



EDYG

# Stage 1 Engagement Outcomes Report

Landcom – Chatswood Dive Site  
Stage 1: Build to Rent Housing

607 Pacific Highway, Chatswood

Prepared by Gyde Consulting

2 March 2026

[gyde.com.au](http://gyde.com.au)

## Acknowledgment of Country



**Towards Harmony by Aboriginal Artist Adam Laws**

Gyde Consulting acknowledges and pays respect to Aboriginal and Torres Strait Islander peoples past, present, Traditional Custodians and Elders of this nation and the cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander people. We recognise the deep and ongoing connections to Country – the land, water and sky – and the memories, knowledge and diverse values of past and contemporary Aboriginal and Torres Strait communities.

Gyde is committed to learning from Aboriginal and Torres Strait Islander people in the work we do across the country.

### **This report was prepared by:**

Approver: Juliet Grant (Executive Director)  
Author: Caroline Anthony (Associate Director Community and Stakeholder Engagement)  
Contributors: Chris O'Dell (Director), Patrick Holland (Assistant Planner), Kanak Nagpal (Data Analyst)  
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# 1. Executive summary

## 1.1 Project overview

This Engagement Outcomes Report has been prepared by Gyde Consulting on behalf of Landcom to support the redevelopment of the former Sydney Metro site at 607 Pacific Highway, Chatswood.

The proposal will deliver a connected, sustainable and inclusive community over two stages:

### Stage 1: Build-to-rent housing

- 180 build-to-rent apartments for essential workers

### Stage 2: Market housing and public domain

- up to 1,300 additional apartments with a mix of affordable rental housing and homes to buy
- shops and services
- public open spaces
- future community use of Mowbray House
- improved walking and cycling connections

To maximise efficiency, minimise community fatigue and allow the community to understand the long-term plan for the site, an extensive community engagement program that covered Stages 1 and 2 of the project was carried out from 2 to 27 October 2025.

This report details the engagement outcomes related to Stage 1. A separate report will be prepared to support future Stage 2 applications.

## 1.2 Who we engaged

The engagement program aimed to reach stakeholders directly impacted or interested in the proposal, along with likely future beneficiaries of the project.

A wide range of engagement activities were planned to increase awareness and facilitate participation across all events.

The purpose of the engagement was to build project awareness and to ensure that the community and key stakeholders had access to information about the proposed development, with the opportunity to ask questions and provide feedback to inform project design and development.

To ensure engagement was consistent with the NSW Government *Undertaking Engagement Guidelines for State Significant Projects (2024)* and complied with the Industry Specific Housing Secretary's Environmental Assessment Requirements (SEARs), engagement was undertaken with the below project stakeholders.

## Who we engaged



### 1.3 Engagement activities summary

Method	Key Statistics		Activity Summary	Purpose
<b>Letterbox newsletter drop</b>	<b>13,605</b> newsletters delivered		<ul style="list-style-type: none"> <li>• Distributed to households &amp; businesses in local area</li> <li>• Information about project &amp; ways to engage</li> </ul>	<ul style="list-style-type: none"> <li>• Project overview</li> <li>• Feedback &amp; contact channels</li> <li>• Invite to learn more &amp; engage in activities</li> </ul>
<b>Essential worker outreach phone calls and emails</b>	<p><b>13</b> phone calls with follow up emails to essential services near the site, and an additional <b>4</b> services contacted by email.</p> <p>Contacts included Fire, Police and Ambulance stations, and the Royal North Shore Hospital.</p>		<ul style="list-style-type: none"> <li>• Emails to local businesses, community organisations, healthcare, education and emergency service providers</li> </ul>	<ul style="list-style-type: none"> <li>• Project Overview</li> <li>• Feedback &amp; contact channels</li> <li>• Invite to learn more &amp; engage in activities</li> </ul>
<b>Stakeholder email outreach</b>	<p><b>38</b> project emails sent to local community interest groups, cultural centres, peak bodies, key stakeholders.</p>		<ul style="list-style-type: none"> <li>• Emails to Councils, schools, progress associations, heritage interest groups, cultural centres, emergency services unions, community housing providers and peak bodies, and development and planning industry stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Project Overview</li> <li>• Feedback &amp; contact channels</li> <li>• Invite to learn more &amp; engage in activities</li> </ul>
<b>Email Newsletter (EDM)</b>	<b>401</b> recipients		<ul style="list-style-type: none"> <li>• Sent to Landcom's project database</li> <li>• High-level project summary</li> </ul>	<ul style="list-style-type: none"> <li>• Project overview</li> <li>• Feedback &amp; contact channels</li> <li>• Invite to learn more &amp; engage in activities</li> </ul>
<b>Social Media Posts</b>	<p>Facebook <b>32,705</b> total views</p> <p>Instagram <b>26,893</b> total views</p>	<p>LinkedIn <b>15,622</b> total impressions</p>	<ul style="list-style-type: none"> <li>• Facebook, Instagram and LinkedIn project updates and promotion</li> <li>• Project overview and invitation to participate in engagement activities</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness raising</li> <li>• Direct people to online materials &amp; survey</li> <li>• Advertise engagement activities</li> </ul>







Method	Key Statistics	Activity Summary	Purpose
<b>Project &amp; Join In Webpages</b>	<b>2,835</b> unique visitors	<ul style="list-style-type: none"> <li>Landcom project site &amp; Join In page</li> <li>Detailed project &amp; engagement information</li> </ul>	<ul style="list-style-type: none"> <li>FAQs &amp; Fact sheet</li> <li>Online survey link</li> <li>Planning process &amp; feedback channels</li> <li>Invite to learn more &amp; engage in activities</li> </ul>
<b>Online Survey</b>	<b>393</b> responses	<ul style="list-style-type: none"> <li>Input for community engagement, Social Impact Assessment (SIA) and Social Infrastructure Needs Assessment (SINA)</li> <li>Understand community priorities</li> </ul>	<ul style="list-style-type: none"> <li>Hosted on Join In webpage</li> <li>Gather detailed feedback</li> <li>Desktop findings of planning assessment, Social Impact Assessment and Social Infrastructure Needs Assessment</li> </ul>
<b>Drop-in Session</b>	<b>53</b> attendees	<ul style="list-style-type: none"> <li>3-hour in-person session</li> <li>Displayed project information boards and materials</li> <li>Q&amp;A with project team</li> </ul>	<ul style="list-style-type: none"> <li>Provide information</li> <li>Receive feedback</li> <li>Information boards (design, housing, impacts)</li> <li>Newsletter and survey promotion</li> </ul>
<b>Pop-up at Chatswood Mall Markets</b>	<b>65</b> participants	<ul style="list-style-type: none"> <li>3-hour informal consultation</li> <li>Engage casual foot traffic</li> <li>Similar materials to drop-in</li> </ul>	<ul style="list-style-type: none"> <li>Provide information</li> <li>Receive Feedback</li> <li>Information boards (smaller number than drop-in session)</li> <li>Newsletter and survey promotion</li> </ul>
<b>Connecting with Country</b>	<b>3</b> First Nations stakeholders Ongoing	<ul style="list-style-type: none"> <li>Led by JMP Aboriginal Consultancy</li> <li>Engagement with First Nations stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Embed culture &amp; heritage</li> <li>Identify design opportunities</li> <li>Strategy development</li> </ul>
<b>Targeted Focus Groups</b>	<b>3</b> sessions <b>37</b> attendees	<ul style="list-style-type: none"> <li>3 groups: young adults, essential workers, local residents</li> <li>Discuss housing needs &amp; expectations</li> </ul>	<ul style="list-style-type: none"> <li>Provide information</li> <li>Receive detailed feedback</li> <li>Mix of residents and future beneficiaries</li> <li>Inform SIA &amp; planning</li> </ul>



Method	Key Statistics	Activity Summary	Purpose
<b>Heritage Workshop</b>	<p><b>8</b> attendees</p> <p>Note: Details of the workshop and feedback received will be summarised in a separate Engagement Outcomes Report submitted with Landcom's Stage 2 applications to the Department.</p>	<ul style="list-style-type: none"> <li>Involve heritage experts and enthusiasts</li> <li>Discuss heritage impact and opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Identify design opportunities</li> <li>Inform relationship of development with Mowbray House</li> </ul>
<b>Stakeholder Meetings</b>	<p><b>20</b> government agencies, authorities, and other stakeholders engaged</p>	<ul style="list-style-type: none"> <li>Formal briefings, meetings and correspondence with government agencies and authorities</li> </ul>	<ul style="list-style-type: none"> <li>Provide information</li> <li>Answer questions</li> <li>Receive detailed feedback</li> </ul>
<b>SIA/SINA Interviews</b>	<p><b>2</b> stakeholder interviews</p>	<ul style="list-style-type: none"> <li>Interviews with Willoughby City Council and School Infrastructure NSW</li> <li>Identify infrastructure needs</li> </ul>	<ul style="list-style-type: none"> <li>Gap analysis</li> <li>Inform SIA and SINA</li> <li>Priorities for social infrastructure</li> </ul>
<b>Project Hotline &amp; Email</b>	<p><b>18</b> email submissions</p> <p><b>7</b> phone and email enquiries</p>	<ul style="list-style-type: none"> <li>Dedicated telephone support line 1800 967 899</li> <li>Dedicated email available chatswood@landcom.nsw.gov.au</li> <li>Available during business hours</li> </ul>	<ul style="list-style-type: none"> <li>Answer questions</li> <li>Collect feedback</li> <li>Track enquiries</li> </ul>

## 1.4 Summary of key issues raised

While the wider community was generally supportive of the proposal to provide high density housing near public transport, shops and services, and to address housing supply and affordability issues, a significant proportion of respondents across all engagement activities raised concerns around building height, scale and density and its impacts on local infrastructure and character. A summary of key issues raised about the broader proposal (Stages 1 and 2) is provided below.

### Summary of key issues raised

 <p>Build-to-rent housing for essential workers Affordable housing</p>	<p>The community expressed strong support for providing affordable build-to-rent housing for essential workers close to public transport and major employment hubs. General affordable rental housing provision was also supported.</p> <p>Many people asked questions about eligibility for build-to-rent housing, and management, indicating that the model is not well understood.</p>
 <p>Height and scale of the buildings</p>	<p>There was general support for high density development close to transport, shops and services.</p> <p>While there was concern about the heights of the proposed Stage 2 buildings, there was no concern raised about the height of the build-to-rent development.</p>
 <p>Density and number of apartments / residents</p>	<p>While there was concern about overall proposed densities for Stage 2, the community understood the NSW Government's decision to use the site to deliver high density housing to address housing supply and affordability issues, particularly for essential workers.</p>
 <p>Traffic, transport and access</p>	<p>A large number of residents expressed concern about existing traffic congestion, particularly at the intersection of Mowbray Road and Pacific Highway.</p> <p>Many people suggested that more on-site parking should be made available for the residents of the new development to reduce impacts on local streets. They also indicated a need for improved local bus services, better cycling and pedestrian infrastructure, and parking solutions that support essential workers and local businesses.</p>
 <p>Quality design and local character</p>	<p>The community emphasised the importance of design excellence, calling for architecture that complemented the character of the local area, durable materials, and sustainable design features, especially given the site's scale and prominent location.</p>
 <p>Amenity for residents</p>	<p>People provided feedback on the types of amenities they would like to see on-site, such as a potential supermarket, gym, child care, co-working space, community gardens and bike parking for residents.</p>

 <p>Local infrastructure capacity</p>	<p>A large number of people expressed concerns about local infrastructure and the long term capacity of local schools, roads and services such as water, sewage and stormwater networks to accommodate higher density in the area.</p> <p>It was noted that there are a number of development applications and proposals for the Chatswood area, and that the cumulative impacts of these developments on local infrastructure must be considered.</p>
 <p>Construction impacts</p>	<p>Nearby residents and businesses expressed concern about construction impacts, including noise, dust, vibration, traffic, and parking disruption.</p>

## 2. Introduction

### 2.1 Project overview

This Engagement Outcomes Report has been prepared by Gyde Consulting on behalf of Landcom to support a concurrent Planning Proposal and State Significant Development Application for Stage 1 (build-to-rent housing) of the proposed redevelopment of the former Sydney Metro dive site at 607 Pacific Highway, Chatswood.

To maximise efficiency, minimise community fatigue and allow the community to understand the long-term plan for the site, and extensive community engagement program that covered Stages 1 and 2 of the project was carried out from 2 to 27 October 2025.

This report details the engagement outcomes related to Stage 1. A separate report will be prepared to support future applications for Stage 2.

#### Who is Landcom?

Landcom is a NSW Government owned land and property development organisation. Landcom supplies home sites through the delivery of sustainable masterplanned communities and development projects, with a focus on expanding the stock of affordable and diverse housing.

#### The site

The project involves transforming the former Sydney Metro dive site at 607 Pacific Highway, Chatswood in two stages. Stage 1 (build-to-rent housing) will be delivered on a lot in the northeast of the site, while Stage 2 covers the remainder of the site.

The site is located at the intersection of the Pacific Highway and Mowbray Road, within the Willoughby Local Government Area and adjacent to the eastern boundary of the Lane Cove Local Government Area.

The site is approximately 650m south of Chatswood Train Station, 650m north-west of Artarmon Train Station and 7km north of the Sydney CBD.

#### What will the project deliver?

Landcom is planning to transform the site into a vibrant, well-designed neighbourhood with high quality apartments, rental housing for essential workers, shops and public spaces.

In the future, the development could support up to 1,500 apartments in a range of sizes and styles, helping to improve choice for renters and buyers.

Future residents will be close to public transport, restaurants, shops, services, schools and health facilities, including Royal North Shore Hospital – one of Sydney's largest hospitals.

The proposal is to create a connected, sustainable and inclusive community over two stages:

##### Stage 1: Build-to-rent housing

- 180 build-to-rent apartments offered to essential workers like nurses, paramedics, teachers, police officers and firefighters at a discount to market rent, through a separate subsidy

##### Stage 2: Market housing and public domain

- up to 1,300 additional apartments with a mix of affordable rental housing and homes to buy
- shops and services
- outdoor spaces for people to meet, relax and socialise, including a central park, native greenery, shaded seating areas and public art
- future community use of heritage-listed Mowbray House
- walking and cycling connections to the wider area.

The project is supported by the NSW Government's \$450 million investment into Landcom to deliver 400 build-to-rent homes for essential workers in metropolitan Sydney, closer to their jobs and services.

The project was announced by the NSW Government on 2 October 2025.

## Build-to-rent housing for essential workers

A Planning Proposal to rezone a portion of the site and a State Significant Development Application is being prepared to deliver a 22-storey mixed-use building with:

- 180 build-to-rent homes for essential workers to rent at a discount, with a mix of studios, 1-bed, 2-bed and 3-bed units
- communal areas for residents to socialise and foster community connection
- ground-floor shops
- secure parking, bicycle spaces and future provisions for electric vehicle charging.

The building will remain in NSW Government ownership, with tenancies managed by a suitable operator.

Homes NSW is supporting Landcom to develop an operational model and determine processes for tenant allocation and rental subsidies. Further information will be made available closer to project completion.

## Planning considerations

Demonstrating how surplus government land can be used for public good, the well-located site will support a significant number of much-needed homes near transport, jobs and services, and fund new high-quality public open spaces and restoration of Mowbray House for community use.

Proposed setbacks, landscaped public spaces and pedestrian laneways between buildings will help to reduce overshadowing, while providing future residents adequate privacy and sunlight.

The proposal aligns with long-term plans for major transformation in the Chatswood CBD and is in keeping with taller buildings and future potential developments in the area.

*Artist impression of proposed build-to-rent building, looking southeast, to be delivered in Stage 1 of the development.*

*Image is subject to change and approvals.*



## 2.2 Planning process

Landcom is progressing a staged planning pathway with the Department of Planning, Housing and Infrastructure. This is to ensure essential workers can access secure housing as soon as possible, while Landcom continues planning for the broader site to optimise surplus government land for public good and enable high-quality future development.

### Stage 1: Build-to-rent housing

Landcom aims to submit two applications to the Department in early 2026:

- A Planning Proposal to rezone the northeast portion of the site, increasing the current height limit from 18 storeys for the 22-storey build-to-rent building
- A State Significant Development Application for Landcom to deliver the build-to-rent building, providing 180 apartments for essential workers.

### Stage 2: Market housing and public domain

Landcom aims to submit two applications to the Department by mid to late 2026:

- A Planning Proposal to rezone the site, enabling future development of up to 56 storeys (up to 180m) with a mix of residential and non-residential uses
- A State Significant Development Application for site subdivision and concept development, guiding the design of future buildings, the streets, public areas and open space.

This report details the engagement outcomes related to Stage 1 applications.

A range of technical specialists have provided inputs into the development of the Environmental Impact Statement (EIS) to understand site opportunities and constraints, and support planning for the site's rezoning and development.

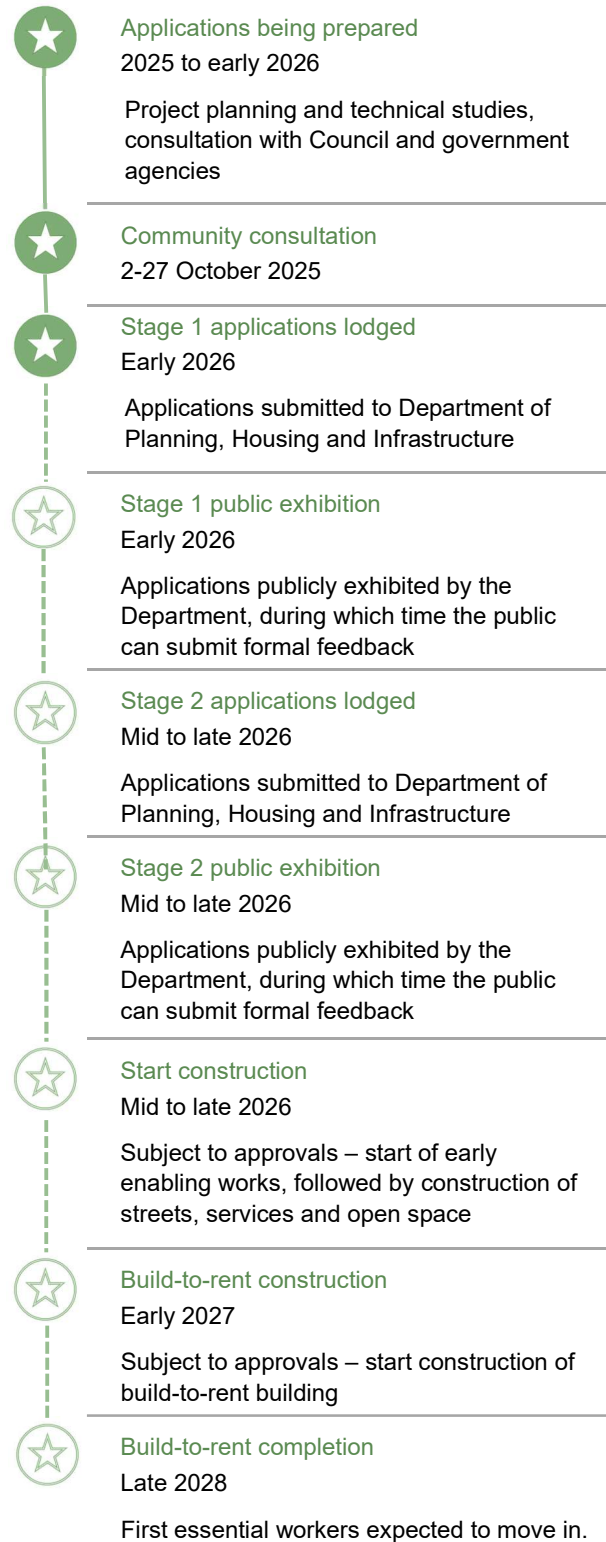
Technical studies cover local traffic and transport, urban design, landscape design, civil engineering, heritage and environmental assessments.

