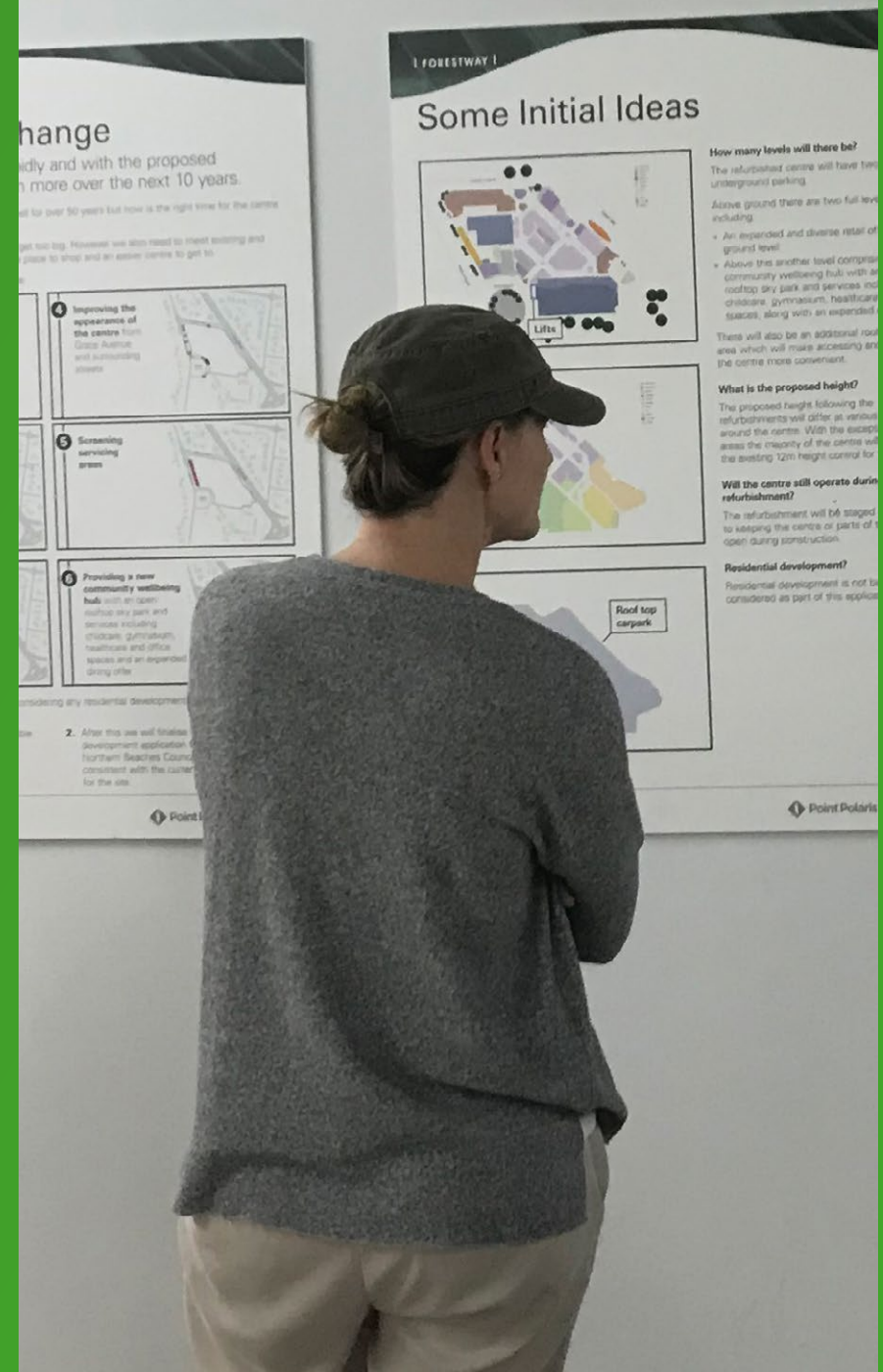


Forestway Shopping Centre Refurbishment Independent Consultation Report

PREPARED BY



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1

Consultation Overview

The Project

The owners of Forestway Shopping Centre are presently finalising plans to refurbish their asset. The plans will be consistent with the current planning requirements for the site. They anticipate a comprehensive refurbishment will assist in:

- » resolving some current operational issues within the centre
- » securing ongoing retail viability
- » making the centre a much more attractive and amenable community hub.
- » reposition the centre in response to the changes in the local area brought around through the new Northern Beaches Hospital and the proposed Frenchs Forest Planned Precinct.

