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## **SOCIAL IMPACT STATEMENT**

**FOR DA INVOLVING PROPOSED ALTERATIONS AND MINOR ADDITIONS TO  
EXTEND THE IVANHOE HOTEL AT NO. 27 THE CORSO INTO ADJOINING  
PREMISES AT NOS 23, 25 & 29 THE CORSO**

PREPARED BY DESIGN COLLABORATIVE PTY LTD  
ON INSTRUCTIONS FROM  
HILROK PROPERTIES PTY LTD

Ref: 068507.2SIS

MAY 2008

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## **1. Introduction**

This Social Impact Statement (SIS) accompanies a development application (DA), which seeks consent for a redevelopment of the Ivanhoe Hotel, Manly (the Hotel). The proposal involves internal alterations to the existing Hotel building located at No. 27 The Corso, and extensions of the Hotel use into the adjoining St George Bank premises at No. 25 The Corso as well as into parts of the ground floor levels of both the Soul Pattinson Chemist and the Commonwealth Bank buildings at Nos. 23 and 29 The Corso respectively

The conclusion reached is that this proposal would not have any significant adverse social impacts.

## 2. The Proposal

The proposal seeks to carry out alterations and minor additions to extend the Hotel use from its current operations within the building at No. 27 The Corso, into the adjoining St George Bank building at No. 25 and parts of the ground floor of the buildings at No 23 (containing part of the existing Soul Pattinson chemist) and No. 29 (currently occupied by the Commonwealth Bank) The Corso, Manly. Drawings of the proposal are attached to this SEE at **Annexure 1**. There are also photomontages provided of the proposed front (The Corso) and rear (Market Place) elevations at **Annexure 2**.

In summary, the application proposes the following works:

### **Basement Level (R.L. 2.87)**

- Remove existing nightclub use within existing basement of Hotel at No.27 The Corso;
- New internal alterations of existing basement level at No. 27 The Corso to incorporate new back of house area including storage, cellar, garbage room and new male and female toilet facilities that would be accessed from the ground floor level of the Hotel.

### **Ground Floor Level (R.L. 6.01)**

#### *No. 27 The Corso (Existing Hotel Building)*

- Replacement of existing bottle shop with a new Pizza kitchen and associated servery area with access from The Corso (previously approved under DA92/05);
- Provision of a new required egress door in the ground floor front façade that connects with existing stairs providing access to and from the basement level;
- Internal alterations including relocation of an existing supporting column adjacent to the bar, new accessible W.C., provision of new openings in the eastern and western side walls to provide patron and staff access to the ground floor of the existing adjoining buildings at No. 25 and No. 29 The Corso; and
- Increased width of the building's access and provision of new stackable windows to the site's Market Lane elevation (previously approved under DA92/05).

#### *No. 29 The Corso (Existing Commonwealth Bank Building)*

- Erection of a new fire rated partition wall to cordon off a new area from the banking operations that would continue to operate within the remaining ground floor area in order to accommodate an extension of the Hotel use and incorporate the relocation of the existing TAB facility already within The Corso;
- Part demolish the exiting shop front to The Corso and provide new stackable windows, curved glass panel and new entry doors;
- Internal fit out including provision of a new bar, TAB facilities, new door and access to Market Lane; and
- Provision of a recessed open smoking area with stackable windows adjacent to Market Lane.

*No. 25 The Corso (Existing St. George Bank Building)*

- Change the use from commercial (bank) to Hotel and retail uses;
- Demolition of ground floor façade adjacent to The Corso and provision of new glass panelling, new stackable glass panels to be associated with proposed coffee shop;
- Provision of new entry from The Corso into a gaming machine lounge;
- Erection of a new internal dividing wall with sliding glass doors to separate the gaming lounge with an outdoor smoking area at the rear of building; and
- Replacement of existing rear wall and provision of new door to Market Lane.