The Department will exhibit the applications, allowing the public to view the plans and supporting technical documents, and to submit feedback to inform their assessment.

## 2.3 Timeline for delivery

An indicative project timeline is provided below, and is subject to project approvals and weather conditions.

### Project timeline



## 2.4 Engagement requirements

A number of NSW Government guidelines and industry standards underpin the engagement program that was developed for this project.

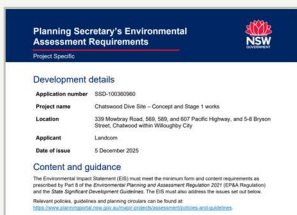
### NSW Government Undertaking Engagement Guidelines for State Significant Projects (2024)



The *Guidelines* set out the requirements for effective engagement on State significant projects in NSW. The project has achieved the requirements of the *Guidelines* by:

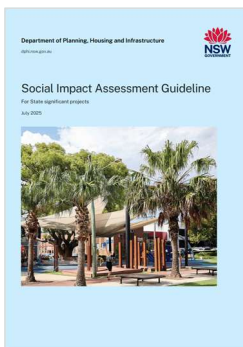
- providing clear and relevant information about the project and its impacts, and providing this information in community languages
- engaging with site neighbours, impacted residents and relevant NSW Government agencies
- implementing a range of activities that encourage and facilitate participation by diverse representatives of the wider community
- providing a range of channels for people to provide their feedback directly to the project team for consideration
- reporting back on what was heard, what has or hasn't changed, and why in this Engagement Outcomes Report.

### Secretary's Environmental Assessment Requirements (SEARs)



Project specific SEARs issued on 5 December 2025 by Department of Planning, Health and Infrastructure require the proponent to demonstrate that engagement and consultation activities have been undertaken in accordance with the *Undertaking Engagement Guidelines for State Significant Projects* and identify how issues raised, and feedback received have been considered in the design of the project.

### Social Impact Assessment (SIA) and Social and Community Needs Assessment (SCNA) considerations

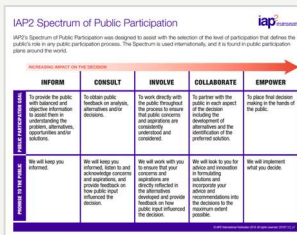


An SIA has been prepared in accordance with the *Social Impact Assessment Guidelines for State Significant Projects* (NSW DPE, 2023).

The SIA Guideline requires respectful, inclusive and meaningful engagement to identify people and communities likely to be affected, understand their interests in the proposed development, and consider the diverse views, concerns and potential impacts on individuals and communities.

It is a requirement to demonstrate how the views, concerns and insights of affected and interested people have influenced both the project design and each element of the SIA report.

### IAP2 Public Participation Spectrum



The IAP2 Spectrum of Public Participation provides a framework for determining the appropriate level of engagement for a project, and classifying stakeholder groups by their perceived levels of interest and influence on the project.

This project sits at the Consult level on the framework, giving the community a range of opportunities to voice their opinions on the project, for consideration in ongoing project design and development.

### 3. Engagement Approach

A comprehensive engagement program was designed to maximise community awareness and understanding of the project, and provide a wide range of opportunities for the community and key stakeholders to interact with the project team and provide their feedback on the proposal.

This engagement methodology has been informed by, and meets the requirements of, the NSW Government’s *Undertaking Engagement for State Significant Development Guidelines (2024)*.

The *Guidelines* identify the primary purpose of engagement for state significant projects to be: “to inform the development of the proposal and contribute to better planning outcomes”.

#### Clear and accessible information

It was important to ensure that complex information about the strategic planning context was made clear and accessible to the community, including (but not limited to):

- the importance of providing high density housing in key locations with close access to public transport, shops and services
- current issues of housing availability and affordability in Sydney and NSW

- the build-to-rent housing model, providing affordable and secure housing for essential workers
- provision of affordable rental housing for very low, low and middle income earners, and the role of Community Housing Providers
- the planning process and concurrent Planning Proposal and State Significant Development Application processes.

#### Wide participation

Given the scale and scope of the project, the engagement program was designed to reach a significant proportion of the impacted community, key stakeholders, and potential future beneficiaries of the project, including essential workers and young people.

Consultation included a mix of online and face-to-face activities. In order to access diverse communities and ensure that information was accessible to the wider local community, information was translated, and interpreters were provided at community events.

#### Engagement principles

The engagement program was underpinned by Landcom’s engagement principles, provided below.

#### Landcom’s engagement principles:

Our approach to engaging stakeholders is underpinned by the following principles, which are widely accepted and promoted by engagement advocates in Australia and around the world. We recognise that there’s some overlap of ideas related to each principle and that’s okay because the principles are interdependent.

					
<b>We aim to be:</b> This means:	<b>Collaborative</b> Working with stakeholders with an interest in delivering positive project outcomes	<b>Purposeful</b> Planning and resourcing engagement to support project delivery	<b>Proactive</b> Engaging stakeholders early and throughout project planning and delivery and making it easy for them to participate	<b>Accountable</b> Being clear about the purpose of engagement, level of influence and how the influence has shaped recommendations and decisions	<b>Inclusive</b> Engaging stakeholders with different needs and interests

### 3.1 Engagement objectives

The engagement program was designed to ensure that the community and key stakeholders were informed about the project and the planning process, and had meaningful opportunities to interact with the project team, access information and provide their feedback to inform ongoing project design.

Purpose	Objective	Measurement
Provide opportunities for community and stakeholders to provide their feedback	<ul style="list-style-type: none"> <li>Establish an open and transparent engagement process with clear parameters for influence.</li> <li>Enable the community and stakeholders to easily access project information through a range of channels.</li> <li>Provide a range of channels for the community and stakeholders to ask questions and provide their feedback.</li> <li>Gather feedback from the community and key stakeholders to inform project design and delivery.</li> <li>Deliver engagement that achieves the NSW Government <i>Undertaking Engagement Guidelines for State Significant Projects (2024)</i>.</li> </ul>	<ul style="list-style-type: none"> <li>Reach - number of community members and stakeholder groups who participated</li> <li>Accessibility - range of resources available in community languages</li> <li>Channels - wide range of ways to access and view information</li> </ul>
Build awareness of the project and its benefits	<ul style="list-style-type: none"> <li>Communicate the importance of increasing residential accommodation in close proximity to transport, shops and services.</li> <li>Provide clear information about housing availability and affordability, and build-to-rent housing.</li> <li>Acknowledge the trade-offs between increased housing density and increased supply, emphasising the benefits at a regional and local community level.</li> <li>Deliver a suite of robust key messages to support the engagement program.</li> </ul>	<ul style="list-style-type: none"> <li>Clear information -clear information in a range of formats</li> <li>Increase awareness - of the strategic planning context, build-to-rent and affordable housing models</li> <li>Accessibility - range of resources available in community languages</li> </ul>
Actively engage with impacted and future communities	<ul style="list-style-type: none"> <li>Provide impacted residents with key information.</li> <li>Target future beneficiaries of new housing, including young people and essential workers.</li> <li>Access local heritage groups and seek their feedback on the adaptive community use of Mowbray House.</li> <li>Understand and respond to project stakeholders to manage risks, issues and opportunities, and encourage collaborative working relationships.</li> </ul>	<ul style="list-style-type: none"> <li>Reach - number of community members and stakeholder groups who participated</li> <li>Representation - diversity in participation across target groups</li> </ul>
Provide meaningful planning information	<ul style="list-style-type: none"> <li>Clearly explain the scope of the planning proposal, SSDAs and future applications that require approval to bring Landcom's project vision to life.</li> <li>Communicate the planning process and how the community can be involved.</li> </ul>	<ul style="list-style-type: none"> <li>Clear information –clear information in a range of formats</li> <li>Increase awareness –of the strategic planning context and delivery pathway</li> </ul>

## 3.2 Engagement tools and activities

### 3.2.1 Communication tools

A communications program was designed to inform the community and stakeholders of Landcom’s proposal to redevelop the site and opportunities to learn more following announcement of the project on Thursday 2 October 2025, with feedback invited to 27 October 2025. Engagement tools are detailed below.

Tool	Description	Reach/Outcome
<b>Media release / event</b>	A media event was held on Thursday 2 October 2025 at which the NSW Premier and three ministers jointly announced the project, with a <a href="#">media release</a> and early artist’s impressions	The media event / media release generated extensive coverage across public and commercial television, radio, print and online media.
<b>Landcom project webpage launch</b>	A new project webpage ( <a href="http://www.landcom.com.au/chatswood">www.landcom.com.au/chatswood</a> ) launched on Thursday 2 October 2025 with project information and frequently asked questions (FAQs) to provide clear and accurate information about the project.	<b>1,359</b> unique webpage views and <b>917</b> users between 2 October – 27 October 2025. A copy of the project webpage is provided at <b>Appendix A</b> .
<b>Landcom Join in consultation webpage including FAQs</b>	A new Join In consultation webpage ( <a href="https://www.joinin.landcom.nsw.gov.au/chatswood">https://www.joinin.landcom.nsw.gov.au/chatswood</a> ) was launched with information about the project, engagement process, engagement activities and online survey to inform the SCNA and SIA. Supporting documents and images were available including Frequently Asked Questions (FAQs) to help address key issues and concerns about the proposal and planning process in clear and accessible language.	During the engagement period (2 October – 27 October 2025) the Join In page recorded: <b>1,918</b> page views <b>2,870</b> visits <b>3,353</b> views. A copy of the Join In webpage is provided at <b>Appendix B</b> .
<b>Social media posts</b>	Posts to Landcom’s social media pages, including: <ul style="list-style-type: none"> <li>• 2x Facebook posts</li> <li>• 2x Instagram posts and</li> <li>• 1x LinkedIn post</li> </ul> Posts intended to inform community and stakeholders of the new project, provide high level project information and a link to the project webpage to learn more.	The Facebook post published 2 October 2025 was boosted with targeting focused on the site. It had <b>24,605</b> views, and generated <b>15</b> interactions and 56 link clicks. A reminder post on 22 October had <b>8,100</b> total views. The Instagram post published on the same day had <b>20,593</b> views and <b>313</b> link clicks. A reminder post on 22 October 2025 had <b>6,300</b> total views. The LinkedIn post reached <b>15,662</b> impressions, <b>3,162</b> engagements and <b>2,898</b> click throughs. Copies of the social media posts are provided at <b>Appendix C</b> .

Tool	Description	Reach/Outcome
<b>Project newsletter distribution via letterboxes</b>	<p>A project newsletter was distributed to local addresses on Thursday 2 October 2025.</p> <p>The 4 page A4 newsletter provided project information, a QR code and link to the Join In consultation webpage, details of engagement events, and phone and email contact information.</p> <p>Information was provided in English, Traditional Chinese and Simplified Chinese in response to the profile of the local community.</p>	<p>Newsletter delivered to <b>13,605</b> letterboxes, including <b>2791</b> businesses.</p> <p>A copy of the newsletter and distribution zone is provided at <b>Appendix D</b>.</p>
<b>Community inbox and hotline</b>	<p>A project-specific email address (chatswood@landcom.nsw.gov.au) and hotline (1800 967 899) went live on Thursday 2 October 2025 on project announcement.</p> <p>Both contacts were published in all communications materials to provide the community and stakeholders with a direct line of contact to provide feedback and ask questions.</p>	<p><b>7 enquiries</b> and <b>18 email submissions</b> were received during the engagement period from 2 October 2025 – 27 October 2025.</p> <ul style="list-style-type: none"> <li>• <b>3</b> phone call enquiries</li> <li>• <b>4</b> community email enquiry</li> <li>• <b>9</b> community email submissions</li> <li>• <b>9</b> submissions from organisations</li> </ul> <p>Email feedback is summarised in Section 5.12.</p>
<b>Essential worker phone and email outreach</b>	<p>Direct contact was made with local essential worker organisations, such as police, ambulance and fire stations, public and private hospitals and local health services to inform them about the project and encourage essential workers to provide their feedback on their needs and aspirations for essential worker housing.</p>	<p><b>13</b> phone calls with follow up emails to essential services near the site, and an additional <b>4</b> services contacted by email.</p> <p>Contacts included Fire, Police and Ambulance stations, Royal North Shore Hospital, Sydney North Health Network, NSW Nurses and Midwives Association, and private hospitals.</p>
<b>Stakeholder email and phone outreach</b>	<p>Email information was sent to a wide range of local stakeholders to inform them of the project and opportunities to participate in community engagement activities.</p> <p>Emails were sent to Councils, local schools, progress associations, heritage interest groups, cultural centres, emergency services unions, community housing providers and peak bodies, and development and planning industry stakeholders.</p>	<p><b>38</b> project emails sent to local community interest groups, cultural centres, peak bodies, key stakeholders.</p> <p>A list of stakeholders is provided in Section 4.</p>

Tool	Description	Reach/Outcome
<b>Email newsletter (EDM)</b>	An EDM was issued on Thursday 2 October 2025 to Landcom's database of EDM subscribers who expressed interest in the Annandale build-to-rent project, to provide high level project information and invite them to learn more and participate in engagement activities.	401 EDMs were sent to contacts in Landcom's database, resulting in 53 unique opens (135 total opens) and 9 unique click-throughs (13 total clicks). A copy of the EDM is provided at <b>Appendix E</b> .
<b>Project posters</b>	A project poster was designed with information about the project, and inviting people to participate in community engagement activities in English, Traditional Chinese and Simplified Chinese languages.  The poster was provided in active local locations to increase project reach.	<b>10</b> posters displayed in the local library, and key locations around public transport and active areas of Chatswood.  A copy of the poster is provided at <b>Appendix F</b> .



Project collateral: feedback form, poster, newsletter.

### 3.2.2 Engagement Activities

Activity	Description	Reach
<b>Doorknocking</b>	<p>Following the project announcement and distribution of the project newsletter in the local area on Thursday 2 October 2025 door knocking was carried out on Tuesday 7 October 2025.</p> <p>Residents and businesses nearby the site had the opportunity to speak with members of the project team, and find out more about the project and upcoming engagement activities. If no one answered, a 'Sorry we missed you' note was left at the property.</p> <p>All doorknocking was attend by staff members who could provide Mandarin interpreter services as required.</p>	<p>A large number of properties were visited over 4.5 hours, and the team spoke with <b>27</b> residents and businesses during this time.</p> <p>Key concerns and comments raised during doorknocking are summarised in Section 5.1.</p> <p>The Social Impact Survey doorknocking questionnaire is provided at <b>Appendix G</b>.</p>
<b>Drop-in session</b>	<p>A drop-in session was held on Tuesday 14 October 2025, from 4pm – 7pm, at the Dougherty Community Centre in Chatswood.</p> <p>The drop-in session provided the opportunity for community members and other stakeholders to view information about the project, engage with the project team and provide their feedback.</p> <p>11 boards were displayed at the event, providing information about the project and inviting post-it note feedback on the potential re-use of Mowbray House and what people would like see in the project plan.</p> <p>Mandarin and Cantonese speakers were available at the event, to speak with attendees in their preferred language.</p>	<p><b>53 people</b> attended the drop-in session.</p> <p>Feedback received at the drop-in is provided in Section 5.2.</p> <p>A copy of the information displayed at the drop-in and pop-up is provided in <b>Appendix H</b>.</p>
<b>Pop up</b>	<p>A pop-up stall was hosted at the busy Chatswood Mall Markets from 3pm-6pm on Thursday 16 October 2025, to raise awareness of the project among the broader community, provide project information, and seek feedback on the project.</p> <p>Feedback forms were available in English, Traditional Chinese and Simplified Chinese, with optional reply paid envelopes.</p> <p>Mandarin and Cantonese speakers were available at the event, to speak with attendees in their preferred language.</p>	<p><b>65</b> conversations were had with individuals during the event.</p> <p>Feedback received at the pop-up is summarised in Section 5.3.</p> <p>A copy of the information displayed at the drop-in and pop-up is provided in <b>Appendix H</b>.</p>

Activity	Description	Reach
<b>Heritage workshop</b>	<p>A heritage workshop was held on Saturday 18 October 2025, from 2pm – 4pm with interested stakeholders from the Willoughby District Historical Society &amp; Museum, local progress associations, a local church and general community.</p> <p>The heritage workshop explored opportunities for the restoration and future community of Mowbray House as part of the project.</p>	<p>8 stakeholders attended the workshop.</p> <p>1 submission was received from the Willoughby District Historical Society &amp; Museum.</p> <p>Details of the workshop and feedback received will be summarised in a separate Engagement Outcomes Report submitted with Landcom's Stage 2 applications to the Department.</p>
<b>Focus groups</b>	<p>Three targeted focus groups were held with a mix of existing community and future beneficiaries of the project to discuss housing needs and expectations, provide project information and seek their feedback:</p> <ul style="list-style-type: none"> <li>– Essential workers on 15 October 2025</li> <li>– Local residents on 21 October 2025</li> <li>– Young adults on 23 October 2025</li> </ul>	<p>Focus groups were attended by:</p> <ul style="list-style-type: none"> <li>• 11 essential workers</li> <li>• 12 young adults</li> <li>• 14 local residents</li> </ul> <p>Feedback received at each focus group is summarised in Sections 5.4 - 5.6.</p> <p>An example focus group presentation is provided at <b>Appendix J</b>.</p>
<b>Feedback forms</b>	<p>Feedback forms, along with optional reply paid envelopes, were provided at all engagement events to provide the community and stakeholders with another channel to provide their feedback.</p> <p>Feedback forms were available in English, Traditional Chinese and Simplified Chinese.</p>	<p><b>6</b> feedback forms were returned to the project team at events or by post.</p> <p>Feedback forms available at the community and stakeholder drop-in, pop up, heritage workshop and all focus groups.</p> <p>Feedback is summarised in Section 5.8.</p> <p>Copies of the feedback forms are provided at <b>Appendix K</b>.</p>
<b>Connecting with Country consultation</b>	<p>Engagement led by JMP Aboriginal Consultancy with local First Nations stakeholders to inform Connecting with Country framework, including:</p> <ul style="list-style-type: none"> <li>– Walk on Country and design workshop with First Nations stakeholders and Landcom project team on 28 July 2025.</li> <li>– Design Input session held following the Walk on Country on 28 July 2025.</li> </ul>	<p><b>3 First Nations stakeholders</b> attended the Walk on Country and Design Input session with members of the project team.</p> <p>Ongoing correspondence with local First Nations stakeholders.</p> <p>Feedback received during Connecting with Country consultation is summarised in Section 5.9.</p>