Purpose of engagement

The owner's next step in thinking about these possible changes was to consult with retailers, customers and neighbours. Elton Consulting was engaged to facilitate and report an independent community consultation process over July and August 2018.

Feedback received from the community and stakeholders will be used to refine the development application prior to it being lodged with Northern Beaches Council in the near future.

Engagement program summary

The comprehensive engagement program included the following activities:

- » Individual briefings of Forestway retailers on 12 and 17 July
- » A doorknock of Grace Avenue residents 12 July
- » A project website **planningforforestway.com.au/** launched on 13 July
- » In centre information sessions:
 - Tuesday 17 July | 2:00 pm – 5:00 pm
 - Thursday 19 July | 5:00 pm – 8:00 pm
 - Saturday 21 July | 10:00 am – 2:00 pm
- » In response to public interest additional sessions were held on:
 - Thursday 26 July | 2:00 pm – 6:00 pm
 - Saturday 28 July | 11:00 am – 2:00 pm
- » Offers of briefings to:
 - Forest High School (undertaken on 7 August)
 - Frenchs Forest Public School (undertaken on 7 August)
 - Northern Beaches Hospital (invitation was declined)

The consultation program was notified by:

- » A flyer distributed to 1000 homes within the vicinity of the centre
- » Emails to local community groups including:
 - Northern Beaches Strategic Community Group
 - Belrose Rural Community Association Inc.
- » Posters within the centre
- » Contact with key users of Yo Yo's youth centre

Engagement program summary (cont.)

Participation overview

Feedback was gathered via:

- » notes from briefings and discussions at information's sessions
- » emails to contact us
- » surveys – in hard copy and on the website

22

retailers attended
individual briefings
held in the centre
management offices



27

houses on
Grace Avenue
were doorknocked



330

people attended the
information sessions



97

survey/feedback forms
were received



2

What We Heard

Overview

Almost all respondents who provided feedback acknowledged that the centre was well overdue for renovation, particularly in the context of the proposed changes to the surrounding precinct. There was a strong desire to ensure the centre maintains a local focus and provides a distinctive and primarily independent retail, services and food offering.

A number of suggestions were received about extending and diversifying retail and services available within the centre. The concept of a rooftop community hub and sky park were seen as a very desirable addition to the centre.

The design concept put forward were generally well supported particularly the intention to stay largely within the existing height limit, the undergrounding of carparking and the extension of the centre to Forestway. A number of people noted they were pleased that the design concept was not the standard box style of shopping centre and this was more suited to the “village and forest” character of the area. Very few concerns were raised about the creation of additional floor space.

Traffic congestion within the surrounding network and along Grace Avenue was noted as an ongoing issue to be addressed, with some concerns that an expanded and more attractive centre may add to this problem.

Making it easy and attractive to walk to Forestway from the proposed town centre and hospital was seen as critical to reducing traffic. It was also frequently noted that given the amount of retirement living in the surrounding area, parking for smaller community buses will need to be accommodated.

Accessibility both within and around the centre was also a priority for older people and people with a disability and parents with prams.

Attendees at the pop ups expressed strong loyalty to the centre and were appreciative that community consultation was occurring in advance of a development application being lodged. Many locals were keen to see the centre stay open throughout construction and sought reassurance that existing retailers would be “looked after” throughout this transition.

They also asked that community continue to be informed about planning for the centre and potential changes to operations throughout construction.