*No. 23 The Corso (Existing Soul Pattison Building)*

- Provision of new fire rated wall to cordon off existing area of chemist adjacent to No. 25 The Corso in order to provide an area for the new Ivanhoe Hotel bottle shop; and
- Internal fit out including new counter, shelving, cool room, storage and garbage rooms

**Level One (R.L. 9.59)**

*No. 27 The Corso (Existing Hotel Building)*

- Provision of new timber and wrought iron balustrades and new timber framed windows into the ends of the existing balcony extending over The Corso;
- Replacement of existing roof over balcony with a new metal roof;
- Internal alterations including removal of coffee shop counter, new sliding doors to balcony from existing bistro, renovation of existing kitchen and refurbishment of existing toilet facilities; and
- Provision of three new internal links in the western side wall to level 1 at No. 25 The Corso.

*No. 25 The Corso (Existing St. George Bank Building)*

- Extension of the Hotel use onto the roof of the existing St. George Bank Building to accommodate a new outdoor bistro and smoking area;
- New roof over cool room and dish wash areas;
- Provision of new glazed panels and zinc cladding feature on rear elevation adjacent to Market Lane

**Level Two (R.L. 13.22)**

*No. 27 The Corso (Existing Hotel Building)*

- Repairs existing building façade adjacent to The Corso and repaint with new heritage colour scheme.

The operation of the expanded Hotel premises would not alter significantly as a result of the proposed works. Importantly it should be noted that although the size of the Hotel use would increase, the proposal does not seek to increase the maximum patron capacity of 900 persons. Accordingly the social impacts of the proposal would be minimal.

The operation of the Hotel premises would not alter significantly as a result of the proposed works, as there is no proposal for increased patron numbers within the Manly Town Centre Entertainment Precinct. Accordingly the impact of the proposal on the surrounding area would be minimal.

The DCP for Late Night Venues provides that within the Entertainment Precinct, the total number of patrons capable of being accommodated within Late Night Venues is not to exceed 8,000 persons. It is noted that there are approximately 4800 approved patrons in the Entertainment Precinct of which about 1000 are currently not operating. Accordingly, it is considered that the proposal would remain within the acceptable limitations of the DCP as there is no proposed increase in patron capacity.

The proposed development is considered to comply with the required noise standards of Manly Council. An acoustic assessment has been carried out by the Acoustic Group Pty Ltd which concludes as follows.

*The current operations of the Ivanhoe Hotel at Manly have been found to comply with the LAB criteria at residential premises that are not ancillary to the subject Hotel. The proposed alterations with respect to current activities occurring in the Hotel do not constitute any increase in noise emission provided the current practice is continued of external doors and windows to the Hotel being closed after midnight.*

*The provision of outdoor deck areas to be used as a beer garden / smokers area requires entrance doors from the Hotel to extend roof / courtyard areas to incorporate sound locks. The second floor of the outdoor terrace area requires acoustic screening so as to maintain compliance with the LAB criteria. The provision of acoustic absorption on the face of the barrier that is exposed to the patrons should be installed in addition to the provision of acoustic absorption on the courtyard side of the balustrades around the outer deck areas.*

*With the provision of the noise control measures set out above, we are able to support the application for the proposed alterations and additions of the Ivanhoe Hotel at the Corso, Manly.*

The proposal has incorporated the recommendations of the acoustic assessment by

- Proposing to continue the practice of closing external doors and windows to the Hotel after midnight;
- Incorporation of sound locks for the doors to the outdoor deck areas;
- The provision of acoustic screening to the second floor outdoor terrace; and
- The provision of acoustic absorption on the face of the barrier that is exposed to patrons.

These measures are included on the submitted drawings of the proposed development. Subject to this work being completed, the proposal would comply with all noise requirements.

The proposed development is considered to comply with the relevant safety and security requirements. The premises currently has the following security arrangements in place:

- 1 security guard attends the premises from 6.00pm every day;
- 1 additional security guard attends the premises from 10.00pm on Thursdays;
- 1 additional security guard attends the premises from 8.00pm on Fridays and Saturdays;
- 4 additional security guards attend the premises from 10.00pm on Fridays and Saturdays; and
- 2 additional security guards attend the premises from 11.00pm on Fridays and Saturdays.

A log book is kept to record all incidents and 45 digital Closed Circuit Television (CCTV) cameras monitor the premises including all points of access/egress which have cameras on them to ensure full face shots of patrons entering and exiting the Hotel. Cameras are strategically placed throughout the hotel. Duress buttons are currently behind the bar and cashier booth in the case of emergency to alert local Police. The patrolling security staff are fitted with devices to enable radio communication between the security personnel, management and the CCTV operator. Patrolling patterns involve staffing the main door to The Corso with routine patrols every 15-30 minutes through the premises. The hotel's policy is to ID any persons appearing to be 25 or under in accordance with relevant legislation. Security guards float inside during busiest times as required.