<b>Online survey</b>	<p>An online survey targeted members of the local community and potential beneficiaries of the project such as young people and essential workers.</p> <p>The survey sought to understand the community and stakeholder response to the proposal, what people value most and would like to see in Chatswood, and potential project impacts and mitigation strategies.</p> <p>The survey was promoted via the project newsletter letterbox drop to over 13,000 properties, during drop-in, pop-up and focus groups sessions, on social media, and via Landcom’s Join In consultation webpage.</p> <p>Survey responses have been considered in the development of the SIA and SINA.</p>	<p>A total of 393 surveys were completed during the engagement period (2 October 2025 – 27 October 2025).</p> <p>Feedback is summarised in Section 5.10.</p> <p>A copy of the survey questions is provided in <b>Appendix L</b>.</p>
<b>Online ideas boards</b>	<p>Two online ‘ideas boards’ were made available on Landcom’s Join In consultation webpage, inviting people to identify their big wish for Chatswood in the future, and the things they love most about Chatswood now, to inform project planning.</p>	<p>During the engagement period (2 October 2025 – 27 October 2025) the ideas boards received:</p> <ul style="list-style-type: none"> <li>• 36 responses to the “I wish...” statement</li> <li>• 10 responses to the “I love...” statement</li> </ul> <p>Feedback is summarised in Section 5.11.</p>
<b>Community inbox and hotline</b>	<p>A project-specific email address (chatswood@landcom.nsw.gov.au) and hotline (1800 967 899) went live on Thursday 2 October 2025 on project announcement.</p> <p>Both contacts were published in all communications materials to provide the community and stakeholders with a direct line of contact to provide feedback and ask questions.</p>	<p><b>7 enquiries and 18 email submissions</b> were received during the engagement period from 2 October 2025 – 27 October 2025.</p> <ul style="list-style-type: none"> <li>• <b>3</b> phone call enquiries</li> <li>• <b>4</b> community email enquiry</li> <li>• <b>9</b> community email submissions</li> <li>• <b>9</b> submissions from organisations</li> </ul> <p>Email feedback is summarised in Section 5.12.</p>
<b>Key stakeholder meetings</b>	<p>Meetings were held with a range of key stakeholders to inform the project plan, SIA and SINA including:</p> <ul style="list-style-type: none"> <li>– Willoughby City Council</li> <li>– School Infrastructure NSW</li> <li>– Transport for NSW</li> <li>– Utility providers</li> <li>– Radio and television broadcaster stakeholders</li> </ul>	<p>20 agencies, authorities and key stakeholder groups met with the project team.</p> <p>Feedback received in stakeholder meetings and the project response is summarised in Section 5.13.</p>

## 4. Stakeholders

### Stakeholder groups

A wide range of stakeholders were informed about the project and invited to participate in engagement activities by phone call, email and face-to-face engagement at community events. These included local essential worker employers, housing providers and peak bodies, planning and development industry stakeholders, cultural centres and First Nations representatives, as detailed below.

Artarmon Day Hospital	Committee for Sydney	NSW SES Willoughby-Lane Cove Unit
Artarmon Progress Association	Community Housing Industry Association	Property Council of Australia
Artarmon/ St Leonards Chamber of Commerce	Federation of Willoughby Progress Associations	Property Council of Australia NSW State Manager
Australian Paramedics Association (NSW)	Fire and Rescue NSW - Lane Cove Fire Station	Royal North Shore Hospital
BNI Legends Chatswood	First Nations stakeholders	Shelter NSW
Bush to Bowl	NSW Ambulance	St George Community Housing
Business Sydney	Homes NSW	Sydney North Health Network
Castle Cove Progress Association	Housing Industry Association NSW	The Fire Brigade Employees Union
Castlecrag Progress Association	Lane Cove Council	The Health Services Union
Chatswood Chamber of Commerce	Link Wentworth	The Housing Connection
Chatswood Police Station	MOSAIC Multicultural Centre	Unions NSW
Chatswood Private Hospital	North Shore Historical Society	United Workers Union
Chatswood Public School	North Sydney Heritage Centre	Urban Development Institute of Australia
Chatswood West Ward Progress Association	NSW Ambulance (Artarmon / Lane Cove)	Willoughby District Historical Society & Museum
China Cultural Centre in Sydney	NSW Nurses and Midwives Association	
Chinese Cultural Centre (NSW)	NSW Police head office	

## Local and state government authorities

Landcom has been working closely with a range of local and state government authorities to inform project planning, as follows:

Stakeholder	Project interest
Willoughby City Council	<ul style="list-style-type: none"> <li>Project planning and design updates</li> <li>Social infrastructure and community needs</li> <li>Restoration and adaptive re-use of Mowbray House</li> <li>Traffic management</li> <li>Construction impacts</li> </ul>
Department of Planning, Housing and Infrastructure	<ul style="list-style-type: none"> <li>Preparation of the planning proposal, SSDAs and EIS</li> <li>Project planning and design updates</li> </ul>
School Infrastructure NSW	<ul style="list-style-type: none"> <li>Confirmed existing capacity within local schools</li> </ul>
Transport for NSW	<ul style="list-style-type: none"> <li>Traffic and transport network impacts</li> <li>Pacific Highway and Mowbray Road intersection</li> </ul>
Utility providers	<ul style="list-style-type: none"> <li>Capacity of local infrastructure</li> <li>Planned upgrades and requirements</li> </ul>
Department of Climate Change, Energy, The Environment and Water – Heritage & Environment working groups	<ul style="list-style-type: none"> <li>Project planning and design updates</li> <li>Restoration and adaptive re-use of Mowbray House</li> </ul>

## 5. Feedback received

The comprehensive engagement program supported the project team to engage with a wide range of community stakeholders to understand their views about the project. Stakeholders included:

- Residents of the local area
- Potential beneficiaries of the project such as essential workers and young people
- Diverse cultural groups
- Local interest groups
- Key stakeholders, organisations and peak bodies.

Key themes and issues relating to the project proposal and outcomes were broadly consistent across all engagement channels.

Specific groups such as essential workers, heritage interest groups and young people provided valuable insights about their aspirations for the site and how it may support the community into the future.

An analysis of feedback received through each engagement activity about the broader proposal (Stages 1 and 2) is provided below.

A summary of key feedback and issues raised through engagement about the broader proposal (Stages 1 and 2) and the project response applicable to Stage 1 (build-to-rent housing) is provided at **Section 6**.

A separate report will be prepared to support future Stage 2 applications.

### Key issues raised during engagement



Build-to-rent housing for essential workers / Affordable housing



Amenity for residents



Height and scale of the buildings



Quality design and local character



Density and number of apartments / residents



Local infrastructure capacity



Traffic, transport and access



Construction impacts

## 5.1 Doorknocking

### Doorknocking

**Date:** Tuesday 7 October 2025  
2:30pm – 7pm

**Location:** Impacted residential and business properties near the site

**Participation:** 27 responses received

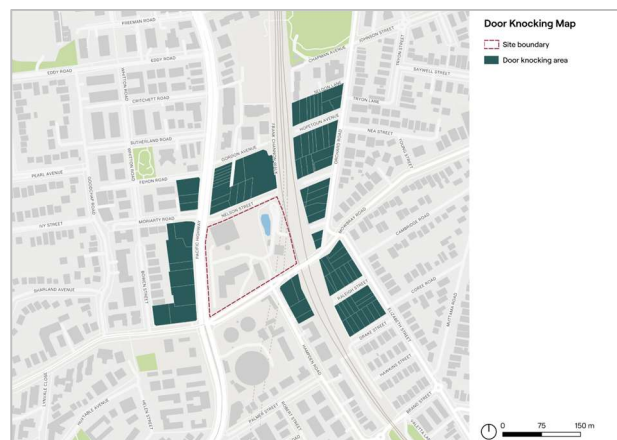
Following public announcement of the project and distribution of the project newsletter in the local area on Tuesday 2 October 2025, doorknocking was carried out for properties near to the site on Tuesday 7 October 2025 between 2:30pm and 7pm.

Doorknocking focused on site neighbours and potentially impacted properties around the site boundary, as shown in *Figure 1*.

Two project team members visited each property, with English speaking and Mandarin speaking staff available for all interactions.

Project team members visited 161 properties over a 4.5 hour period, and spoke with 27 residents and businesses during this time.

Respondents were asked questions about the proposal and its potential impacts.



*Figure 1: Properties identified for doorknocking*

When asked about the project:

- 53% of respondents were already aware of the project, 47% were not.
- 57% believed that their day to day lives had been impacted by construction on this site or others in the area, 43% did not.

Doorknocking survey questions are provided at **Appendix G**.

The most common responses to the questions asked during doorknocking are provided below.

### Feedback received during doorknocking

Topic	Feedback
What is important to you about living in the area?	Public transport Convenience Shopping malls
How do you think the projects will affect you and the Chatswood community?	Traffic and parking Density and overcrowding Demand on local service and schools Privacy and overshadowing
What are the positive aspects of the proposal?	Increasing the number of shops Increasing housing supply

## 5.2 Drop-in session

### Drop-in session

<b>Date:</b>	Tuesday 14 October 2025 4pm – 7pm
<b>Location:</b>	Dougherty Community Centre Chatswood
<b>Participation:</b>	53 attendees

A 3-hour in-person drop-in session was hosted for community members and other stakeholders on Tuesday 14 October 2025.

The session was advertised via the project newsletter, poster, Landcom website and Join In page, social media and EDM.

Attendees were able to engage with specialists across the project team, including the project manager, traffic, architecture, planning and engagement, to ask questions and provide their feedback on the proposal.

Mandarin and Cantonese speaking interpreters were available to assist members of the community as required.

A series of information boards were displayed during the event, providing information on:

- Project overview
- Green and open space
- Amenity and activation
- Build-to-rent housing for essential workers
- Traffic and transport access
- Connecting with Country
- Restoration and re-use of Mowbray House
- Sustainability
- The planning process

Technical experts were available to answer questions on aspects of the project.

An additional two boards provided the opportunity for the community to provide their feedback on what they would like to see included in the project, and how Mowbray House can be used to support the community in the future.

Photos of the drop-in and pop-up are provided at *Figure 2*. Copies of the information displayed are provided at **Appendix H**.

A summary of feedback received during the drop-in and pop-up sessions is provided overleaf.

## 5.3 Pop-up session

### Pop-up session

<b>Date:</b>	Thursday 16 October 2025 3pm – 6pm
<b>Location:</b>	Chatswood Mall Markets Victoria Avenue, Chatswood
<b>Participation:</b>	65 people engagement with the project team

A 3-hour pop-up session was held in the busy Chatswood Mall Markets from 3pm – 6pm on Thursday afternoon, a peak time in the shopping precinct. The stall was located within the food market, with a high level of foot traffic throughout the session.

The session was advertised via the project newsletter, poster, Landcom website and Join In page, social media and EDM.

Community members and other stakeholders were able to engage with specialists the project manager and members of the Landcom project team, as well as engagement and social infrastructure specialists.

Mandarin and Cantonese speaking interpreters were available to assist members of the community as required.

Photos of the drop-in and pop-up are provided at *Figure 2*. Copies of the information displayed are provided at **Appendix H**.

A summary of feedback received during the drop-in and pop-up sessions is provided overleaf.



Figure 2: Drop-in and pop-up sessions (Source: Gyde Consulting / Landcom)

## Feedback received during the community drop-in and pop up sessions

Topic	Feedback
Traffic and parking	<ul style="list-style-type: none"> <li>• Strong concerns about congestion on Pacific Highway, Mowbray Road and Hampden Road, with intersections already at capacity.</li> <li>• Calls for a traffic study that addresses the cumulative impacts of nearby development and construction traffic management.</li> <li>• Issues raised about limited public transport, unsafe pedestrian areas, and restricted turning movements.</li> <li>• Concern that the parking provision is inadequate for the proposed 1,500 units.</li> <li>• Several local residents mentioned that there is no right hand turn from the Pacific Highway onto Mowbray Road to the west, leaving residents to detour around the town centre to go in that direction. It was suggested that this should be considered if the intersection was to be upgraded.</li> </ul>

Open space and amenities	<ul style="list-style-type: none"> <li>• Participants felt that there is limited open and green space in the local area, and that the project should provide an increased amount of green, public space to cater to new residents as well as the wider community.</li> <li>• Some community members felt that the project should provide greater benefit to the community, providing amenities such as a supermarket, library, indoor sports centre, and recreation facilities.</li> </ul>
Local infrastructure	<ul style="list-style-type: none"> <li>• A number of attendees were concerned that the site had previously been designated for a school which they felt was needed in the local area.</li> <li>• Some community members were concerned about the cumulative impacts of development in the area on local infrastructure including schools, roads, water, sewerage and stormwater systems.</li> </ul>
Build-to-rent housing for essential workers	<ul style="list-style-type: none"> <li>• Some people wanted to see an increase in affordable rental housing provision, with suggestions to increase it to as much as 50%.</li> </ul>
Affordable rental housing	<ul style="list-style-type: none"> <li>• Essential worker housing was not widely understood, with people asking questions about eligibility, rent calculation and management.</li> <li>• Some questioned whether housing will remain genuinely affordable in Chatswood's market.</li> <li>• Positive support for housing targeted to essential workers, but ongoing affordability and management are key concerns.</li> </ul>
Height, bulk and scale	<ul style="list-style-type: none"> <li>• Some people felt that the height of the towers was excessive, noting that recent developments of 40 storeys in the area were already substantial.</li> <li>• There was community support for high density housing close to public transport, shops and services in the Chatswood town centre.</li> <li>• Some local residents raised concerns about visual impact and impact on local character.</li> <li>• Some people suggested that the cumulative impacts of high density development should be considered, with a number of current development applications and proposals in the local area.</li> <li>• Suggestions to step down tower heights (shorter at front, taller behind) to reduce impact on surrounding streets and homes.</li> <li>• Concerns that towers will overshadow homes on Pacific Highway, Mowbray Road, Sharland Avenue, and Raleigh Street.</li> <li>• Local residents were concerned about overshadowing of private property, as well as public and open spaces.</li> <li>• Some residents who attended the drop-in and pop up sessions were directly impacted by overshadowing, and discussed their individual situations and concerns with the project director and architect.</li> </ul>

## 5.4 Essential Workers focus group

### Essential Workers focus group

**Date:** Wednesday 15 October 2025  
6pm – 7:30pm

**Location:** Dougherty Community Centre  
Chatswood

**Participation:** 11 participants in the 18-30  
years age group

An essential workers focus group was held at Dougherty Community Centre, Chatswood, on Wednesday 15 October 2025. The session was facilitated by Gyde Consulting.

11 individuals attended the focus group, including representatives from:

- NSW Ambulance service
- Nursing
- Allied health services
- Aged care services

Figure 3: Essential workers focus group



Attendees were asked their current commute times, with 6 travelling less than 30 minutes, 3 travelling 45 minutes and 2 travelling around one hour to get to work each day.

All essential worker participants lived in the area, or a nearby suburb.

An example focus group presentation is provided at **Appendix J**.

A summary of feedback provided during the focus group is provided below.

Topic	Focus group feedback
Project benefits for essential workers	<ul style="list-style-type: none"> <li>• The participants noted that the site is central to a wide range of essential worker employment locations.</li> <li>• It was noted that proximity to hospitals and services can reduce travel time and increase safety for those travelling after long shifts.</li> <li>• It was suggested that the availability of subsidised housing closer to key worker locations (e.g. hospitals) may improve staffing availability and assist in reducing current staff shortages.</li> <li>• It was suggested that build-to-rent housing for essential workers would be useful for trainees, including those who might be on short-term work placements from regional areas and need a secure place to stay.</li> <li>• Participants were not widely aware of build-to-rent housing, or affordable housing for essential workers, and were interested to know about how they would be managed.</li> </ul>
Advantages of the Chatswood area	<ul style="list-style-type: none"> <li>• Chatswood was seen as an appealing and convenient place to live and work with excellent accessibility to the city, Epping, and the Northern Beaches.</li> <li>• Participants valued the multicultural character with its diverse restaurants, entertainment options, and strong community atmosphere.</li> <li>• The clean and safe environment, and enjoyable urban experience was also highlighted.</li> <li>• Noted the two major shopping centres with varied retail options as key advantages along with the range and quality of local schools.</li> <li>• Observed that Chatswood has fewer development restrictions than other North Shore areas.</li> </ul>
Pressure on existing infrastructure	<ul style="list-style-type: none"> <li>• Participants noted that Chatswood is already congested, with schools, medical centres, and public spaces near capacity.</li> <li>• It was suggested that transport and parking pressures, such as limited parking and expensive public transport, make commuting difficult, with infrastructure lagging behind increasing density.</li> <li>• Utilities and community facilities: Concerns that water, electricity, waste, and health services may not be upgraded in line with population growth, risking service overload.</li> </ul>
Affordability and cost-of-living concerns	<ul style="list-style-type: none"> <li>• Housing affordability pressures, including rising costs to buy or rent in Chatswood, make it difficult for both new and existing households, including essential workers, to live locally.</li> <li>• Concerns over long-term rental conditions: Uncertainty around rent levels, tenancy rules, and BTR selection processes raise fears that affordability may be temporary or restricted.</li> </ul>

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Facilities for essential workers

- On-site facilities like 24/7 childcare and gyms would support shift workers.
  - Improved access to hospitals and services, particularly after hours, would allow safer and more convenient access to workplaces without the need for a car – e.g. higher-frequency bus services, and shuttle buses to key destinations.
  - Participants valued secure tenure and stable rental terms.
  - They noted a preference for good soundproofing of apartments, a safe environment (secure access and lighting), and on-site parking.
  - Participants noted a desire for private and shared spaces such as gyms, pools, makers spaces.
  - It was noted that the development should be fully accessible, with inclusive design to foster a sense of community and well-being.
  - A supermarket on site would be beneficial and also serve the wider community.
-

## 5.5 Young adults focus group

### Young adults focus group

**Date:** Thursday 23 October 2025  
6pm – 7:30pm

**Location:** Dougherty Community Centre  
Chatswood

**Participation:** 12 participants in the 18-30  
years age group



Figure 4: Young adults focus group

A focus group targeting adults under 30 years old was held at Dougherty Community Centre, Chatswood, on Thursday 23 October 2025. The session was facilitated by Gyde Consulting.