Centre look and feel

- ✓ Interesting architectural design rather than a box
- ✓ Glass – good to be able to look into the centre
- ✓ Simple and subtle materials
- ✓ Landscaped skypark
- ✓ Landscaping and vegetation around the edge of the centre
- ✓ Improved appearance along Forestway and Russell Avenue
- ✓ Screening loading and servicing at Aldi
- ✓ Bringing light and air into the centre
- ✓ Low rise
- ✓ Better looking and functioning entry points

- ? Perhaps more timber
- ? More landscaping of Sorlie Place
- ? Make sure the concrete isn't too brutal
- ? More work has to be done to ensure Grace Avenue doesn't look like the back end of the centre compared to the Forestway and Russell Avenue frontages
- ? Not too many external signs
- ? Keep the centre casual but nice looking

- ✗ No proposal to enclose the Woolworths loading dock
- ✗ No screening for rubbish bins in Sorlie Place
- ✗ No proposal to landscape and beautify Sorlie Place as a park and not just a carpark.

✓ Things that were supported

? Questions and suggestions

✗ Issues or deficiencies

Built form

- ✓ Good – It is within the existing height limit
- ✓ Minimal tall and blank walls
- ✓ Allows community to take advantage of bushland views
- ✓ Varied roof line

- ? Will it allow for future residential on top of the centre
- ? Can it accommodate a pedestrian overbridge across Forestway in the future?
- ? Is the busy corner of Russell Avenue and Forestway the best location for a pedestrian plaza
- ? How does this proposal fit in with the structure plan

- ✗ Overlooking of Grace Avenue residents from the sky park
- ✗ Noise from the sky park and rooftop dining
- ✗ Not enough detail on environmentally sustainable design

✓ Things that were supported

? Questions and suggestions

✗ Issues or deficiencies

Parking

- ✓ Removal of the unattractive car park structure on Forestway
- ✓ Increased parking
- ✓ Integrated basements
- ✓ Easy access from basement to retail levels
- ✓ Provision for disabled and parents with prams parking
- ✓ Allows for internal circulation

- ✗ Increased traffic generation from more parking
- ✗ Concerns about traffic impacts on Grace Avenue if RMS will not allow a car park entry and exit at Forestway.
- ✗ The attractiveness of rooftop parking to car park users
- ✗ Council shouldn't be using Sorlie Place as car park it is meant to be a park for the community

- ? Discourage commuter car parking
- ? Provide some very accessible short term convenience parking for people who want to quickly duck in and pick up a few things
- ? Timed parking is ok but ensure there is a generous free period before there is any charge
- ? Adequate provision for staff parking
- ? Use the latest technology to make it as quick and easy as possible to park
- ? Will there be enough parking for peak times like Christmas
- ? At minimum, Sorlie Place should be a well landscaped car park that contributes to, rather than detracts from, the visual appearance of the centre
- ? Welcome parents to park at the centre when picking their kids up – it is good for business.
- ? Parking for community buses
- ? Don't make the parking too tight
- ? Interim parking arrangements while the centre is being constructed

✓ Things that were supported

? Questions and suggestions

✗ Issues or deficiencies

Traffic

- ✓ Additional parking and integrated basement should reduce traffic queuing around the centre
- ✓ A new carpark entry and exit onto Forestway

- ? Traffic in Grace Avenue is increasing and frequently blocks up
- ? Implications of any future closure of Russell Avenue as proposed in the structure plan
- ? Prepare a traffic management plan to accommodate not just for peak periods during the week, but also periods of peak season activity

- ✗ Impacts of construction activity on traffic flows
- ✗ What if RMS doesn't approve the Forestway intersection
- ✗ Potential to place even more traffic on Grace Avenue
- ✗ No turning lanes for north bound traffic along Grace Avenue to enter the underground carpark or Sorlie Place.
- ✗ Noise from servicing vehicles
- ✗ Managing the combined impacts centre traffic and school pick up and drop off

✓ Things that were supported

? Questions and suggestions

✗ Issues or deficiencies

Operations and construction

- ✓ Improving safety around the Woolworth loading dock
- ✓ Enclosing the servicing area near Aldi
- ✓ Improved access throughout the centre including lifts

