact assessment of effect on traffic during construction or after works are completed.	Loss of direct parking for shops for quick access is an issue. Its nice to make the seating areas but not all people who use the shops eat/stay there. many of us take away orders. this is NOT an equitable nor accessible scheme, it does not consider the cross section of population.
With the bus interchange at Gordon Station, St Johns ave is a constant flow of buses. not conducive to relaxed 'eat-street' atmosphere.	Love the "grass" area provided today with relaxing seating - it would be nice if areas next to shops weren't just all coffee tables / dining areas.	Dog facilities. Trees. Seating.
Need more green spaces in Gordon.	Consider assessment of a roundabout.	I think it's a very good upgrade.
Great idea! Thank you :)	Congestion between 4-6pm with two less lanes is a concern.	We don't need eat streets in Gordon.
Love the pop up concept to show the draft plan. Will was lovely to talk to.	Put some aesthetically pleasing screens in front of the substation.	Concern congestion for parking on highway will get even worse.
Artwork/sculptures?	Concern about level ground (terracing)	Good looking designs!
No further comments. I love it!	Make highway ability to do U-turn so they don't come down St Johns	Speed limit?
Please turn Golf course into a multi-use park ASAP.	This is a great idea!	Visibility of pedestrians for bus services

St John's is fairly steep, so the flat terracing is a nice idea which would make tables and seating practical. BUT unless the drainage is carefully built flat areas could easily turn into a series of mini lakes. Also I assume there will be STEPS from one level to another - as I commented about in #4 this seems to ignore DISABLED people or anyone in a wheel chair.	Heavy truck shouldn't be enter in the street and more park must be organise , about 60 car park missing from the st.john's ave. so , more car park must be organise this is very necessary to upgrade the street .	This upgrade should be made in conjunction with long term traffic plan (turning St John's Ave into a one-way street, reversing direction of Wade Ln etc) rather than requiring further changes in the future.
Need to ensure adequate shade around sitting areas.	Just loads of trees. 10km speed limit. Bike rack.	I think the trees should be deciduous planted so any winter sun can fill the area.
We are DESPERATE in Gordon for HIGH QUALITY parks. We do not want tine "leftover" spaces for the hundreds of people in Gordon. this is a good start but does not address open space deficit. The park at 9 115/117 Dumaresq with Blue Gum High Forest is supported by the entire suburb. WE do not want a plaza below ALDI.	Please have a regular maintenance program. Planting trees & shrubs is a great move but they must be maintained. They are in a hostile location (compaction, unreliable rainfall). Don't know about the Pacific Hwy section. The current town centre plan promising upgrades to Lindfield, Gordon, Turramurra came in 2012.	I am not sure why you think people want to sit with all the pollution from cars in such a busy street. Access to this part of Gordon is difficult enough without the parking. Is Council aware they will be losing lots of money as their rangers can no longer be so brutal in their fines? Look forward to the chaos.



## Appendix 2 – Verbatim Written submissions

### VIA EMAIL

Good morning,

I agree with and support the changes to St Johns Avenue in Gordon, in particular the works concerning the kiss and ride in Wade Lane and improving the usability of Heritage Square.

It would be nice if St Johns Avenue could become even more pedestrian friendly (i.e. turning St Johns Avenue into a shared zone between Pacific Highway and Wade Lane), however I understand with the bus interchange/car parking stations being placed where it is that this most likely cannot be achieved. I also wanted to add that I hope speed limits here will be reduced to improve the pedestrian friendly nature of this area.

Would it be possible to have a marked pedestrian crossing in the centre of St Johns Avenue where the pedestrian laybacks are? (Similar to the ones on Wade Lane and Henry Street?)

### VIA WEBSITE

Awesome idea well done

### VIA WEBSITE

Will there be more parking spots provided as many are removed on at John's Road.

### VIA WEBSITE

It would be really nice to see a few nice cafes and more restaurant options in the area. An eat street with a variety of dining options would be great. Maybe a playground to accommodate kids up to 14 years with obstacle like ninja warrior equipment

### VIA WEBSITE

It looks fabulous. I visit cafes here regularly and would really enjoy these upgrades.

#### **VIA WEBSITE**

There are not enough spaces to drop off/pick up for train station or buses as it is, and using St Johns AVenue like this will block easy access to this very limited amount of parking. Also, the "new upgrade" needed to be thought through better particularly around peak hour in morning and afternoon for school children who need help with transport, not to mention the people who risk the lives crossing St Johns AVenue from the cafe and running between cars, rather than using the inconvenient pedestrian crossings that lead to the train station, They are not prepared to go to the lights at the highway, or wait.....

#### **VIA EMAIL**

Hello !!

It is great to see that council is finally going to do something about the uneven and very dangerous footpaths in this precinct. This area has been much neglected, especially Heritage Park which usually looks a mess. I love the idea of removing parking from St Johns Ave. I do believe that some drivers will use Church Hill Lane to access the Pacific Highway. Perhaps a raised pedestrian crossing at that intersection would be good.

My main concern is council's commitment to maintain the new gardens that they have planned to put in. These are very expensive investments by council – however there is no point in spending that money if in 6 months the gardens are dead or weed ridden.

Thank you

#### **VIA EMAIL**

I agree with and support the changes to St Johns Avenue in Gordon, in particular the works concerning the kiss and ride in Wade Lane and improving the usability of Heritage Square.