12 individuals attended the focus group. Of the attendees:

- 2 lived in Chatswood and the remainder lived in surrounding suburbs
- 8 lived in apartments and 4 in detached houses
- 8 participants use public transport to commute and 4 use private vehicles.

Landcom is committed to tailored and targeted engagement with young people on its projects. Not only do young people make great contributions, but as the future residents and workers of the places Landcom create, they have the right to participate in decision making.

To enable more balanced stakeholder representation that is inclusive of future communities, it is important young people have a voice. The youth focus group targeted engagement with young adults as potential future project beneficiaries.

An example focus group presentation is provided at **Appendix J**.

A summary of feedback received during the focus group is provided below.

### Young adult focus group feedback summary

Topic	Focus group feedback
Essential worker and build-to-rent housing	<ul style="list-style-type: none"> <li>• General support for housing dedicated to essential workers and younger people seeking stability and affordability.</li> <li>• Participants were curious how rents would be calculated, whether affordability would be genuine, and what happens if residents' circumstances change.</li> </ul>
Affordable rental housing	<ul style="list-style-type: none"> <li>• There was interest in how affordable rental housing and market housing will be distributed to avoid visible social divisions or management differences.</li> <li>• The participants wanted more transparency about the essential worker housing scheme, eligibility criteria and management.</li> </ul>

Green and open space	<ul style="list-style-type: none"> <li>• Participants recognised a need for more parks, trees, and green areas that are accessible and welcoming.</li> <li>• Support for community gardens and composting or food waste disposal on site.</li> <li>• Participants noted that building facades with vertical gardens have been successful in other locations.</li> <li>• Desire for open space areas that encourage community connection but also provide privacy.</li> </ul>
Safety and security	<ul style="list-style-type: none"> <li>• The group felt that Chatswood is a safe area with good transport links and healthcare access.</li> <li>• There was also an emphasis on including safe pedestrian routes away from high-traffic areas in the development.</li> </ul>
Urban renewal opportunities	<ul style="list-style-type: none"> <li>• Rundown areas along the Pacific Highway were highlighted as detracting from Chatswood’s appeal and an opportunity of the project.</li> <li>• The Chatswood station was seen as in need of a “facelift”.</li> <li>• Preference for sustainable, visually distinct architecture that avoids “cookie-cutter” design and reflects Chatswood’s character.</li> </ul>
Traffic / transport	<ul style="list-style-type: none"> <li>• Congestion, limited parking, poor intersections, and accessibility challenges were key frustrations. Recommendations were made to upgrade the Mowbray Road/Pacific Highway Intersection.</li> <li>• Support for new bike lanes, bike lockers, and improved pedestrian access, especially around the Pacific Highway.</li> <li>• Desire for more frequent and reliable bus services, particularly connecting to key employment areas and the potential for a shuttle service to the CBD.</li> </ul>
Building amenity	<ul style="list-style-type: none"> <li>• Calls for soundproofing and well-insulated apartments to suit shift workers and families.</li> <li>• Desire for a sustainable building with greenery, food composting provision, potential community garden.</li> <li>• It was noted that residents of apartment buildings need facilities for receiving and collecting parcels and packages, such as a post office, newsagency, concierge or parcel lockers on site.</li> </ul>

## 5.6 Local residents focus group

### Local residents focus group

**Date:** Tuesday 21 October 2025  
6pm – 7:30pm

**Location:** Dougherty Community Centre  
Chatswood

**Participation:** 14 local residents attended the session

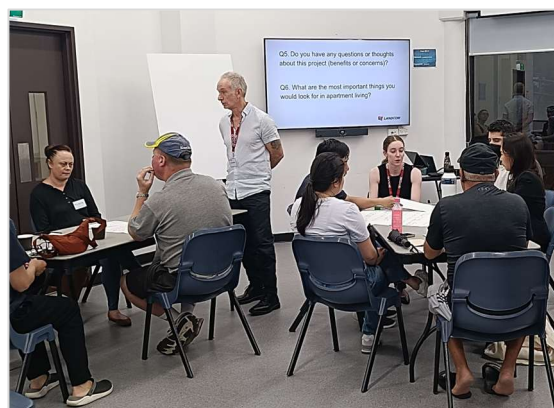


Figure 5: Local residents' focus group

A general residents focus group was held at Dougherty Community Centre, Chatswood, on Thursday 23 October 2025. The session was facilitated by Gyde Consulting.

14 participants attended the focus group. All participants lived in the local area or surrounding suburbs.

An example focus group presentation is provided at **Appendix J**.

Key themes and issues raised during the community information session are detailed below.

### Local residents focus group feedback summary

Topic	Focus Group Feedback
Experience of Chatswood	<ul style="list-style-type: none"> <li>Participants enjoyed Chatswood for its good dining options, entertainment, cinemas, theatre, cultural festivals, markets, diverse community, high-quality schools, libraries, community facilities, and overall safe, well-lit streets with greenery.</li> <li>Chatswood was seen as convenient with many services and good transport connections.</li> <li>Participants noted current concerns around overcrowding, traffic congestion, limited parking, inadequate open and public spaces, expensive housing, public hygiene issues, graffiti, and insufficient public amenities.</li> </ul>
Traffic congestion and parking	<ul style="list-style-type: none"> <li>Residents noted that congestion is an existing concern, and that increased density may exacerbate this issue.</li> <li>Residents suggested wider roads, tunnels/bypasses, and traffic calming measures as improvements to address congestion issues.</li> <li>Limited parking in the area was considered a major issue.</li> <li>Residents highlighted the need for more cycleways, safer pedestrian crossings, more EV charging, and car share options to improve the sustainability of the project.</li> </ul>

Topic	Focus Group Feedback
Neighbourhood Character	<ul style="list-style-type: none"> <li>• Participants raised concerns that more high-rise development may not be in line with the existing neighbourhood character of Chatswood.</li> <li>• Concerns that additional tall buildings with high density levels will increase overcrowding.</li> <li>• Participants felt that higher densities should be balanced with urban greening, sustainable building design, high quality architecture, and measures to reduce the urban heat island effect to maintain liveability.</li> </ul>
Affordable rental housing	<ul style="list-style-type: none"> <li>• Participants believed that the provision of build-to-rent housing for essential workers and affordable rental housing could increase housing supply and support affordability</li> <li>• Some residents expressed concerns about social impacts and the profile of affordable rental housing residents, alongside questions about who benefits from the development.</li> <li>• Residents were not familiar with the concepts of build-to-rent or affordable rental housing and wanted more information about eligibility and management.</li> </ul>
Local infrastructure capacity	<ul style="list-style-type: none"> <li>• It was suggested that to accommodate increased density, there is a need for more supermarkets, public toilets, childcare, and community spaces in Chatswood.</li> <li>• Participants noted that existing parks and outdoor areas are limited and overcrowded; residents want accessible green spaces and communal facilities for well-being and social interaction.</li> <li>• Concerns about cleanliness, graffiti, and maintenance of new infrastructure.</li> <li>• There was a strong preference for community-focused and shared facilities such as gyms, pools, makers spaces, and car-free zones to foster social cohesion.</li> </ul>
Aspirations for the project	<ul style="list-style-type: none"> <li>• Spacious, well-designed rooms with views and balconies.</li> <li>• On-site management with strata/building managers and 24/7 security to ensure a safe living environment.</li> <li>• On-site facilities including a pool, gym, and BBQ areas, complemented by nearby shops, transport links, schools, and hospitals for convenience.</li> <li>• Adequate green spaces both at ground level and on building facades, along with well-designed public areas to encourage community interaction.</li> <li>• Access to a variety of entertainment and social activities.</li> <li>• Effective use of parking facilities and the inclusion of car-share schemes to improve mobility and reduce congestion.</li> </ul>

## 5.7 Feedback forms

Feedback forms were made available at all engagement events in English, Traditional Chinese and Simplified Chinese languages. All participants were invited to complete a feedback form and return it to a team member, or to return it at their convenience using a supplied reply paid envelope.

A total of 6 feedback forms were returned during the exhibition period.

### Respondent information:

- All respondents who identified their suburb were residents of Chatswood or Lane Cove, and all respondents spoke English at home.

- Respondents heard about the project in a variety of ways, including via the project newsletter, social media and their local Member of Parliament.
- Three of the six respondents (50%) strongly agree or agree with the statement “In principle, I support the vision for build-to-rent housing in Chatswood”. One respondent disagreed with this statement.

Copies of the feedback forms are provided at **Appendix K**.

### Feedback raised in community submissions

Topic	Community comments
Project support	<ul style="list-style-type: none"> <li>• One respondent was positive about the project - “I think it’s a good idea, overall”</li> <li>• One respondent was “broadly supportive of the need for more housing and feel that this site is well located to provide that”, but noted some concerns</li> <li>• The remaining respondents identified concerns about the proposal</li> </ul>
Local infrastructure	<ul style="list-style-type: none"> <li>• Concern raised about how additional capacity will be provided in existing schools</li> <li>• Potential impacts on recreational space and opportunities in the area including children’s play spaces, skate parks and green space</li> </ul>
Height and scale	<ul style="list-style-type: none"> <li>• While some respondents felt that the height of the market buildings were too high, they did not raise concerns in relation to the height and scale of the build-to-rent building</li> </ul>
Traffic and transport	<ul style="list-style-type: none"> <li>• One respondent believed that there should be more car parking spaces available for future tenants and residents</li> <li>• Need for car share spaces to cater to tenants without private vehicles</li> <li>• Several respondents noted existing congestion at the intersection of Mowbray Road and Pacific Highway, and the need to upgrade the intersection to cope with increased traffic</li> </ul>
Construction management	<ul style="list-style-type: none"> <li>• Minimise the noise impacts and road closures for the local area</li> </ul>

## 5.8 Connecting with Country

### Walk on Country and Design Workshop

**Date:** Monday 28 July 2025

**Location:**

- Onsite Walk on Country
- Dougherty Community Centre, Chatswood

**Participation:** 3 First Nations representatives attended the session with the project team

Landcom recognises its projects fundamentally transform Country forever and seeks to engage First Nations stakeholders throughout the project lifecycle wherever possible, helping to understand how projects can be delivered in a respectful and considerate way to celebrate the uniqueness of each place.

The proposal site is on the land of the Cammeraygal People, the Traditional Custodians of the area now known as Chatswood, located in the Northern suburbs of Sydney.

As part of the project's Connecting with Country process, specialist JMP Aboriginal Consultancy engaged local First Nations community members to understand the context and history of the site and surrounds, invite feedback and ideas about the proposed development, and inform design principles to recognise, celebrate and connect with Country.

JMP facilitated an onsite Walk on Country with local First Nations stakeholders and the Landcom project team on 28 July 2025, followed by a collective design workshop.

Additional design workshops led by JMP with the Landcom project team and design consultants were held on 21 August 2025, 11 September 2025 and 13 November 2025 to refine project plans, incorporating ideas and feedback shared by First Nations community participants. JMP later shared the refined plans with the participants for further review.

For more information, please refer to the Connecting with Country Report submitted as part of the SSDA.

A summary of the feedback is provided on the next page.

## Connecting with Country feedback summary

Themes	Feedback
Aboriginal Knowledge and stories	Participants emphasised the importance of embedding “cultural spirit” into the project through design elements and traditional place names. They suggested incorporating stories such as the “ <i>Captain Cook Pelican story</i> ” and those of local Aboriginal women, including Barangaroo and Patyegarang.
Song lines	Another idea proposed was to incorporate Songlines as a guiding principle for the design, drawing inspiration from the “ <i>Seven Sisters Songline</i> ” or to “ <i>Reinvent a Songline to the site using a Diversity Moiety</i> ”.
Water and Whale Country	The Whale Country and traditional creation-story connection to water could be reflected in the design through a waterplay theme or a women’s cultural water feature incorporating the Nawi (canoe).
Sky Country	The traditional connection to Sky Country could be expressed through the inclusion of rooftop sky gardens and design elements that convey creation stories using sunlight and sky throughout the site.
Connection with Other Countries	<p>Participants recommended incorporating connections with surrounding Aboriginal nations - both north-south with coastal nations and east-west from Sea Country to the Western Plains.</p> <p>This could be expressed through a “<i>public domain tribal direction pointer</i>” located on the building’s roof. They also suggested blending modern Australian culture with a “<i>bush tucker sense of Country</i>” to strengthen cultural connection and identity.</p>
Native Landscape Design	<p>In designing the landscape, participants recommended the use of traditional flora and locally sourced materials, as it is more appropriate than bringing materials from other Nations to the site.</p> <p>As Cammeraygal Country is recognised as sandstone Country with woodlands and rocky outcrops, the landscape design could include native species such as “<i>Lilly Pilly, Native Ginger, Lemon Myrtle, and Flannel Flowers, as well as Native and Sugarbag Bees on rooftop gardens.</i>”</p> <p>Additional design features could incorporate megafauna footprint motifs, references to Dharug’s six seasons, community gardens, and digital art installations.</p>

## 5.9 Online survey

### Online survey

**Date:** 2 – 27 October 2025

**Promotion:**

- Over 13,500 newsletters
- Website and social media
- Community engagement sessions

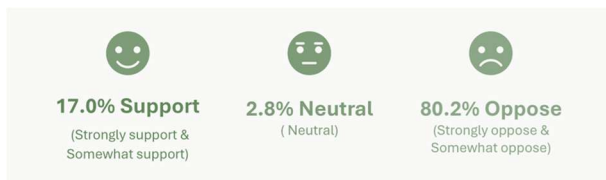
**Participation:** 393 completed surveys

An online survey was developed to allow community and stakeholders to provide feedback on the proposal and inform the Social Impact Assessment and Social Infrastructure Needs Assessment.

### Response to the project

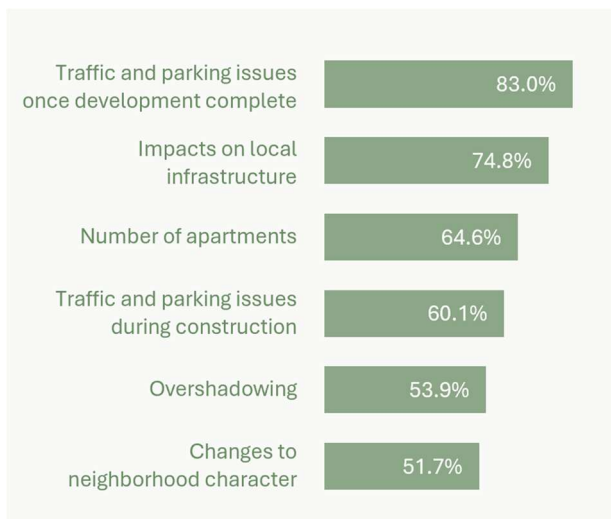
The majority of survey respondents (approx. 80%) did not support the project proposal:

### Support of the proposal



The primary concern raised across all surveys was traffic and parking issues in the local area, as well as impacts on other local infrastructure.

### Concerns about the proposal



The age of respondents was broadly consistent with the age profile for the local area, with highest representation between 30-60 years of age.

While translated materials were made available in Traditional and Simplified Chinese, the proportion of respondents who spoke English at home (88%) was higher than the local demographic profile (55.4%).

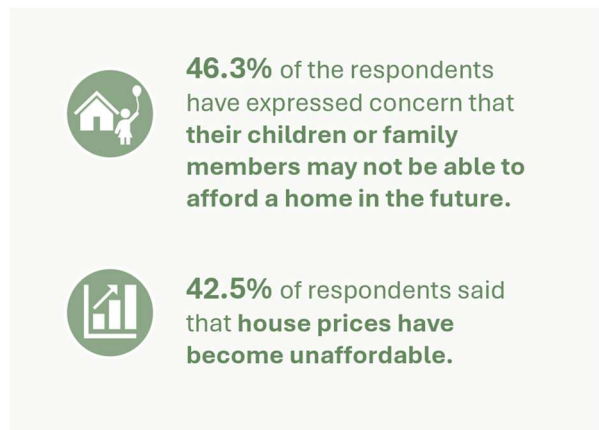
While almost 80% of people responding to the survey owned their own home, 46% of dwellings in the area are rented, indicating that home owners were far more likely to participate in engagement activities.

The survey questions are provided a **Appendix L**.

An analysis of survey outcomes is provided below.