- ✗ Remove garbage bins in Sorlie Place
- ✗ Noise from the sky park and rooftop dining
- ✗ Managing late night garbage pick up
- ✗ No detail on any proposed changes to trading hours

- ? Address problems with stormwater run off from the existing centre into houses opposite Sorlie Place
- ? The centre is seen as a safe and secure place for young people – please keep it that way
- ? There is a lot of construction fatigue in Frenchs Forest the builder will need to manage this carefully
- ? Keep as much of the centre as possible trading throughout the redevelopment

✓ Things that were supported

? Questions and suggestions

✗ Issues or deficiencies

Pedestrian access and public transport

- ✓ Support the idea of encouraging people to walk to the centre
- ✓ More welcoming entry points to the centre
- ✓ More room to move within the refurbished centre
- ✓ Easy access between floors
- ✓ Improved access throughout the centre including lifts
- ✓ Creating a more direct link from the Warringah Road pedestrian bridge into the centre
- ✓ Integration with the Forestway bus stop

- ? Make it safer to access the centre from the school not just through Sorlie Place but also via the new entry point from the Warringah Road pedestrian bridge
 - ? Are their plans for a pedestrian overpass across Forestway
 - ? Spend some money on improving the safety and landscaping of the footpaths along Grace Avenue
-
- ✗ Ongoing potential for vehicle pedestrian conflict in Sorlie Place and the footpath crossing at the Forestway carpark entry and exit

✓ Things that were supported

? Questions and suggestions

✗ Issues or deficiencies

What people want to see at Forestway

Qualities of the place

- » Convenient
- » Cover all budgets and don't make everything too upmarket
- » Community
- » Shops with friendly faces that you know
- » Places to catch up with friends
- » Family run businesses – not chain stores and franchises
- » Diversity of offer – not doubling up on things
- » A safe place for teenagers to come to with their friends
- » More greenery and air

Retail

- » Fresh food market
- » More diverse retail
- » A food hall and good quality deli
- » Something different – limit the chain stores
- » Retail to support hospital workers and visitors

Dining

- » Good food options across a range of price points
- » A good quality market style eating place – not a food court
- » A pop-up dining space so we can have changing variety of food types and chefs
- » A good quality restaurant

- » A 4 Pines style microbrewery
- » A small bar
- » Make it dining destination with a critical mass of food outlets – the more the better for everyone

Services

- » A day spa
- » Australia Post has to stay
- » Keep all the banks
- » Day spa
- » Childcare
- » Affordable office space
- » A big gym
- » Medical and health related consulting rooms
- » A women's hairdresser

Amenity

- » Love the skypark idea
- » An open-air community meeting room on the rooftop area
- » A performance area
- » A soft play area for kids in the skypark
- » Green walls
- » Make it a great meeting place for people in the 2000 retirement living units within the immediate locality

What the schools said

- » Provide safe and attractive pedestrian links between the primary school and the centre through Sorlie Place and near Yo Yo's
- » Continue to liaise closely with the school to:
 - develop the construction management plan and throughout the construction process
 - provide details on construction activities along the Woolworths wall
 - reduce the impacts of construction
 - coordinate traffic planning.
- » Address safety issues around the Woolworths' loading dock
- » Provide parking for parents during pick up and drop off.
- » Keep the centre trading throughout construction as it is very convenient and well used by school staff
- » Improve the appearance of Sorlie Place.

What's happening next?

The owners of Forestway will finalise the proposal to refurbish the centre in response to community and Council feedback. Following this they will shortly lodge an application with Northern Beaches Council.

The owners will continue to engage with retailers, shoppers and neighbours throughout all stages of planning for and delivering a refurbished centre.

3

Appendices

A A5 Flyer

I FORESTWAY I

Forestway Shopping Centre

Forestway has served the area well for over 50 years but the centre's owners have decided now is the right time for a makeover. We want to improve Forestway to ensure it remains an attractive place to shop now and in the future.

Our first step in thinking about any possible refresh is to talk with you – our retailers, customers and neighbours. We will then finalise our plans and lodge a development application for the refurbishment with Northern Beaches Council. The application will be consistent with the current planning requirements for the site.