It would be nice if St Johns Avenue could become even more pedestrian friendly (i.e. turning St Johns Avenue into a shared zone between Pacific Highway and Wade Lane), however I understand with the bus interchange/car parking stations being placed where it is that this most likely cannot be achieved. I also wanted to add that I hope speed limits here will be reduced to improve the pedestrian friendly nature of this

area.

Would it be possible to have a marked pedestrian crossing in the centre of St Johns Avenue where the pedestrian laybacks are? (Similar to the ones on Wade Lane and Henry Street?)

#### **VIA EMAIL**

I have been fortunate to own 12/721 Pacific Highway Gordon since July 1995. During that time there has been noticeable change in St Johns Avenue in the area between Pacific Highway and Gordon Station. The nature of the businesses at street level in the Avenue has changed substantially with a substantial increase in the number of food retailers. The introduction of the transport interchange has brought many more buses into the area with the introduction of a greater number of bus routes commencing at or passing through the interchange. There is an increase in the number of traffic movements with vehicles entering the area to drop off or pick up with the increased patronage of the rail services.

I viewed the concept plans for upgrading the St Johns Avenue/Henry Street precinct while they were on display in St Johns Avenue in late August. I support the upgrading of the precinct in particular the provision of better foot paths, the planting of appropriate street trees, an increase in the number of kiss and ride spaces and the improvements to Heritage Square. However, I have a number of concerns which I believe require addressing for the upgrade to be truly successful for all.

#### **Notice of the proposed upgrade**

I was made aware of the proposed upgrade by my mother who read the Mayors column in the North Shore Times. From speaking with council staff I understand that a letter drop of nearby residents was undertaken. However, unlike the proposed upgrade to the park in Werona Avenue I as a ratepayer received no notification of the proposed upgrade in St Johns Avenue. I have confirmed with other non resident owners that they did not receive notification either. I live within the municipality and am a regular visitor to Gordon. While residents' views are important, ratepayers' views should not be taken for granted or worse disregarded. I feel it is a considerable oversight that ratepayers were not advised and this should be rectified by extending the engagement period and advising ratepayers of the proposed changes. In speaking with council staff during the display period I was advised that a distribution to ratepayers would be made the following week. For some reason this was not undertaken.

#### **Short term parking and increased need for kiss and ride spaces**

The removal of street parking in St Johns Avenue will cause considerable difficulty for patients who attend the various allied medical

professionals such as dentists and physiotherapists who have their rooms within the precinct. It was explained to me by council staff that there would be an increase in short term parking spaces allocated within the Wade Lane car park. Some of the patients attending these practices will find the distance from the car park to the rooms too far a distance to negotiate comfortably. Perhaps consideration could be given to changing the parking restrictions in Henry Street and including some mobility impaired parking spaces in this area. An increase in the number of mobility impaired spaces within the Wade Lane car park would also be desirable and welcomed by those who need them.

There is frequently congestion at the St Johns Avenue, Wade Lane corner as this area is used for drop off and pick up of passengers. This could be improved by widening the corner and increasing the number of spaces available. Provision of cover for the proposed seating area would also be welcomed by those using the kiss and ride facility in inclement weather. Consideration could be given to inclusion of a kiss and ride area within the Wade Lane car park.

### **Rubbish in Church Hill Lane**

As the number of food retailers in St Johns Avenue has grown the undesirable and in some cases unhygienic general waste and recycling practises of the increasing number of food retailers has become more of a problem with each additional business. Our Owners Corporation has raised this matter with Council on several occasions over recent years in an attempt to have the situation satisfactorily addressed. Unfortunately the problem does not diminish rather it worsens.

The rubbish receptacles for these businesses are left permanently in the street. In addition to this there are milk and bread crates and uncontained rubbish including disused equipment, left outside these businesses daily. This makes it difficult for general vehicles and delivery vans that bring supplies to these retailers to negotiate an already narrow lane safely. However, of more particular concern to residents with frontages on Church Hill Lane is the constant rubbish which relocates from the rear of these food retailers onto our properties.

It would not be considered acceptable for residential properties to store their rubbish bins let alone various crates and uncontained rubbish on the road outside their homes on a permanent basis. It should not be acceptable for businesses either. A casual inspection of the rear of these shops versus those in nearby Wade Lane will clearly demonstrate the problem. It is only rarely that a bin is visible in Wade Lane.

The aesthetics of Church Hill Lane have changed for the worse and do no credit to our municipality. I know I would not like to walk out my front door to be confronted by the sight that confronts the residents at 721 Pacific Highway and the other blocks with frontage on Church Hill Lane and I cannot imagine that any Councillor or council staff member would like it either.

### **Cycleway in Church Hill Lane**

This lane is used frequently by trucks for delivery as indicated above. The narrow nature of the lane and the impediments created by the waste management practices of the retailers makes it an unsafe area for sharing of cycle and regular traffic. This part of the proposal should be reconsidered as it is not desirable.

#### **Rodent activity – health and hygiene**

The increase in food retailers with their attendant unfortunate waste management practices has lead to an increase in rodent activity in the area. When I first owned my unit and for many years thereafter our Owners Corporation did not find it necessary to bait for rodents but in recent years in line with the increase in food retailers we find the problem of rodents is of such a magnitude that we have no choice but to bait. We have written to Council previously requesting that consideration be given to a baiting programme being introduced in areas where business and residential interface such as the one that is in practice within the bounds of the City of Sydney but this suggestion was not implemented. We would be happy to participate in a joint baiting programme ideally organised in line with better rubbish management practices by the food retailers.

If the matters outlined above are addressed then the proposed upgrade of this precinct has a much higher chance of being welcomed by residents and ratepayers alike.