Respondents acknowledged the housing supply and affordability crisis and how it has impacted them and their families. Almost half of the respondents identified housing cost as their primary concern:

### Primary concerns about housing in Sydney:



Participants also identified a range of community benefits from the project:

### Top three project benefits identified:



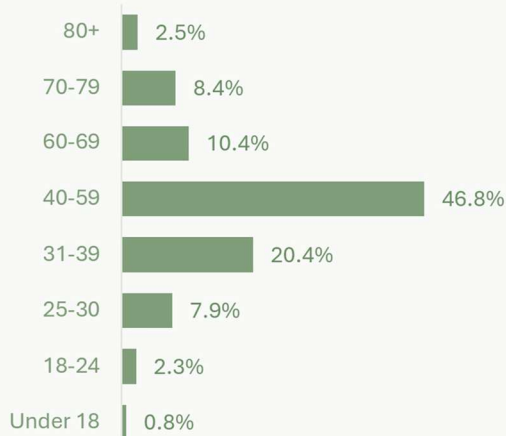
## Our Community



**393**  
Completed surveys

**75%** of respondents live near the project site (postcodes 2067, 2064, and 2066).

### HOW OLD ARE THEY?



### LANGUAGE SPOKEN AT HOME



**87.8%** respondents speak **English** at home.

**7.6%** speak **Chinese** (Cantonese, Mandarin or Shanghainese).

### WHAT ARE THEIR LIVING ARRANGEMENTS?



**Own their home: 78.6%**

**Looking to buy: 12.5%**  
(Of buyers: **63.3%** are 31–59 years old, **25%** are 25–30 years old).

### WHAT DO THEY ENJOY ABOUT CHATSWOOD? (Top 4)



**55.7%** of respondents enjoy access to shops, restaurants and other retail and commercial areas.



**46.6%** of respondents enjoy access to services and facilities.



**34.1%** of respondents enjoy the natural environment.



**31%** of respondents enjoy convenient access to work.

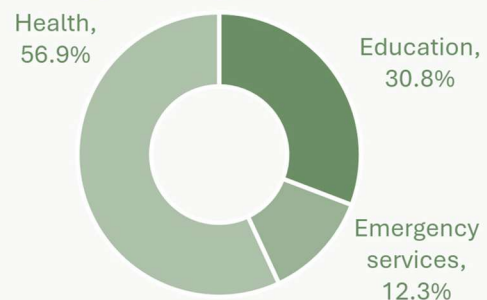
### ESSENTIAL WORKERS



**65 (16.5%)**  
Participants are essential workers

**73.8%** of respondents who identify as essential workers fall within the **31–59 age group**.

#### Working Industry (% of essential workers)



**61.5%** of the essential workers live in their own homes, **24.6%** live in rented houses but are looking to buy.

## 5.9.1 Feedback raised in community surveys

Topic	Survey feedback
Apartment configuration	<ul style="list-style-type: none"> <li>• 13% of respondents preferred apartments with more than 3-bedrooms</li> <li>• 46% of respondents preferred 3-bedroom apartments</li> <li>• 39% of respondents preferred 2-bedroom apartments</li> <li>• 2% of respondents preferred 1-bedroom apartments</li> </ul>
Project concerns	<ul style="list-style-type: none"> <li>• Traffic and parking congestion were raised as primary concerns, both during construction and once residents are living on-site.</li> <li>• Many survey respondents noted height, scale, density and overshadowing as concerns.</li> <li>• Some people felt that the project would have a negative impact on local character.</li> <li>• Construction noise, dust, vibration and traffic were key concerns.</li> <li>• Many respondents indicated their preference for a school on site, as per previous plans for the site.</li> </ul>
Project benefits	<p>Many people identified a range of project benefits related to liveability, accessibility and amenity, including:</p> <ul style="list-style-type: none"> <li>• rental accommodation for essential workers and increased housing supply</li> <li>• creation of safe and connected walking and cycling links through the site</li> <li>• housing close to public transport, shops and services.</li> </ul>
What would you like to see more of in Chatswood?	<p>Feedback centred on more family-friendly community facilities, including:</p> <ul style="list-style-type: none"> <li>• affordable housing options</li> <li>• cafes, restaurants, shops and services (such as childcare)</li> <li>• education facilities / schools</li> <li>• sport and recreation facilities</li> <li>• community and cultural facilities</li> <li>• public and active transport</li> <li>• jobs and local employment opportunities.</li> </ul>
What types of shops and services would you like to see in Chatswood?	<ul style="list-style-type: none"> <li>• Many respondents took the opportunity to state that they would like to see a school provided, in line with previous government plans for the site</li> <li>• Many respondents noted they would like to see a supermarket provided as part of the development</li> <li>• Medical facilities were frequently raised, with participants noting that existing medical services are at or nearing capacity - such as doctors, dentists, bulk-billing GP clinics, and pharmacies.</li> <li>• Other suggestions include post offices, newsagents, convenience stores, and hairdressers, a K-pop store, bicycle repair, a bookstore, and pet-friendly stores.</li> <li>• Some respondents felt that there was no need to provide additional retail services, due to the concentration of retail shops and services in the Chatswood town centre, and high vacancy rates in the Artarmon village.</li> </ul>

## 5.10 Online ideas boards

### Online ideas boards

- Participation:**
- 36 responses to the “I wish...” statement
  - 10 responses to the “I love...” statement

In addition to the online community survey, people were invited to provide their feedback to two key questions:

- What do you enjoy most about living, working, or spending time in the Chatswood area?
- What one thing do you want to see more of in the Chatswood area in future?

### 5.10.1 Feedback raised online

#### What do you enjoy most about living, working, or spending time in the Chatswood area?

Topic	Community comments
Build-to-rent housing for essential workers Affordable housing	<ul style="list-style-type: none"> <li>• Some respondents acknowledged ongoing housing affordability issues and supported the delivery of built-to-rent housing for essential workers and affordable housing</li> <li>• One respondent suggested that provision of affordable housing should be higher</li> <li>• One resident felt that it was unrealistic to suggest that housing in this area would be affordable</li> </ul>
Public transport connections:	<ul style="list-style-type: none"> <li>• It was noted that the development is close to Artarmon Station, as well as Chatswood, and one respondent questioned whether impacts on Artarmon had been considered</li> </ul>
Project benefits	<ul style="list-style-type: none"> <li>• One respondent noted the benefits of the development in close proximity to public transport, shops and services in both Chatswood and Artarmon, and potential positive impacts on local shops and services, such as the Great Northern Hotel</li> </ul>
Building scale	<ul style="list-style-type: none"> <li>• Some respondents felt that the building heights were out of keeping with the local area, higher than those in the Chatswood town centre and would overshadow nearby properties</li> <li>• Some respondents felt that the scale of the development would result in increased traffic congestion at Mowbray Road and the Pacific Highway</li> <li>• One respondent felt that the site was unsuitable for the scale of development</li> <li>• One respondent felt that Chatswood already has a significant number of high rise developments and didn't need more</li> </ul>

## 5.10.2 Feedback raised online

### What one thing do you want to see more of in the Chatswood area in future?

Topic	Community comments
Community infrastructure	<ul style="list-style-type: none"> <li>• Many respondents expressed a preference for a school to be provided on the site, to respond to population growth in the area</li> <li>• One respondent questioned how local Council rates would be calculated for the build-to-rent property</li> <li>• Some respondents felt that more local upgrades to education, health and transport infrastructure, as well as open space and playgrounds, are needed to support the scale of the proposal</li> <li>• One respondent suggested the provision of additional green space by capping the rail line, which would also support local connections across the rail line</li> <li>• One respondent questioned the impacts of the development on the nearby telecommunications tower, while another suggested integrating the tower into the development to reduce its visual impacts.</li> </ul>
Height and scale	<ul style="list-style-type: none"> <li>• Some respondents indicated that lower height buildings would be more in keeping with the local area, and reduce over-shadowing impacts</li> <li>• The community did not raise opposition to the proposed height of the build-to-rent apartment development</li> </ul>
Traffic	<ul style="list-style-type: none"> <li>• Several respondents felt that the development would have traffic and congestion impacts, particularly at the intersection of Mowbray Road and the Pacific Highway</li> <li>• Several respondents noted that good walking and cycling connections to Artarmon Station and shops would support public transport use</li> </ul>
Amenity	<ul style="list-style-type: none"> <li>• One respondent felt that there should be a high number of ‘family sized’ apartments of at least 3 bedrooms with suitable storage space</li> <li>• Some respondents felt that more car parking spaces will be required to cater to resident needs, and reduce on street parking demand while one respondent suggested provision of a high number of bicycle parking and a reduced number of car parking spaces, to reduce private vehicle use</li> <li>• One resident suggested a central events space and large screen would create a community space at the heart of the development (noting The Canopy in Lane Cove as an example)</li> </ul>
Affordable housing	<ul style="list-style-type: none"> <li>• One respondent felt that the scale of the proposed affordable housing component of the project will not meaningfully improve housing affordability in the area</li> <li>• One person wanted assurance that some apartments would be dedicated to essential workers, to ensure their access to affordable options</li> <li>• One respondent was supportive of the dedication of 180 build-to-rent apartments for essential workers in a central Sydney location</li> </ul>

## 5.11 Community inbox and hotline

### Project email and hotline

- Participation:**
- 3 phone call enquiries
  - 4 community email enquiry
  - 9 community email submissions
  - 9 submissions from organisations

A dedicated email address (chatswood@landcom.nsw.gov.au) and hotline (1800 967 899) was established for project enquiries and submissions to the project team.

Submissions were received from community members and stakeholder organisations.

All community enquiries were responded to by the project team. Enquiries included questions around built-to-rent housing eligibility, project timeframes, and when apartments would be available for purchase.

A summary of feedback raised in submissions is provided below.

### 5.11.1 Feedback raised in community submissions

Topic	Community comments
Height and scale	<ul style="list-style-type: none"> <li>• Impacts on local character, noting that the height of the buildings exceeds others in the area</li> <li>• The height of the build-to-rent building was considered in keeping with other developments of the Chatswood town centre and was not opposed</li> </ul>
Green and open space	<ul style="list-style-type: none"> <li>• Need for increased green space to support the development</li> </ul>
Traffic and transport	<ul style="list-style-type: none"> <li>• Concern raised about increased congestion due to additional density, particularly at the intersection of Pacific Highway and Mowbray Road</li> <li>• Some submissions believed the car parking provision for future residents of the development should be increased</li> </ul>
Detailed planning information	<ul style="list-style-type: none"> <li>• One respondent sought to clarify the number of apartments, parking spaces and provision of amenities across all buildings</li> <li>• One respondent questioned whether the affordable rental housing provision would support first home buyers</li> </ul>
Local infrastructure	<ul style="list-style-type: none"> <li>• Preference for a new school on the site</li> <li>• Impacts on storm water, water and sewerage infrastructure</li> <li>• One respondent noted the cumulative impacts of current development applications for the area</li> </ul>

## 5.12 Email submissions from organisations

A register of email submissions received from stakeholder organisations during the community engagement period is provided below. Submissions primarily related to Stage 2 of the development – this feedback will be summarised in a separate Engagement Outcomes Report submitted with our Stage 2 applications to the Department.

Stakeholders	Details
Broadcaster stakeholders: <ul style="list-style-type: none"><li>• Australian Radio Network</li><li>• Commercial Radio and Audio</li><li>• Free TV Australia</li><li>• Nine Entertainment Co</li><li>• Paramount</li><li>• Southern Cross Austereo</li><li>• TX Australia</li></ul>	Concerns raised about potential impacts of taller buildings proposed in Stage 2 of the development on the communications tower located near the site. Ongoing meetings have been established with representatives for these broadcaster stakeholders.
Community Housing Industry Association NSW	Recommendations provided to support delivery of affordable rental housing, applicable to Stage 2 of the development.
Northern Sydney Local Health District	Requested the NSW Government's <i>Healthy Higher Density Living for Families and Children: An Advocacy, Planning and Design Guide</i> be considered in project design, applicable to Stages 1 and 2 of the development.
Willoughby District Historical Society & Museum	Following the Heritage Workshop held on Saturday 18 October 2025, provided a written submission applicable to Stage 2 of the development with regard to local heritage recognition and the future restoration and community use opportunities for Mowbray House.

### 5.13 Key stakeholder consultation

The project team has worked closely with key stakeholders, including local and state government, to progress the design and development of Stages 1 and 2 of the proposal. A register of engagement with key stakeholders through to February 2026 is provided below. Landcom is continuing to consult key stakeholders as planning for Stage 2 progresses.

Stakeholder	Date	Details	Project Response
Willoughby City Council	5/3/25	Briefing at Council’s Chatswood office between Landcom’s Acquisitions team and Council’s Planning team about site development intentions, findings to date on due diligence and massing studies, showing potential development.	As the Department of Education does not require the site for a new school, the site was identified for housing under the NSW Government land audit, helping to address current housing supply and affordability issues.
	15/8/2025	Briefing at Council’s Chatswood office between Landcom’s Project team and Council’s Planning team / Urban Specialist Lead to introduce the project and site vision, indicative delivery program and current planning progress. Council’s primary feedback was to increase the public domain size and the Project team agreed to explore this as planning progressed.	Landcom is optimising the well-located site to deliver a significant number of much-needed homes near transport, jobs and services.  Development will fund new high-quality public open spaces, walking and cycling connections, and restoration of Mowbray House for community use, designed through consultation with Council and other stakeholders.
	30/09/2025	Site walk with Council Asset and Engineering officers to discuss future asset maintenance and Frank Channon Walk.	25% of the site is allocated to public green and open space, equivalent to 3.2m <sup>2</sup> per resident.
	13/10/2025 20/10/2025 22/01/2026 12/02/2026	Online Teams meeting with Council’s Strategic Planning Team Lead to discuss public space and Mowbray House adaptive re-use delivery and dedications to Council, and the Voluntary Planning Agreement to support future asset maintenance.	Parking will be provided in accordance with Willoughby City Council Development Control Plan rates, while provision has been made for the dedication of land to widen Pacific Highway and Mowbray Road to accommodate future intersection redesign.
	15/10/2025	Online Teams briefing between Landcom’s Project team and design consultants with Council’s Strategic Planning Team Lead and Urban Design Specialist to provide an update on masterplanning. Council expressed support for the design progress on the public domain and public art since the 15 August 2025 briefing.	Landcom invited feedback on the proposal from the community and stakeholders through an extensive engagement from 2 to 27 October 2025. The public will be able to submit feedback to DPHI when the submitted plans are publicly exhibited.  Landcom will continue to consult Council as planning progresses.

Stakeholder	Date	Details	Project Response
	22/10/2025	On-site meeting with representatives from Council's Planning, Affordable Housing, Community Development, Property and Heritage teams to provide an update on masterplanning and discuss future adaptive re-use opportunities for Mowbray House	
	3/11/2025	Briefing at Council Chambers in Chatswood with Councillors, Council's General Manager and Director Planning about the proposal, public benefits, and planning and delivery pathway. Questions were raised about the number of parking spaces in the build-to-rent, upgrades to the Pacific Highway/Mowbray Road intersection, the public consultation process, and local school capacity noting previous identification for a school on the site.  New retail jobs were not seen as a public benefit, and there were requests for shade on Frank Shannon Walk, bike facilities at Chatswood Station and an indoor sports facility.	
Department of Planning, Housing and Infrastructure	17/6/2025 8/7/2025 13/8/2025 28/8/2025 11/9/2025 25/9/2025 26/9/2025 9/10/2025 23/10/2025 6/10/2025 20/10/2025 6/11/2025 20/11/2025 4/12/2025 18/12/2025	Online Teams meetings with DPHI's Agency Partnerships team to discuss the proposal, appropriate planning pathway and technical study requirements.	The site was formally declared State Significant on 14 November 2025.  Landcom will continue to consult DPHI as planning progresses.

Stakeholder	Date	Details	Project Response
	15/1/2026		
	29/1/2026		
	10/2/2026		
	26/2/2026		
Landcom Design Review Panel (DRP)	10/7/2025 12/8/2025	Briefings at Landcom's Parramatta office with Landcom DRP to present masterplan options and seek independent design and planning advice to refine and enhance the proposal.	Plans were refined based on Landcom DRP feedback.
Government Architect of NSW (GANSW) State Design Review Panel (SDRP)	3/9/2025	First briefing with State DRP to present draft masterplan and seek independent design and planning advice to refine and enhance the proposal.	Plans were refined based on State DRP feedback.
	9/10/2025	Online Teams meeting with GANSW to prepare for upcoming State DRP briefing.	
	16/10/2025	Second briefing with State DRP to present updated masterplan and seek independent design and planning advice to refine and enhance the proposal.	
	21/10/2025	Online Teams meeting with GANSW to determine design excellence requirements for SSDA lodgement.	

Sydney Metro (site landowner) and Metro Trains Sydney	4/6/2025	On-site and online Teams meetings with Sydney Metro to discuss site acquisition, ongoing emergency access requirements for Sydney Metro maintenance hub adjacent to site, and updates on masterplanning and the planning pathway.	Landcom will continue to consult Sydney Metro and Metro Trains Sydney as planning progresses.
	23/6/2025		
	7/7/2025		
	4/8/2025		
	8/8/2025		
	21/7/2025		
	29/7/2025		
	10/9/2025		
	9/10/2025		
	20/10/2025		
	3/11/2025		
	10/11/2025		
	17/11/2025		
	24/11/2025		
	1/12/2025		
8/12/2025			
15/12/2025			
	12/12/2025	On-site meeting with Sydney Metro and their maintenance facility operator Metro Train Sydney (MTS) about access requirements.	
	9/02/2026	Online Teams meeting with MTS to discuss access requirements	
Transport for NSW (TfNSW)	1/7/2025	Online Teams meetings with various TfNSW representatives, coordinated by TfNSW Senior Land Use Planner, to discuss masterplanning, with focus on site access, traffic impacts and road upgrade opportunities.	Provision has been made for the dedication of land to widen Pacific Highway and Mowbray Road to accommodate future intersection redesign.  Landcom will continue to consult TfNSW as planning progresses.
	16/7/2025		
	30/7/2025		
	20/8/2025		
	10/9/2025		
	1/10/2025		
	13/10/2025		
	15/10/2025		
	29/10/2025		
	12/11/2025		
26/11/2025			

School Infrastructure NSW (SINSW)	14/10/2025	Online Teams meeting between Gyde and SINSW about the proposal, impacts on local school capacity and previous consideration of site for a new school. SINSW confirmed that future demand modelling took into account the cumulative impact of new development in the area and future demand anticipated within strategic planning, and confirmed that the site is not required for education.	Noted. As the site was not required for a new school, the site was identified as an opportunity for housing under the NSW Government land audit, helping to address current housing supply and affordability issues.
Homes NSW	25/3/2025 2/5/2025 8/5/2025 30/5/2025 6/6/2025 17/7/202 16/9/202 1/10/202 24/10/2025 13/11/2025 9/12/2025 30/01/2026	Online Teams meetings with Key Worker Housing team to discuss future build-to-rent operations and appropriate way to provide rental subsidies to eligible tenants.	Landcom will continue to consult Homes NSW as planning progresses.

## Utility Providers

Stakeholder	Date	Details	Project Response
Sydney Water	11/4/2025	Email enquiries to Sydney Water about water and sewer network capacity with respect to the proposal.	Information provided by utility providers and technical studies indicate that water, sewer and electricity networks should all have capacity. The project has provision for any utility infrastructure upgrades, if required.  Landcom is not planning to provide gas connections, supporting a shift towards renewable energy sources.  Future buildings will have access to the NBN network.  Landcom will continue to consult utility providers and radio and television broadcaster stakeholders as planning progresses.
	12/5/2025		
Ausgrid	16/6/25		
	11/7/2025	Email advice from Sydney Water confirmed that the network looks suitable for a new water connection, but further modelling is required to determine if any future upgrades are required.	
Ausgrid	29/9/2025	Email enquiry to Ausgrid about electricity network capacity with respect to the proposal.	
	7/11/2025	Email advice from Ausgrid confirmed electricity network capacity.	
NBN	17/11/2025	Online Teams meeting with NBN to present the proposal, with no issues raised. Agreed to further planning discussions in early 2026 to ensure future buildings have NBN access.	
	6/02/2026	Meeting at NBN's North Sydney Discovery Centre to understand NBN delivery approaches and to provide an update on the proposal	
Radio and television broadcaster stakeholders		Ongoing meetings with broadcaster stakeholders to discuss the proposal, understand potential impacts to the communications tower near the site and determine mitigation approaches:	
	9/10/2025	Online Teams meeting between Landcom's Project team and TX Australia representatives.	

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13/11/2025 Online Teams meeting between Landcom's Project team and technical specialists with TX Australia and Free TV Australia.

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21/11/2025 Meeting at Landcom's Sydney CBD office between Landcom's CEO, EGM Development and Development Director with TX Australia and Free TV Australia CEOs.

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18/12/2025 Meeting at Free TV's North Sydney office between Landcom's CEO and Development Director with Free TV Australia and TX Australia CEOs and senior representatives.