The proposal does not include any additional patrons therefore, would not require the provision of additional licensed security personnel. However, additional CCTV cameras would be provided within and surrounding those new areas that would form part of the extended area of the Hotel. The upgrading of the existing security measures would be adequate for the proposed development.

### **3. Issues of Social concern**

The issues of social concern are considered to be isolated to the intensity of the hotel use, trading hours and noise and amenity under the Environmental Planning and Assessment Act 1979 as follows:

- (i) Hotel use;
- (ii) Trading hours; and
- (iii) Noise and amenity.



#### 4. Relevant Criteria

Manly Local Environmental Plan 1998 (LEP 1998), contains aims and objectives which are considered relevant in regard to assessing social impact as follows:

##### 3. Aims and objectives

- (1) *The general aims and objectives of this plan are –*
  - (d) *to encourage further development of the commercial centres to cater for the retail, commercial, entertainment, welfare and recreational needs of residents and visitors;*
  - (f) *to recognise that tourism is a major industry and employer in Manly and to endeavour to encourage its growth and continuing viability;*
  - (l) *to increase safety and amenity of residential, commercial and industrial precincts without downgrading accessibility.*

LEP 1998 also contains the following relevant policies and strategies:

##### 4. Policies and strategies

*The policies and strategies of this plan are –*

- (b) *in relation to tourism –*
  - (i) *to encourage and concentrate tourist development in the Tourist Area;*
  - (ii) *to encourage tourism to co-exist with local residents to their mutual advantage; and*
  - (iv) *to develop tourism as an industry for the purpose of gaining employment, economic, cultural, social and recreational benefits in the community;*
- (c) *in relation to industry and commerce –*
  - (i) *to promote industry and commerce which will contribute to the economic growth and employment opportunities within the Manly Council area;*

## 5. Assessment of Proposal

The following is an assessment of the proposal in terms of its social impact.

### (i) Hotel use

Part of the subject site (No. 27 The Corso) had a hotel originally built on it in 1876. It has been used for that purpose since that time. The most recent development consent for that part of the subject site was granted on 8 July, 2005 to Development Application No.92/05 for Ivanhoe Hotel Renovations and Entertainment Licence. That work was for the basement and ground floor.

To the south west of the Hotel, the adjacent single storey St George Bank building at No. 25 and the two storey part of the Soul Pattinson Pharmacy at No. 23 The Corso appear to have been built in the 1980's. The 3 storey Commonwealth Bank building to the north east of the Hotel at No. 29 The Corso appears to have been constructed in the 1970's.

As detailed in Section 2 of this SIS, the proposal includes expansion of the Hotel across the ground floor levels of Nos. 23, 25 and 29 The Corso and on the roof of the current St. George Bank building at No.25.

The change of use of existing commercial space used as the St George Bank and parts of the Soul Pattinson Pharmacy and Commonwealth Bank to Hotel use across proposed would not result in significant adverse social impacts for the following reasons.

- *No Increase in Patron Numbers*

Whilst the floor area of the Hotel use is proposed to be increased, the application does not seek a corresponding increase in the current maximum patron capacity of 900 persons. The principle reason for this is the proprietors focus on providing a more relaxed and friendly environment within the Hotel that is to be reinforced via a focus upon good food and associated service.

- *Removal of Nightclub*

The proposal includes removing the existing night club currently operating within the basement of the Hotel building from the operations all together. Given the stigma that has been associated with the Manly Town Centre and late night trading hours in general, the proprietor has made the decision that in the best interests of achieving the objective of promoting a friendly environment at the Hotel and to improve community perceptions the night club should be removed.

The removal of the nightclub would result in positive implications in terms of social impacts.

- *Provision of Conforming Smoking Areas on the Hotel Premises*

At present there is limited area available within the Hotel for smokers. Therefore, the majority of smoking patrons leave the premises to smoke on The Corso or more commonly

within Market Lane. This practice can potentially result in security issues and places pressures on the current patron management practices. In addition this practice could also result in the generation of adverse noise impacts.