Come and visit us, learn more and share your ideas in person at one of our pop-up information sessions:

Forestway Shopping Centre near Warringah Road and Forest Way
Opposite the pharmacy

Tuesday 17 July: between 2:00pm – 5:00pm

Thursday 19 July: between 5:00pm – 8:00pm

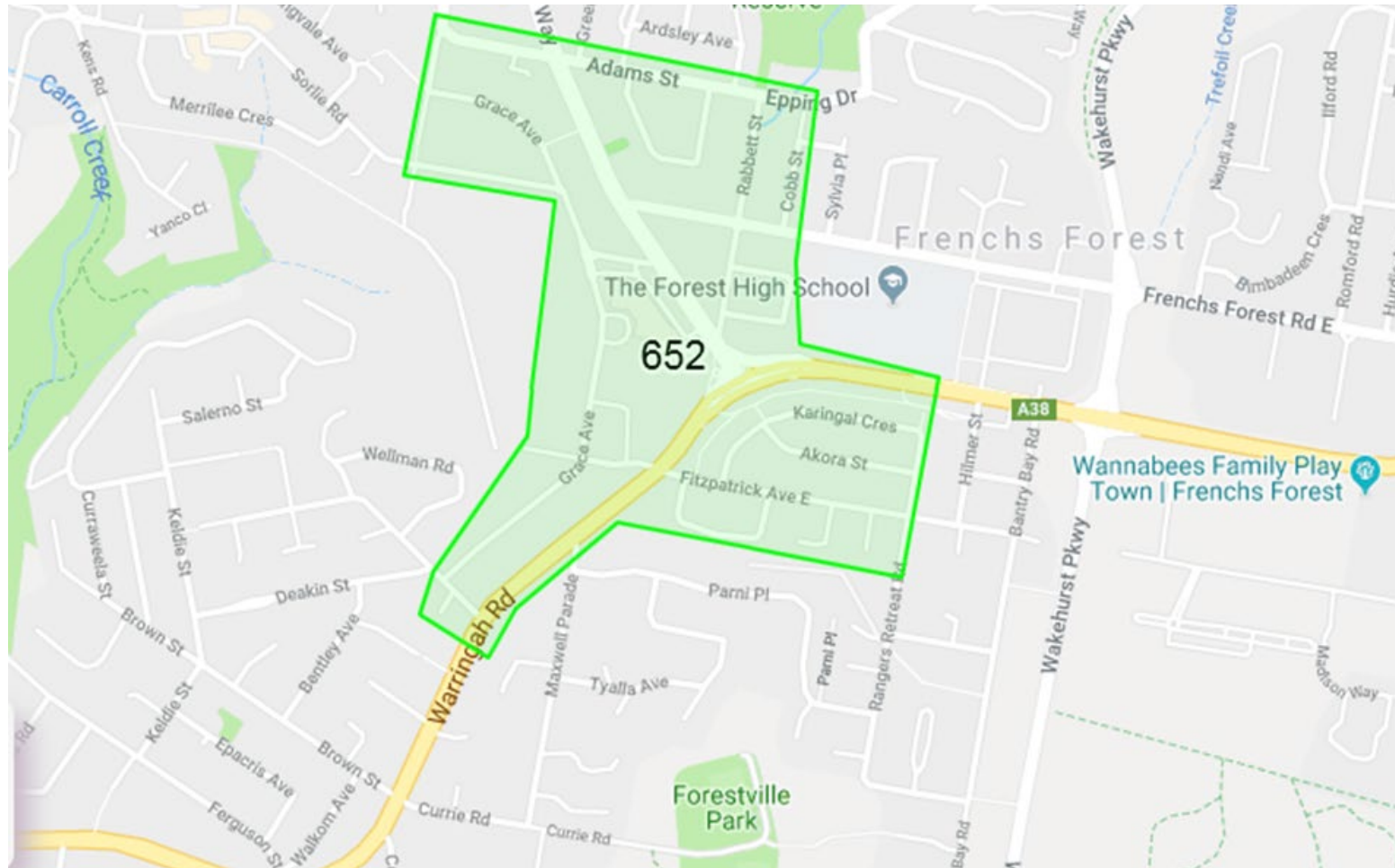
Saturday 21 July: between 10:00am – 2:00pm

If you can't make it along to one of the pop-up sessions, you can find further information and share your thoughts with us at **www.planningforforestway.com.au**

 Point Polaris

 THE BUCHANAN GROUP

B Distribution Area



ELTON CONSULTING

It's time for a change

Forestway Shopping Centre has served the area well for over 50 years but now is the right time for the centre to have makeover.