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13/2/2026 Online Teams meeting with TX Australia and technical specialists engaged by Landcom and TX Australia.

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## 6. Key issues and project response

This section provides a consolidated analysis of issues raised across all engagement activities about the broader proposal (Stages 1 and 2) and the project response applicable to Stage 1 (build-to-rent housing).

Topic	Feedback	Project Response
<b>Affordability and build-to-rent housing</b>	<ul style="list-style-type: none"> <li>Participants widely supported the provision of built-to-rent housing for essential workers and affordable rental housing as part of the development.</li> <li>Participants sought clarity on eligibility, rent calculations, and tenure arrangements, emphasising the need for transparency and fairness.</li> <li>Some local residents particularly raised concerns about the social impacts of affordable rental housing on the local area.</li> <li>Essential workers supported build-to-rent housing in this location, noting that proximity to local employment generators would reduce commute times after long shifts, and potentially draw more workers to live in the area, which may improve current staff shortages.</li> <li>The Community Housing Industry Association NSW made recommendations for affordable housing to be retained in the long-term, designed in conjunction with a Community Housing Provider and managed in accordance with the <i>NSW Affordable Housing Ministerial Guidelines</i></li> </ul>	<ul style="list-style-type: none"> <li>Build-to-rent apartments will be offered to essential workers at a discount to market rent, through a separate subsidy.</li> <li>Landcom will remain owner of the build-to-rent properties, which will be managed by a suitable operator</li> <li>Homes NSW is supporting Landcom by engaging existing essential worker housing providers to understand their operational models and determine an appropriate way to provide rental subsidies / rental support to eligible tenants.</li> <li>Build-to-rent housing for essential workers and affordable rental housing offer a range of social benefits, including enabling tenants to live locally and maintain connections, supporting vibrant communities and local businesses by providing a stable workforce, and offering secure housing options for diverse needs. Further information about tenant allocation and rental subsidies will be made available closer to project completion</li> </ul>
<b>On-site amenities</b>	<ul style="list-style-type: none"> <li>Some recommendations for on-site amenities, included gyms, pools, arts/crafts areas, BBQs, and accessible areas designed to foster social connection</li> <li>Safety and security was another important issue with responses mentioning, adequate lighting, on-site strata/building managers and 24/7 security.</li> </ul>	<ul style="list-style-type: none"> <li>Gyde Consulting prepared a Crime Prevention Through Environmental Design analysis, submitted as part of the EIS, to inform the design of the build-to-rent apartments</li> <li>The build-to-rent apartments will include secure access for residents, communal indoor and outdoor spaces, acoustic treatments to reduce noise, and future provisions for electric vehicle charging and bicycle storage.</li> <li>Additional amenity features such as parcel collection, BBQs and other facilities will be considered as part of detailed design.</li> </ul>

Topic	Feedback	Project Response
<b>Communal open space</b>	<ul style="list-style-type: none"> <li>Provision of communal open spaces was supported by most participants</li> </ul>	<ul style="list-style-type: none"> <li>The build-to-rent will have approximately 1,800m<sup>2</sup> of communal open space and amenities for tenants</li> <li>The market apartments will need to comply with <i>Apartment Design Guide</i> requirements for private and communal open space</li> </ul>
<b>Building height and scale</b>	<ul style="list-style-type: none"> <li>Many of the community expressed concern about the overall height and scale of the buildings, however were not opposed the lower height of the build-to-rent building</li> <li>While many accepted that high density buildings are appropriate close to public transport, shops and services, some felt that lower heights in line with current town centre heights would be more appropriate</li> <li>Some people questioned why the build-to-rent provision was smaller than the other buildings, and whether more could be provided</li> </ul>	<ul style="list-style-type: none"> <li>The proposal aligns with long-term plans for major transformation in the Chatswood CBD and is in keeping with taller buildings and future potential developments</li> <li>The build-to-rent apartments are subject to allocated NSW Government funding. The size of the building reflects available funding and the priority requirement to deliver housing for essential workers by 2028</li> </ul>
<b>Overshadowing and visual impacts</b>	<ul style="list-style-type: none"> <li>Some local residents were concerned about overshadowing of their properties impacting their amenity</li> <li>Some people raised concerns about overshadowing of public, open spaces, including the proposed green space</li> <li>Some local residents were concerned about visual impacts (e.g. residents on the Pacific Highway facing the site)</li> </ul>	<ul style="list-style-type: none"> <li>The build-to-rent building, as the lowest of the proposed buildings is positioned to the north of the site to maximise solar access to the proposed park</li> <li>A thorough design excellence approach has been applied to ensure the buildings are visually appealing and positioned to reduce visual bulk and overshadowing, while maximising solar access and cross ventilation for future residents and visitors</li> <li>Buildings are setback from local roads, feature landscaped public spaces and pedestrian laneways between them, and are tall with a narrow profile to ensure that shadows move quickly</li> <li>Colliers prepared a Visual Impact Assessment, submitted as part of the EIS, that shows the BTR building is in context within the Chatswood town centre and local area</li> </ul>

Topic	Feedback	Project Response
<b>Traffic impacts</b>	<ul style="list-style-type: none"> <li>Many local residents indicated that the intersection of Mowbray Road and the Pacific Highway is already congested and difficult to move through, and thought the intersection could be better designed. Some also noted that there is no current option to turn right onto Mowbray Road to the west, meaning that people have to go around or through the town centre, and felt that access could be improved if the intersection was to be reconfigured. Delays travelling through the Hampden Road and Mowbray Road intersection were also raised as a concern.</li> <li>People felt that the cumulative impacts of increased housing across a range of developments in the local area should be considered.</li> <li>There was strong support for sustainable transport options, including new cycling and walking connections, bike parking, electric vehicle charging, car share schemes, and more frequent and reliable public transport options. Some essential worker participants noted that alternative transport options, such as a shuttle bus between key employment generators, would support lower car use.</li> </ul>	<ul style="list-style-type: none"> <li>Many households in the Chatswood area don't own a car or have only one car, with more people walking, cycling or using public transport for their commute than elsewhere in Sydney. This is especially common for households living in apartments, which tend to have fewer people.</li> <li>SCT Consulting completed a detailed Traffic and Transport Impact Assessment (TTIA), submitted as part of the EIS, that found that local roads will have capacity for traffic generated by the proposed development. The TTIA concluded that the build-to-rent proposal is expected to generate up to 29 vehicle trips per peak hour, equivalent to about one vehicle every two minutes. This is a minimal addition that falls within normal daily traffic variations, with negligible network impact.</li> <li>As the site is well-located, future residents can also walk, cycle and use public transport to reach nearby destinations.</li> <li>Provision has been made within project design for improved walking and cycling connections, bike parking, vehicle charging, and access to car share vehicles to support sustainable transport choices.</li> <li>Parking will be provided in accordance with Willoughby City Council Development Control Plan rates.</li> </ul>
<b>Apartment options</b>	<ul style="list-style-type: none"> <li>There was support for a variety of apartment sizes within the development as indicated by survey responses, as follows: <ul style="list-style-type: none"> <li>13% of respondents preferred apartments with more than 3-bedrooms</li> <li>46% of respondents preferred 3-bedroom apartments</li> <li>39% of respondents preferred 2-bedroom apartments</li> <li>2% of respondents preferred 1-bedroom apartment</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Build-to-rent housing will include a mix of studio, one, two and three bedroom apartments</li> <li>Future build-to-sell will include a variety of apartment sizes in accordance with market demand and the <i>Apartment Design Guide</i></li> </ul>

Topic	Feedback	Project Response
<b>Public benefit</b>	<ul style="list-style-type: none"> <li>The community wanted to ensure that the project would deliver a wide range of benefits to new residents, existing residents and the wider local community.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrating how surplus government land can be used for public good, Landcom seeks to optimise the well-located site to provide rental housing for essential workers near transport, jobs and services.</li> <li>The build-to-rent housing for essential workers will increase local housing diversity, providing greater housing choice and security to tenants, and offering a range of social benefits to support thriving, inclusive local communities.</li> <li>Provision has been made within project design to upgrade sewer capacity and to widen Pacific Highway and Mowbray Road to accommodate future intersection redesign.</li> </ul>
<b>Local infrastructure capacity</b>	<ul style="list-style-type: none"> <li>There was general concern about the capacity of local infrastructure, including water, sewerage and stormwater systems</li> <li>Many residents noted that community services and amenities, including supermarkets, medical services, childcare, and recreational spaces are over-subscribed.</li> </ul>	<ul style="list-style-type: none"> <li>Gyde Consulting prepared a Social Infrastructure Needs Assessment, submitted as part of the EIS, which identifies current and future capacity of community infrastructure within the site catchment area and highlights the potential impacts of additional population on social infrastructure demands in the area.</li> <li>Information provided by utility providers and technical studies indicate that water, sewer and electricity networks should all have capacity. The project has provision for any utility infrastructure upgrades, if required.</li> <li>Landcom seeks to enhance the neighbourhood's amenity with provision in Stage 1 and 2 buildings of ground-floor shops and services, such as a potential local supermarket or childcare service, to support new residents and the wider community.</li> </ul>

Topic	Feedback	Project Response
<b>Local character</b>	<ul style="list-style-type: none"> <li>Local residents emphasised maintaining Chatswood’s green, diverse, family-oriented neighbourhood character</li> <li>Younger people saw an opportunity for the project to revitalise a rundown section of the Pacific Highway, with a preference for sustainable and unique design reflecting local character</li> <li>Participants identified a need for tree cover, enhanced urban greening, and sustainable design principles</li> <li>It was suggested that there are opportunities to recognise and reflect the historic importance of this location in the history of Chatswood and Willoughby, with the close proximity of Mowbray House, the water reservoirs and the Great Northern Hotel.</li> </ul>	<ul style="list-style-type: none"> <li>Landcom’s vision is to create a connected, sustainable and inclusive community with high quality apartments, rental housing for essential workers, shops and public spaces.</li> </ul> <p>Landcom aims to showcase design excellence and high quality public domain in keeping with long-term plans to transform the Chatswood CBD and surrounds.</p> <p>These principles are guiding the design approach:</p> <ul style="list-style-type: none"> <li>a new community close to the heart of the Chatswood town centre</li> <li>landscaped public amenity at the heart of the site</li> <li>high level of connectivity, with walking, cycling and public transport access</li> <li>private, communal and public amenity</li> <li>recognition of local history, with restoration of Mowbray House for community use.</li> </ul>
<b>School capacity</b>	<ul style="list-style-type: none"> <li>As the site had previously been earmarked for educational use, many people were concerned about the capacity of local schools and identified a preference for a school on the site</li> </ul>	<ul style="list-style-type: none"> <li>The Department of Education completed an Enrolment Growth Audit in late 2024, determining no requirement for a new school in the local area</li> <li>The site was identified as an opportunity for housing under the NSW Government land audit</li> <li>Meetings with School Infrastructure NSW confirmed that future demand modelling has taken into account the cumulative impact of new development in the area and future demand anticipated within strategic planning, and confirmed that the site is not required for education</li> </ul>

## 7. Conclusion and next steps

This Engagement Outcomes Report has been prepared by Gyde Consulting on behalf of Landcom to support a concurrent Planning Proposal and State Significant Development Application for Stage 1 (build-to-rent housing) of the proposed redevelopment of the former Sydney Metro dive site at 607 Pacific Highway, Chatswood.

To maximise efficiency, minimise community fatigue and allow the community to understand the long-term plan for the site, an extensive community engagement program that covered Stages 1 and 2 of the project was carried out from 2 to 27 October 2025.

This program provided local residents, the wider community and other stakeholders with a range of opportunities to hear about the proposed development, view project plans, and provide feedback about the proposal to the project team.

While engagement was undertaken to support both the Planning Proposal and State Significant Development, this Engagement Outcomes Report focuses on the engagement outcomes related to Stage 1: Build-to-rent housing.

This comprises the delivery of 180 build-to-rent apartments offered to essential workers like nurses, paramedics, teachers, police officers and firefighters at a discount to market rent, through a separate subsidy.

### Participation

Given the scale and scope of the overall concept for the site, the engagement program was designed to reach a significant proportion of the impacted community, key stakeholders, and potential future beneficiaries of the project, including essential workers and young people.

In order to access diverse communities and ensure that information was accessible to the wider local community, information was translated, and interpreters were provided at community events.

Landcom is committed to tailored and targeted engagement with future beneficiaries of our projects wherever possible. As the future residents and workers of the project, specific engagement activities were undertaken young people and essential workers.

The participation of community and stakeholders with different ages, backgrounds, experiences and interests have ensured access to a mix of views and perspectives that can help to improve project outcomes and better meet the needs of existing and future communities.

### Project support

Members of the community were broadly supportive of the proposal to provide high density housing in close proximity to transport, shops and services in the Chatswood town centre.

Many acknowledged the need for secure rental housing for essential workers in close proximity to major employment generators, such as Royal North Shore Hospital and other health and education facilities and services.

The need to address the housing supply and affordability crisis in greater Sydney was widely acknowledged.

The community was broadly supportive of the inclusion of on-site amenities such as supermarkets and cafes, and improved walking and cycling connections.

### Key concerns

While a key concern raised by the community was the height and scale of the buildings and the number of proposed apartments of the overall plan, no concerns were raised in relation to the height and scale of the build-to-rent apartment building.

Concerns were raised about the capacity of local infrastructure, including schools, utilities, and green spaces, and the road network.

Traffic and parking were key concerns, with people suggesting that the intersection of Pacific Highway and Mowbray Road is at capacity, and that more on-site parking should be provided for residents.

### Response to feedback

Feedback arising from engagement has been shared with Landcom's technical consultant team to refine the proposal and finalise the Planning Proposal and SSDAs, and to inform ongoing planning and delivery.

The project team has taken feedback from the community, Council, NSW Government agencies, and other key stakeholders on board, and considered the issues raised within the design and planning for the project proposal.

In particular, the project team has ensured that:

- building design has taken into account visual impact, overshadowing and solar access
- provision for potential future intersection upgrades and any necessary utility infrastructure upgrades
- inclusion of First Nation's design principles
- provision for improved walking and cycling connections, bike parking, vehicle charging, and access to car share vehicles to support sustainable transport choices
- provision of quality apartments for essential workers.

#### Ongoing engagement

The community and stakeholders will have ongoing access to information about the project at <https://www.landcom.com.au/projects/chatswood/>

The Planning Proposals and SSDAs for both Stages 1 and 2 of the program will be placed on public exhibition by the Department of Planning, Housing and Infrastructure, with the opportunity for interested stakeholders to provide further feedback through a formal submissions process. Issues raised within the public submissions will be responded to by Landcom.

Landcom will continue to communicate project updates and engage with neighbours, the wider community and stakeholders during planning and construction of the project.

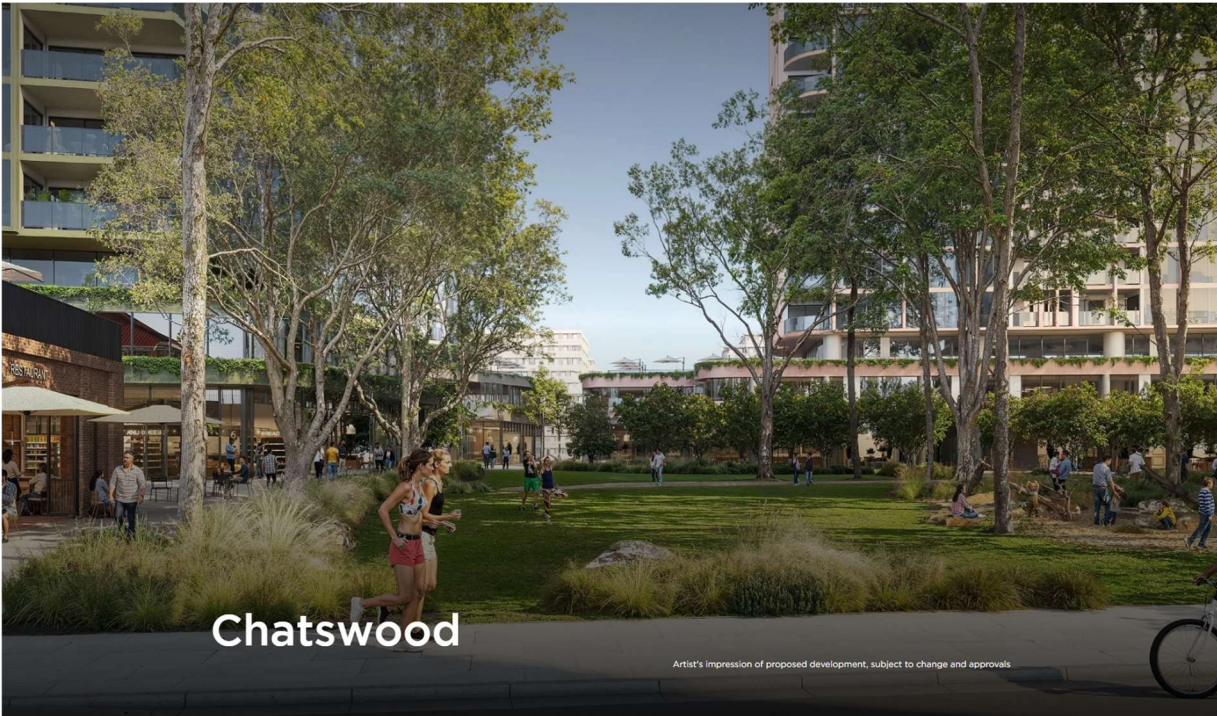
**GYDE**

# **Appendix A**

Project webpage

**GYDE**

Project website: [landcom.nsw.gov.au/projects/chatswood](https://landcom.nsw.gov.au/projects/chatswood)



# Chatswood

Artist's impression of proposed development, subject to change and approvals.

- About the project
- Project updates
- Community consultation
- FAQs
- Key documents

## Welcome to Chatswood

A vibrant neighbourhood close to transport, parks, shops and services.



Artist's impression of proposed development, subject to change and approvals.

## The project

Landcom is planning to transform the former Sydney Metro construction site at Chatswood into a vibrant, well-designed neighbourhood with up to 1,500 new homes.

Our plans include:

- 180 build-to-rent apartments offered to essential workers like nurses, paramedics, teachers, police officers and firefighters at a discount to market rent, through a separate subsidy
- up to 1,300 additional apartments with a mix of affordable rental housing and homes to buy to suit different needs and lifestyles
- shops and services
- outdoor spaces, including a central park, lush native greenery, shaded seating areas and public art
- future community use of heritage-listed Mowbray House
- walking and cycling connections to the wider area.

Located in the Chatswood CBD, future residents will be close to public transport, restaurants, shops, services, schools and health facilities, including Royal North Shore Hospital - one of Sydney's largest hospitals.

The project is supported by the NSW Government's [\\$450 million investment into Landcom](#) to deliver 400 build-to-rent homes for essential workers in metropolitan Sydney, closer to their jobs and services.