The proposal would provide ample areas for smokers on the Hotel premises that would comply with the *Smoke-free Environment Act 2000*. This would reduce the need for patrons to continually leave and enter the premises ensuring the management and security arrangements at the Hotel remain robust.

In addition to the above points, the proposal would also provide the following social benefits:

- the Hotel would continue to be operated by the existing management and be used by existing patrons and is not a new facility;
- the appearance of the new street presentation of No. 23 & No. 25 The Corso would be complimentary to the existing Hotel building adjoining to the east at No. 27 and the adjoining four storey building to the west at Nos 19 - 21;
- the new shopfronts would activate this part of The Corso street frontage day and night and thus assist with formal and informal security and surveillance over The Corso and Market Lane frontages;
- the proposal would add to the attraction of the Manly Town Centre for both residents and visitors with respect to leisure and recreation; and
- the proposal would not detract from the existing social functions and interplay with the Corso.

(ii) Trading hours

The proposal does not alter the existing trading hours of the Hotel. Accordingly, the proposal would not have any significant adverse social impacts with respect to trading hours although the removal of the night club would assist in improving patron management and security late at night.

As noted previously in this SIS, the Hotel operations currently has extensive security arrangements in. Maintaining the maximum patronage of 900 persons would not require any additional security personnel however, would require additional CCTV cameras to provide surveillance to those new areas in adjoining buildings proposed to become part of the Hotel. Combined with the existing measures, the proposed security arrangements are adequate for the proposal to ensure the safety and security of patrons and mitigate any potential adverse social impacts.

(iii) Noise and amenity

The issues of noise and amenity primarily relates to that which may be omitted from patrons using the premises and in particular, when entering and leaving, building plant and equipment, deliveries and waste removal.

All potential noise issues have been assessed by an acoustic consultant. That report, which forms part of the documentation for the application, concludes that, subject to recommended controls being implemented, the proposal would meet all relevant criteria.

In addition to the above, a Draft Plan of Management accompanies the development application. It provides for the operational matters in regard to security matters, service of patrons, waste management and mitigating adverse impacts on the surrounding locality as a result of patron behaviour. Upon implementation, the Draft Plan of Management would ensure compliance with the relevant acoustic requirements and provide mitigation measures for management of potential anti-social behaviour.

Based on the above, it is considered that the proposal would not have an adverse social impact on the surrounding area with regard to noise and amenity.

## **6. Identification of Positive and Negative Social Outcomes**

The following positive social impacts are likely to result if the development proceeds:

- encouragement for further development of the commercial centres to cater for the entertainment, social and recreational needs of residents and visitors of the Manly Town Centre;
- improvements in the design and street presentation of the Ivanhoe Hotel through an upgrade of the existing façade and that of the adjoining building at No.25 The Corso. These improvements also consist of a new external colour scheme, an upgrade of the first floor balcony to The Corso including a new roof, installation of glazed side panel windows and a new balustrade;
- removal of smoking patrons from The Corso and Market Lane;
- reduced anti-social behavioural issues as a result of removing the nightclub;
- creation of a more family and tourist orientated public house;
- encourage the growth and continuing viability of the tourist industry in Manly;
- if consent is granted to the development application it would encourage the growth and continuing viability of the tourist industry in Manly;
- increase safety and amenity of residential and commercial precincts;
- if consent is granted to the development application it would increase safety and amenity of residential and commercial precincts by increasing the activation of the street frontage both day and at night that would subsequently improve the formal and informal surveillance over The Corso and Market Place frontages.

It is submitted that the proposal would not result in any significant negative social outcomes due to the fact that the proposal primarily relates to the extension of an existing Hotel which is well run and has been operating without significant adverse incident in the Manly Town Centre and within the Entertainment Precinct. Any potential adverse social impacts would be likely reduced, which is considered to be to the advantage of all patrons, residents and visitors to Manly.

## **7. Conclusion**

The positive social outcomes which are considered to result as a consequence of the proposed development at Nos 23, 25, 27 and 29 The Corso, Manly clearly outweigh any perceived negative social impacts.

In addition to the above, the proposal is considered to comply with the relevant social provisions of Manly Local Environmental Plan 1998.

Accordingly, it is considered that there are no sound Social Planning reasons why the development should not proceed.