Some of the things we are thinking about doing are:

- At this time the owners of the centre are not considering any residential development as part of our initial short term plans.

- 
- 

What other services and amenities would make Forestway a better centre for you?

You can do this by filling out a survey:

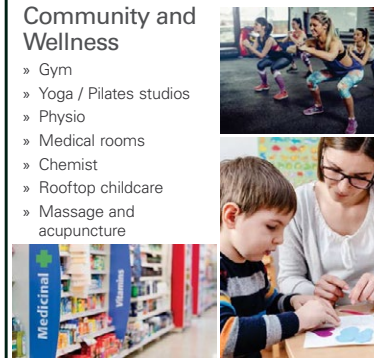
- » Banks
- » Medicare / Centrelink Offices
- » Communications Telstra Optus
- » Accountants and commercial services



-



- » Gym
- » Yoga / Pilates studios
- » Physio
- » Medical rooms
- » Chemist
- » Rooftop childcare
- » Massage and acupuncture



What other services and amenities would make Forestway a better centre for you?

Dining

- » Outdoor cafés
- » Evening dining – night market area
- » Small bars/ Microbrewery
- » Convenience food
- » Quality Restaurants



Food

- » Fresh produce markets
- » Specialised delis
- » Multicultural grocery and produce stores
- » Supermarkets



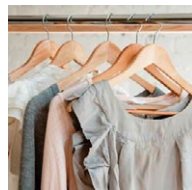
Concierge and logistics

- » Dry cleaning drop off and pick up
- » Parcel dispatch and pick up
- » Appliance repair
- » Work hub and meeting spaces



Specialty retail

- » Clothing
- » Babies and kids
- » Gifts



How should the renewed centre look and feel?



Artist's impression corner of Forestway & Russell Ave

We are thinking the centre should be **relaxed and casual** and a place that local call their own.

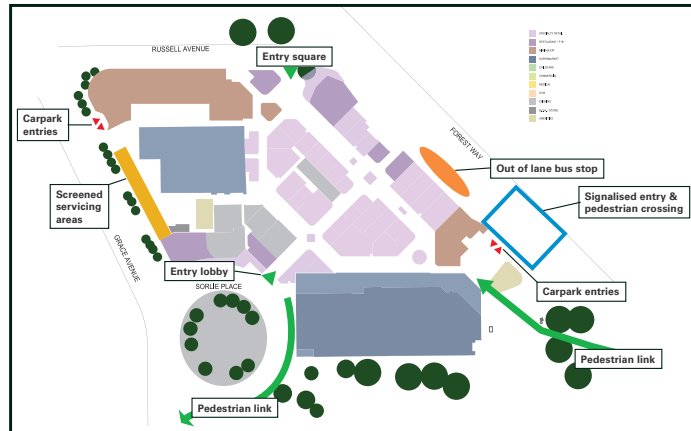
We want it to be different to the typical shopping centre experience of fluoro lights and laminated food court.

Some of the things we are thinking of are:

- » Opening the centre up and integrating it with the surrounding environment
- » Providing a market area that reinvents the traditional shop
- » Creating a new rooftop gathering space – the sky park
- » Creating a sense of openness and space
- » Use natural and honest materials in a sophisticated way
- » Greening the centre with plants on streets, laneways, rooftops and walls
- » Bringing light and air into the centre – open and sunny in winter – sheltered and cool in summer

Which of these ideas appeals to you most?