**LOCATION**  
607 Pacific Highway, Chatswood



**LOCAL COUNCIL AREA**  
Willoughby City Council



**PROPOSED HOMES**  
up to 1,500 units, including 180 build-to-rent units for essential workers



**DELIVERY TIMING**  
2025 to 2028 (pending approvals)

# Timeline



- |  |   |   |  |
|--|---|---|--|
| <b>2028</b>  | <b>2027</b>   | <b>2026</b>   | <b>2025</b>  |
| <ul style="list-style-type: none"><li>• End of build-to-rent construction, pending approvals and weather</li><li>• Essential workers expected to move in</li></ul> | <ul style="list-style-type: none"><li>• Build-to-rent construction expected to begin, pending approvals</li></ul> | <ul style="list-style-type: none"><li>• Construction of streets, services and open space expected to begin, pending approvals</li></ul> | <ul style="list-style-type: none"><li>• Site acquisition</li><li>• Project planning begins</li><li>• Community and stakeholder consultation (2 to 27 October 2025)</li><li>• Plans expected to be submitted for approval (late 2025)</li></ul> |

### Get the latest news

Stay up to date on insights into our plans, projects and partnering opportunities.

We will use your email address to send you updates about the Chatswood project. Our partners, NSW Department of Planning and Environment, will also have access to your contact details. You may unsubscribe from our emails at any time. We won't otherwise use or disclose your personal information, except as authorised or required by law. For more information, please see our [Privacy Policy](#).


### Contact us

For further information please contact:

(02) 9841 8600

[chatswood@landcom.nsw.gov.au](mailto:chatswood@landcom.nsw.gov.au)

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 If you require the services of an interpreter, please contact the Translating and Interpreting Service on 131 450 and ask them to call Landcom on 02 9841 8600. The interpreter will then assist you with the translation.

# **Appendix B**

Join In consultation webpage

Consultation webpage: <https://www.joinin.landcom.nsw.gov.au/chatswood>



Home / Chatswood

Landcom is planning to transform the former Sydney Metro construction site at 607 Pacific Highway, Chatswood, into a vibrant, well-designed neighbourhood with high quality apartments, rental housing for essential workers, shops and public spaces.

The development could support up to 1,500 apartments in a range of sizes and styles, helping to improve choice for renters and buyers. Located in the Chatswood CBD, future residents will be close to public transport, restaurants, shops, services, schools and health facilities, including Royal North Shore Hospital - one of Sydney's largest hospitals.

Our vision is to create a connected, sustainable and inclusive community with:

- 180 build-to-rent apartments offered to essential workers like nurses, paramedics, teachers, police officers and firefighters at a discount to market rent, through a separate subsidy
- up to 1,300 additional apartments with a mix of affordable rental housing and homes to buy
- shops and services
- outdoor spaces for people to meet, relax and socialise, including a village green, native greenery, shaded seating areas and public art
- future community use of heritage-listed Mowbray House
- walking and cycling connections to the wider area.

The project is supported by the NSW Government's **\$450 million investment into Landcom** to deliver 400 build-to-rent homes for essential workers in metropolitan Sydney, closer to their jobs and services.

## Project information

+ Homes for essential workers

+ Planning and site considerations

+ Design and sustainability

+ Public space and project benefits

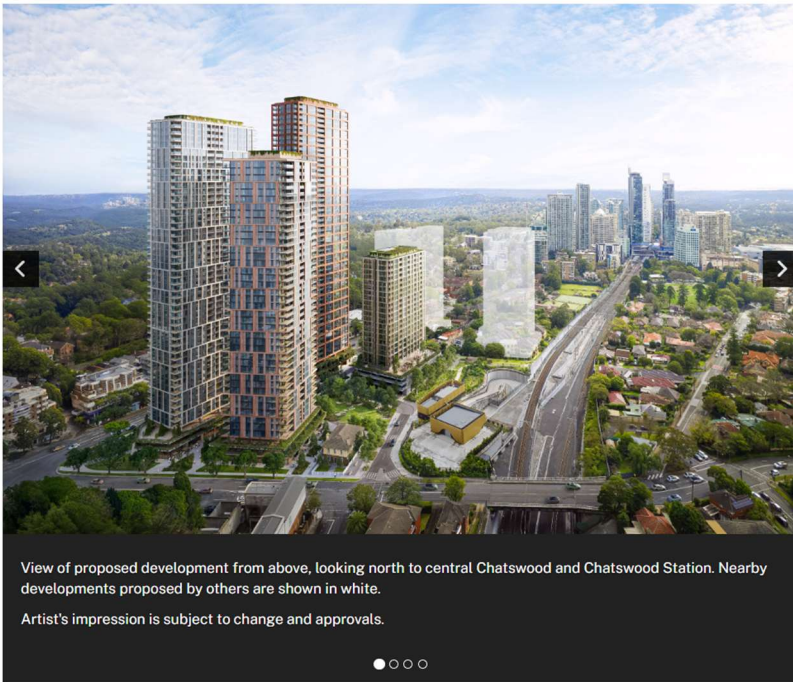
## Timeline

- ★ **Project planning and technical studies**  
Mid to late 2025
- ✓ **Community consultation**  
2 to 27 October 2025
- ★ **Review feedback and finalise plans**  
Late 2025
- ☆ **Submit plans to Department of Planning, Housing and Infrastructure for assessment**  
Late 2025
- ☆ **Build-to-rent construction expected to begin (subject to approvals)**  
2027
- ☆ **Essential workers expected to move in**  
2028

[See less](#)

## Links and documents

- 🔗 [Project webpage \(sign up for email updates\)](#)
- 🔗 [Information boards \(October 2025\)](#)



View of proposed development from above, looking north to central Chatswood and Chatswood Station. Nearby developments proposed by others are shown in white. Artist's impression is subject to change and approvals.

## Delivery pathway

### Planning

To deliver our vision for the site, we aim to submit three applications to the Department of Planning, Housing and Infrastructure in late 2025:

- a **Planning Proposal** to rezone the site, enabling future development from 25 to 56 storeys (up to 180m) with a mix of residential and non-residential uses
- a **State Significant Development Application** for site subdivision and concept development, guiding the design of future buildings, the streets, public areas and open space
- a **State Significant Development Application** to deliver 180 build-to-rent apartments for essential workers.

The Department will exhibit the applications, allowing the public to view the plans and submit feedback to inform their assessment.

We are working with technical specialists to understand site opportunities and constraints, and support our planning for the site's rezoning and well-designed development. Technical studies cover local traffic and transport, urban design, landscape design, civil engineering, heritage and environmental assessments.

### Construction

Pending approvals, construction of the streets, services and open space is expected to start late 2026. The build-to-rent apartment construction is expected to start in early 2027, with the first essential workers expected to move in by late 2028.

Separate development applications will need to be submitted for approval before construction can begin on other buildings.

## Community and stakeholder consultation

We are consulting Willoughby City Council and other government agencies to minimise impacts of the proposed development on the neighbourhood, and invited feedback between 2 and 27 October 2025 from neighbours, the local community and future beneficiaries of the proposal, like essential workers.

Our consultation included meetings, workshops and focus groups with key stakeholder groups; an online survey and two idea boards (see below tabs); and two information sessions at a nearby venue and Chatswood Mall Markets.

We are carefully considering feedback alongside planning controls, best practice urban design, site constraints, housing and sustainability targets, and project feasibility, to finalise our plans.

A summary of feedback will be documented in the Engagement Outcomes Report submitted with our applications to the Department of Planning, Housing and Infrastructure in late 2025.

Survey
Tell us what you love
Share your big wish

Closed

Complete our survey before 9am, Monday 27 October 2025 to provide feedback on plans for well-located apartments, new shops and public space in the centre of Chatswood.

Start

## FAQ

### Key features and public benefits

- ? What will the project deliver?
- ? What public benefits will the site deliver?
- ? What kind of public spaces and facilities are proposed?
- ? What kind of shops are proposed?
- ? What is planned for Mowbray House?

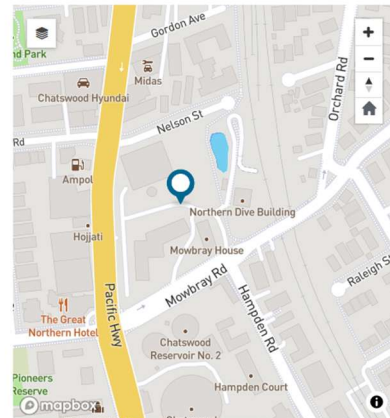
### About build-to-rent housing

- ? What is build-to-rent housing?
- ? Who will manage the build-to-rent housing?
- ? Why is Landcom delivering build-to-rent for essential workers?

[See more](#)

## Project location

The project involves transforming the former Sydney Metro construction site at 607 Pacific Highway, Chatswood. It is in the Chatswood CBD and close to public transport, restaurants, shops, services, schools and health facilities, including Royal North Shore Hospital - one of Sydney's largest hospitals.



## Contact us

Ask questions and share your feedback with us:

- ☎ Phone 1800 967 899
- ✉ Email [chatswood@landcom.nsw.gov.au](mailto:chatswood@landcom.nsw.gov.au)

## Language help

If you need an interpreter, please contact the **Translating and Interpreting Service** on 131 450 and ask them to call us on 1800 967 899.

# **Appendix C**

## Social media posts

Facebook post: 2 October 2025  
<https://facebook.com/LandcomPlaces>

**Landcom Places's post**

**Landcom Places**  
 Published by Gam Annie · 1h · 🌐

📍 #HaveYourSay on our plans for a new neighbourhood in Chatswood's city centre at 607 Pacific Highway with:

- 🏠 180 build-to-rent homes for essential workers
- 🏡 Up to 1,300 more homes with a mix of affordable rental housing and homes to buy
- 🌳 New green spaces, shops and safer walking/cycling paths
- 🏠 A restored Mowbray House for community use

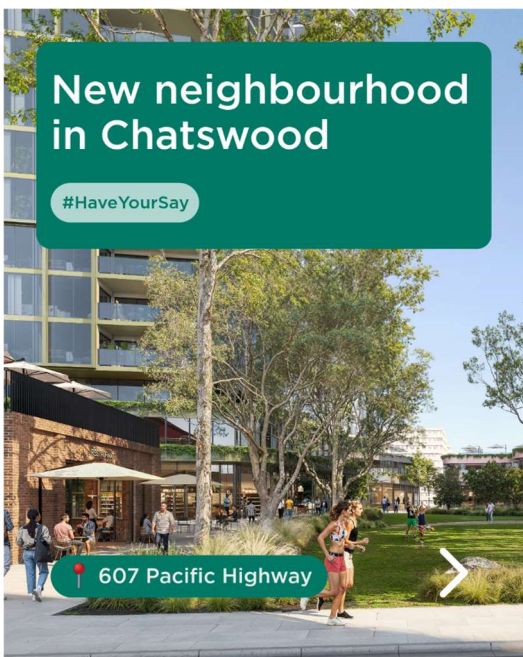
🗣️ Have your say at our info sessions:

- 📅 Tuesday 14 October 4pm-7pm - Dougherty Community Centre, 7 Victor Street, Chatswood
- 📅 Thursday 16 October 3pm- 6pm - Chatswood Mall Markets, Victoria Avenue (near Victor Street), Chatswood

🗳️ Or by completing a survey online: <https://www.joinin.landcom.nsw.gov.au/chatswood>

🕒 Feedback closes Monday 27 October 9am

#LandcomPlaces #MakeHomesHappen #ChatswoodHousing #EssentialWorkers #HaveYourSay #CommunityConsultation #NSWGovernment #BuildToRent



**Learn more about our plans and have your say:**

**Drop-in info session**  
 Tuesday 14 October  
 4pm - 7pm, Dougherty Community Centre

**Pop-up stall**  
 Thursday 16 October  
 3pm - 6pm, Chatswood Mall Markets

**Online survey**  
 Access via link in caption.  
 Feedback is open till 9am  
 Monday 27 October

Facebook post 2: 22 October 2025  
<https://facebook.com/LandcomPlaces>

**Landcom Places**  
 Published by Gam Annie · 3h · 🌐

Reminder to complete your survey by Monday 27 October 9am.

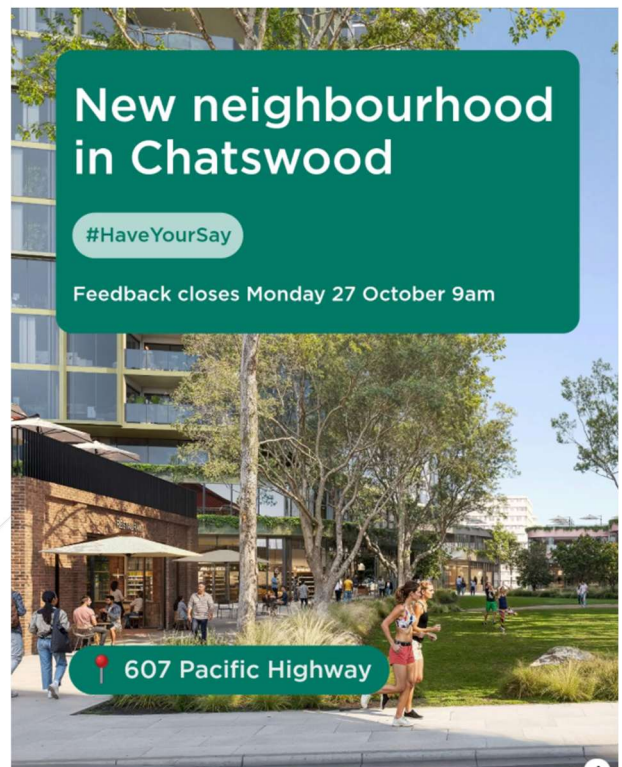
#HaveYourSay on our plans for a new neighbourhood in Chatswood's city centre at 607 Pacific Highway with:

- 180 build-to-rent homes for essential workers
- Up to 1,300 more homes with a mix of affordable rental housing and homes to buy
- New green spaces, shops and safer walking/cycling paths
- A restored Mowbray House for community use.

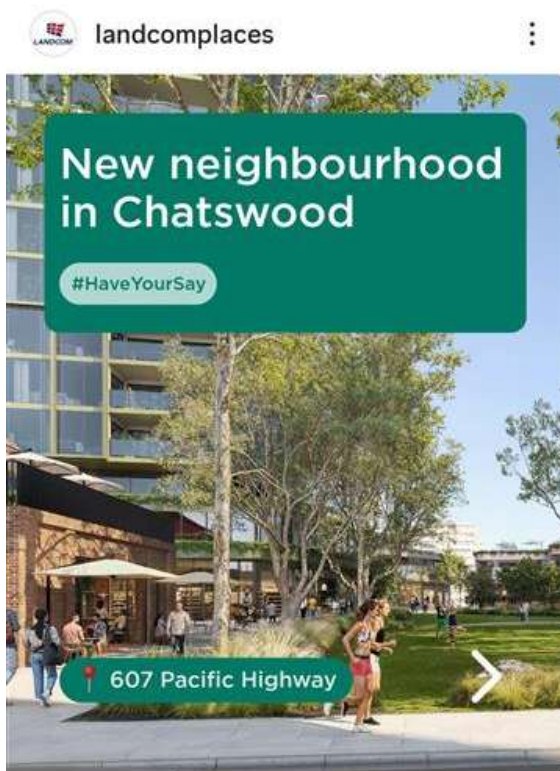
#HaveYourSay by completing a survey online:  
<https://www.joinin.landcom.nsw.gov.au/chatswood>

🕒 Feedback closes Monday 27 October 9am.

#LandcomPlaces #MakeHomesHappen #ChatswoodHousing #EssentialWorkers #HaveYourSay #CommunityConsultation #NSWGovernment #BuildToRent



Instagram post: 2 October 2025  
<https://instagram.com/LandcomPlaces>



landcomplaces 📍 #HaveYourSay on our plans for a new neighbourhood in Chatswood's city centre at 607 Pacific Highway with:

- 🏠 180 build-to-rent homes for essential workers
- 🏠 Up to 1,300 more homes with a mix of affordable rental housing and homes to buy
- 🌳 New green spaces, shops and safer walking/cycling paths
- 🏛️ A restored Mowbray House for community use

💬 Have your say at our info sessions:

📍 Tuesday 14 October 4pm-7pm - Dougherty Community Centre, 7 Victor Street, Chatswood

📍 Thursday 16 October 3pm- 6pm - Chatswood Mall Markets, Victoria Avenue (near Victor Street), Chatswood

📄 Or by completing a survey online: <https://www.joinin.landcom.nsw.gov.au/chatswood>

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#LandcomPlaces #MakeHomesHappen #ChatswoodHousing #EssentialWorkers #HaveYourSay #CommunityConsultation #NSWGovernment #BuildToRent

2 October

Instagram post: 22 October 2025  
<https://instagram.com/LandcomPlaces>

**Instagram**

**landcomplaces**

**New neighbourhood in Chatswood**

**#HaveYourSay**

Feedback closes Monday 27 October 9am

**607 Pacific Highway**

landcomplaces Reminder to complete your survey by Monday 27 October 9am.

#HaveYourSay on our plans for a new neighbourhood in Chatswood's city centre at 607 Pacific Highway with:

- 180 build-to-rent homes for essential workers
- Up to 1,300 more homes with a mix of affordable rental housing and homes to buy
- New green spaces, shops and safer walking/cycling paths
- A restored Mowbray House for community use.

#HaveYourSay by completing a survey online:  
<https://www.joinin.landcom.nsw.gov.au/chatswood>

LinkedIn post: 22 October 2025  
<https://instagram.com/LandcomPlaces>

**Landcom**  
 11,792 followers  
 2h • 🌐

We're opening a new chapter for the Chatswood Metro site delivering more homes for Sydney.

Up to 1,500 new homes could be unlocked under Landcom's masterplanning to deliver high quality, diverse housing choices.

180 Build to Rent apartments will be delivered first, providing new homes for essential workers like nurses, paramedics, teachers, police officers and fire fighters.

Our plans include:

- 🏠 up to 1,300 additional apartments with a mix of affordable rental housing and homes to buy to suit different needs and lifestyles
- 🛍️ ground-floor shops and services, landscaped outdoor spaces including a central park, and new walking and cycling connections to the wider area
- ♿ adaptive re-use of local heritage building Mowbray House for future community use.

This is the second site to be secured as part of the NSW Government's \$450 million investment into Landcom to deliver 400 Build to Rent homes for essential workers in Sydney.

Pending approvals, construction of the build to rent apartments is expected to start by early 2027, with the first essential workers expected to move in by late 2028.