A centre that is easy to get to



We want new and existing residents to **walk or ride** here as much as possible this will be achieved by:

- » An upgraded and improved pedestrian crossing on Forest Way
- » Direct access from the Warringah Rd pedestrian and bike bridge
- » Numerous points of entry to the centre
- » Improved bike parking
- » Improved disability access

Improving traffic flows around the centre by:

- » Making it much easier to access the centre
- » Improving parking access to reduce queuing and circling around the centre

Maintaining school safety by:

- » Better signage
- » Traffic calming
- » Improved pedestrian connections between the school and the centre
- » Welcoming parents to park in the centre for school pick up and drop off

Resolving car parking once and for all by:

- » Increasing the overall number of carparks
- » Improving circulation within the car parking area
- » Direct access from Grace Ave and Forestway to new underground and upper-level carparks

Integration with public transport through:

- » Providing a setback for an out of lane bus stop on Forestway
- » All weather bus shelter
- » Parking for community transport buses
- » Uber and taxi pick up and drop off

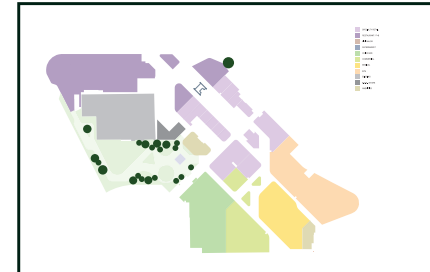
Better management of **trucks and servicing vehicles** by:

- » Screening and enclosing loading areas
- » Providing additional loading and servicing facilities within the building basement

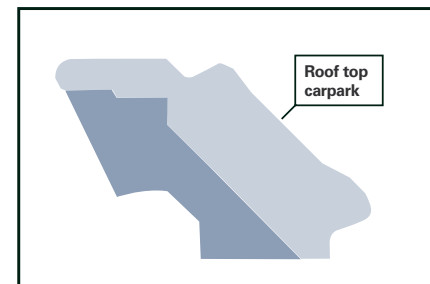
Some Initial Ideas



Ground



Level 1



Rooftop

How many levels will there be?

The refurbished centre will have two levels of underground parking.

Above ground there are two full levels including:

- » An expanded and diverse retail offering at ground level
- » Above this another level comprising a new community wellbeing hub with an open rooftop sky park and services including childcare, gymnasium, healthcare and office spaces, along with an expanded dining offer

There will also be an additional rooftop parking area which will make accessing and visiting the centre more convenient.

What is the proposed height?

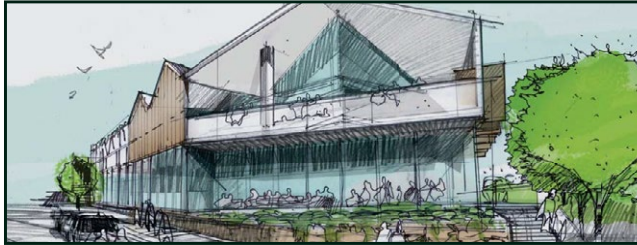
The proposed height following the refurbishments will differ at various points around the centre. With the exception of a few areas the majority of the centre will be within the existing 12m height control for the site.

Will the centre still operate during the refurbishment?

The refurbishment will be staged with a view to keeping the centre or parts of the centre open during construction.

Residential development?

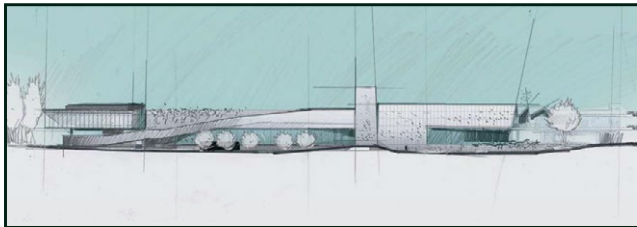
Residential development is not being considered as part of this application.



Artist's impression
corner of Grace
Ave & Russell Ave



Artist's
impression
Forestway



Proposed
elevation along
Forestway



Proposed
elevation along
Russell Ave

What else do we need to address?

Looking at the centre and its surrounds what else do we need to consider as we refine our plans?