For more information visit [https://lnkd.in/gC2C7\\_EY](https://lnkd.in/gC2C7_EY)

#BuildToRent #EssentialWorkers #NSWGovernment #MakingHomesHappen #Landcom

L-R: Minister for Lands and Property [Steve Kamper](#), Minister for Planning and Public Spaces [Paul Scully](#), Landcom CEO [Alexander Wendler](#), Premier [Chris Minns](#), Director Build to Rent [Mark Robins](#), Minister for Housing and Homelessness [Rose Jackson](#) MLC.

# **Appendix D**

Project newsletter and distribution zone



# Chatswood Newsletter | 通讯 | 公報

October 2025  
2025 年 10 月

## In this update

### Have your say

Share feedback by 27 October on our plans for well-located apartments, new shops and public space

### Project timing

We aim to submit applications in late 2025 and start construction next year, pending approvals

### 发表您的意见

针对我们提出的关于在优越地段兴建公寓、新商铺和公共空间的计划，请在 10 月 27 日之前提出反馈意见

### 项目时间安排

我们的目标是在 2025 年底提交申请，待批准后于明年动工

### 發表你的意見

針對我們提出的關於在優越地段興建公寓、新店鋪和公共空間的計劃，請於 10 月 27 日之前提出回饋意見

### 項目時間安排

我們的目標是在 2025 年底提交申請，待批准後於明年動工



Artist's impression of proposed development, subject to change and approvals  
拟议开发项目的艺术示意图，内容可能有所变更，并需获得相关批准。  
擬議開發項目的藝術示意圖，內容可能有所變更，並需獲得相關批准。



To support the NSW Government's efforts to tackle the housing crisis, Landcom - the NSW Government's developer - is proposing to transform surplus government land in Chatswood with up to 1,500 new homes close to transport, jobs and services.

The proposal aligns with long-term plans for transforming the Chatswood CBD and demonstrates how government land can be used for public good.

Share your feedback by 9am Monday 27 October 2025 on our plans for the former Sydney Metro construction site with:

- 180 build-to-rent apartments offered to essential workers like nurses, paramedics, teachers, police officers and firefighters at a discount to market rent
- up to 1,300 additional apartments with a mix of affordable rental housing and homes to buy
- shops and services
- outdoor spaces, including a central park
- future community use of Mowbray House
- walking and cycling connections.

为支持新南威尔士州政府应对住房危机, 州政府的开发商 Landcom 提议改造 Chatswood 的闲置政府用地, 在此新建多达 1,500 套住房。此处交通便利, 工作机会与生活服务区近在咫尺。

该提案符合 Chatswood 中央商务区的长期改造计划, 展示了政府土地如何服务于公众利益。

请在 2025 年 10 月 27 日星期一上午 9 点之前, 就我们对 Chatswood 原悉尼地铁施工现场的规划提出反馈意见。这项规划包括:

- 以市场租金折让价向护士、救护员、教师、警察和消防员等基要岗位人员提供 180 套租建型公寓
- 多达 1,300 套商品房公寓
- 商铺和服务机构
- 户外空间, 包括一个中央公园
- Mowbray House 未来的社区用途
- 步行和骑行连通设施。

为支援新南威尔士州政府应对住房危机, 州政府的开发商 Landcom 提议改造 Chatswood 的闲置政府用地, 在此新建多达 1,500 套住房。此处交通便利, 工作机会及生活服务区近在咫尺。

该提案符合 Chatswood 中央商务区的长期改造规划, 展示了政府土地如何服务于公众利益。

请在 2025 年 10 月 27 日星期一上午 9 点之前, 就我们对 Chatswood 原雪梨地铁施工现场的规划提出回馈意见。这项规划包括:

- 以市场租金折让价向护士、救护员、教师、员警和消防员等基要岗位人员提供 180 套租建型公寓
- 多達 1,300 套待售公寓
- 商舖和服務機構
- 戶外空間, 包括一個中央公園
- Mowbray House 未來的社區用途
- 步行和騎行連通設施。



Artist's impression of proposed development, subject to change and approvals.  
 拟议开发项目的艺术示意图，内容可能有所变更，并需获得相关批准。  
 擬議開發項目的藝術示意圖，內容可能有所變更，並需獲得相關批准。

### How to share feedback

To learn more about the project, complete a survey and register for email updates, scan the QR code or visit [joinin.landcom.nsw.gov.au/chatswood](http://joinin.landcom.nsw.gov.au/chatswood)

Join us anytime at one of our events to learn more and share your feedback. Information will be available in English and Mandarin. We will also doorknock immediate neighbours in October.

### 如何提出反馈意见

如需详细了解该项目、完成调查并登记接收动态资讯电邮，请扫描二维码或浏览 [joinin.landcom.nsw.gov.au/chatswood](http://joinin.landcom.nsw.gov.au/chatswood)

请随时参加我们的活动，了解更多信息并提出您的反馈。我们将以中英文介绍项目情况，还将在十月挨家挨户上门拜访。


### 如何提出回饋意見

如需詳細了解該項目、完成調查並登記接收動態資訊電郵，請掃描二維碼或瀏覽 [joinin.landcom.nsw.gov.au/chatswood](http://joinin.landcom.nsw.gov.au/chatswood)

請隨時參加我們的活動，了解更多資訊並提出你的回饋。我們將以中英文介紹相關資訊，還將於十月逐家逐戶上門拜訪。


### Session #1 | 第1场 | 第1場

 Dougherty Community Centre - Function Room, 7 Victor Street, Chatswood  
 Dougherty 社区中心 - 活动室  
 7 Victor Street, Chatswood  
 Dougherty 社區中心 - 活動室  
 7 Victor Street, Chatswood

 Tuesday 14 October, 4pm - 7pm  
 2025年10月14日星期二下午4点 - 7点  
 2025年10月14日星期二下午4點 - 7點

### Session #2 | 第2场 | 第2場

 Chatswood Mall Markets  
 Victoria Avenue near Victor Street  
 Victoria Avenue 靠近 Victor Street  
 Victoria Avenue 靠近 Victor Street

 Thursday 16 October 2025, 3pm - 6pm  
 2025年10月16日星期四下午3点 - 6点  
 2025年10月16日星期四下午3點 - 6點



### About Landcom

Landcom is a NSW Government owned land and property development organisation.

We are a commercial business and aim to make a positive difference in people's lives across NSW by increasing the supply, affordability and diversity of housing and creating sustainable communities.

### Project timing

We aim to submit applications to the Department of Planning, Housing and Infrastructure in late 2025 for approval of the concept masterplan, to rezone the site and to deliver the streets, open space and build-to-rent units for essential workers.

The Department will exhibit the applications, allowing the public to view the plans and submit feedback to inform their assessment.

Pending approvals, construction is expected to start in mid-late 2026. The build-to-rent apartments are expected to be complete in late 2028 for the first essential workers to move in.

Separate development applications will need to be submitted for approval before construction can begin on other buildings.

### 项目时间安排

我们的目标是在 2025 年底向新南威尔士州规划、住房与基础设施部提交三份申请,以获取总体规划概念的批准,重新规划土地以及修建街道、公共空间及为基要岗位人员提供可租赁住房。

该部门将公示这些申请,以便公众查阅规划方案并提交反馈意见,为其评估工作提供参考依据。

在获得批准后,预计将于 2026 年中后期动工。租建型公寓预计将于 2028 年底完工,供第一批基要岗位人员入住。

其他商品房公寓楼需另行提交开发申请,获得批准后方可动工。

### 項目時間安排

我們的目標是在 2025 年底向新南威爾士州規劃、住房與基礎設施部遞交三份申請,以獲取總體規劃概念的批准,重新劃分土地以及修建街道、公共空間及為基要崗位人員提供租建型單位。

該部門將公示這些申請,以便公眾查閱規劃方案並提交回饋意見,為其評估工作提供參考依據。

在獲得批准後,預計將於 2026 年中後期動工。租建型公寓預計將於 2028 年底完工,供第一批基要崗位人員入住。

其他待售公寓大廈需另行遞交開發申請,獲得批准後方可動工。

### Contact us

1800 967 899

chatswood@landcom.nsw.gov.au

joinin.landcom.nsw.gov.au/chatswood

### Interpreter services

#### English

Call 131 450 for free language help and ask them to call Landcom on 1800 967 899.

#### Chinese Simplified

拨打 131 450 获取免费语言服务,并要求其拨打 Landcom 电话 1800 967 899。

#### Chinese Traditional

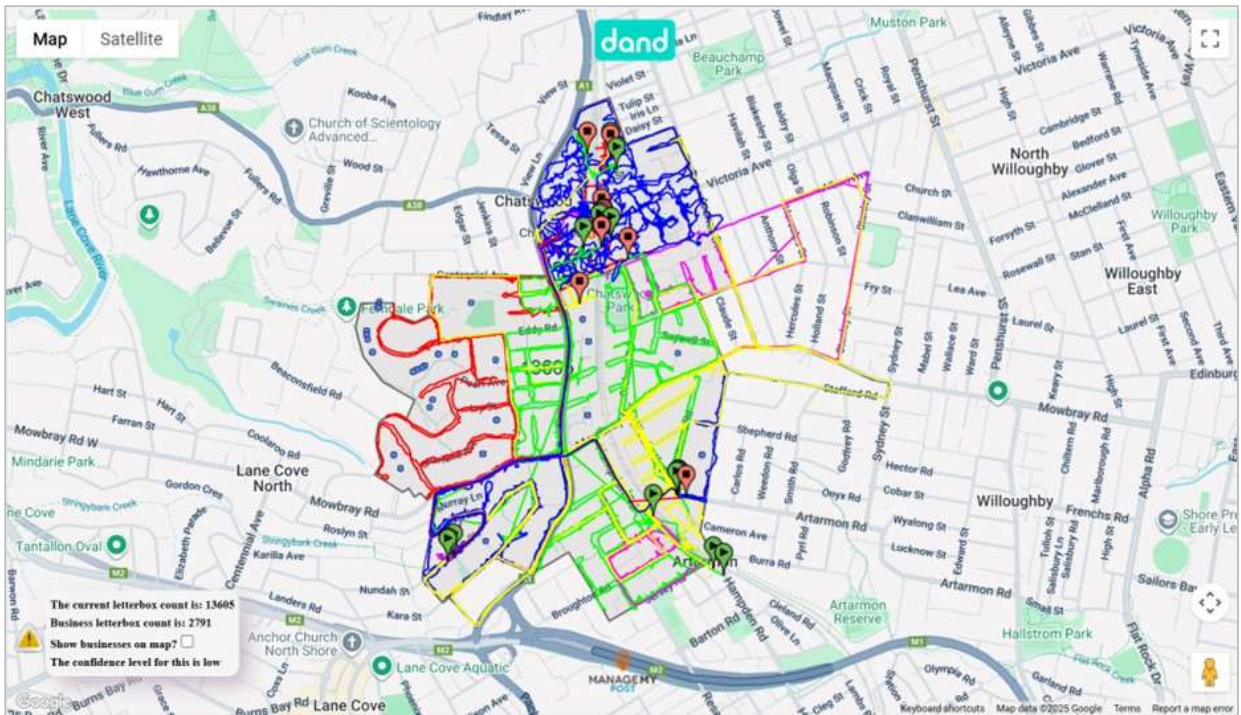
撥打 131 450 獲取免費語言服務,並要求其撥打 Landcom 電話 1800 967 899。

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Newsletter distribution zone: Thursday 2 October 2025

The newsletter was distributed to residential and business letterboxes within the below catchment zone.



# Appendix E

EDM

## Build with communities in mind

Landcom Newsletter  
October 2025



Welcome!

### Delivering a more connected, sustainable and inclusive community in Annandale

Read about our plans to transform old industrial land in Sydney's Inner West into The Joinery Annandale – a vibrant precinct that blends well-designed homes, shops and public space with the area's rich history and character.



### Second site for essential worker rental homes secured

We've secured the former Sydney Metro construction site at Chatswood to deliver landscaped outdoor spaces, shops and up to 1,500 well-located apartments, including 180 build-to-rent homes for essential workers to rent at a discount to market rent.



We're inviting feedback on our concept plans for the Chatswood site until Monday 27 October 2025.

Between The Joinery Annandale and the Chatswood site, Landcom will deliver 400 build-to-rent homes for essential workers through \$450 million funding from the NSW Government.

[Learn more and have your say](#)

# **Appendix F**

Project poster

# New well-located apartments, shops and public space

## 在优越地段新建公寓、商铺和公共空间

## 在优越地段新建公寓、商铺和公共空间

607 Pacific Highway, Chatswood

Help shape Landcom's plans to transform the former Sydney Metro construction site at Chatswood with:

- 180 build-to-rent apartments offered to essential workers like nurses, paramedics, teachers, police officers and firefighters at a discount to market rent
- up to 1,300 additional apartments with a mix of affordable rental housing and homes to buy
- shops and services
- outdoor spaces, including a central park
- future community use of Mowbray House
- walking and cycling connections.

Join us anytime at one of our events to learn more and share your feedback. Information will be available in English and Mandarin.

帮助Landcom对Chatswood的原悉尼地铁施工现场制定改造计划,其中包含以下元素:

- 以市场租金折让价向护士、救护员、教师、警察和消防员等基要岗位人员提供180套租建型公寓
- 多达1,300套公寓,涵盖可负担租赁住房 and 可购买住宅的多样化组合。
- 商铺和服务机构
- 户外空间,包括一个中央公园
- Mowbray House 未来的社区用途
- 步行和骑行连通设施

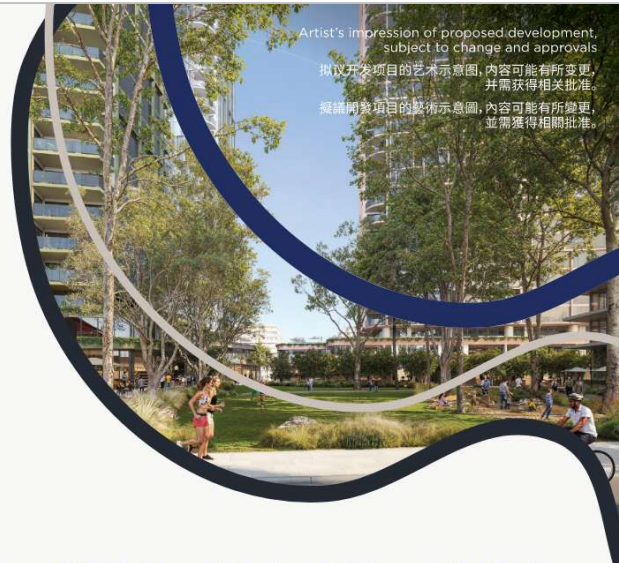
请随时参加我们的活动,了解更多信息并提出您的反馈。我们将以中英文讲解有关情况。

幫助Landcom對Chatswood的原悉尼地鐵施工現場制定改造計劃,其中包含以下元素:

- 以市場租金折讓價向護士、救護員、教師、員警和消防員等基要崗位人員提供180套租建型公寓
- 多達1,300套公寓,涵蓋可負擔租賃住房與可購買住宅的多元組合。
- 商鋪和服務機構
- 戶外空間,包括一個中央公園
- Mowbray House 未來的社區用途
- 步行和騎行連通設施。

請隨時參加我們的活動,了解更多資訊並提出你的回饋。我們將以中英文講解有關情況。

Artist's impression of proposed development, subject to change and approvals  
 拟议开发项目的艺术示意图,内容可能有所变更,并需获得相关批准。  
 擬議開發項目的藝術示意圖,內容可能有所變更,並需獲得相關批准。



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Dougherty Community Centre - Function Room, 7 Victor Street, Chatswood  
 Dougherty 社区中心 - 活动室  
 Dougherty 社區中心 - 活動室

Tuesday 14 October 2025, 4pm - 7pm  
 2025年10月14日星期二下午4点 - 7点  
 2025年10月14日星期二下午4點 - 7點

### Session #2 | 第2场 | 第2場

Chatswood Mall Markets, Victoria Avenue, near Victor Street, Chatswood  
 Victoria Avenue 靠近 Victor Street  
 Victoria Avenue 靠近 Victor Street

Thursday 16 October 2025, 3pm - 6pm  
 2025年10月16日星期四下午3点 - 6点  
 2025年10月16日星期四下午3點 - 6點

For more information or to provide feedback, please visit our website by 9am Monday 27 October 2025

scan here to learn more  
 扫描此处获取详情  
 掃描此處獲取詳情



To learn more please contact us:

[joinin.landcom.nsw.gov.au/chatswood](http://joinin.landcom.nsw.gov.au/chatswood)

1800 967 899

[chatswood@landcom.nsw.gov.au](mailto:chatswood@landcom.nsw.gov.au)

### Interpreter services

#### English

Call 131 450 for free language help and ask them to call Landcom on 1800 967 899

#### Chinese Simplified

若您需要口译员,请拨打13 14 50并要求转接我们的电话1800 967 899

#### Chinese Traditional

若您需要口譯員,請撥打13 14 50並要求轉接我們的電話1800 967 899

# **Appendix G**

Doorknocking survey questions



**Chatswood Dive Site**

**Social Impact Survey**

**Door Knocking Questionnaire**

Recorded by: .....

House Number:.....

Street:.....

We're calling from / on behalf of Landcom to speak with neighbours about a proposal that includes apartments, shops and public spaces on the site at 607 Pacific Highway, Chatswood.





As part of our reporting requirements, Landcom is preparing a Social Impact Assessment (SIA) for the Project.

The purpose of this survey is to understand how nearby residents and businesses feel about Project, and how they think it may impact them.

The survey will take less than 5 minutes to complete.

**1. What is important to you about living in this area?**

Prompts: How long have you lived here; Why are those things important to you; What things don't you like about living here.

.....

.....

.....

.....

**2. Are you aware of new housing development in Chatswood?**

Prompts: Describe recent proposals for the area. Additional people. Contribution to community cohesion / social life.

.....  
.....  
.....  
.....

**3. How do you think these projects will affect Chatswood and the community?**

Prompts: Additional people; Demands on social infrastructure; Traffic.

.....  
.....  
.....  
.....

**4. How do you think this project might impact you and your family?**

Prompts: Overshadowing; Property values; Privacy; Overcrowding; Traffic; General disruption.

.....  
.....  
.....  
.....

**5. Has your day-to-day life been disrupted by construction on this or any other development site in Chatswood?**

Prompts: Getting places; Noise and vibration; Construction traffic; Local parking.

.....  
.....  
.....  
.....

**6. Do you have any ideas about how construction can be managed to prevent or minimise any inconveniences to the community?**

Prompts: Routing construction traffic; Notifications prior to major construction activity; Limit construction worker parking in neighbouring streets

.....  
.....  
.....  
.....

**7. What amenities do you think could be provided as part of the project that would benefit the Chatswood community?**

.....  
.....  
.....  
.....

**8. Would like to be kept informed about the project?**

YES

NO

Contact number (optional):.....

Email: (optional) .....



# **Appendix H**

Information display boards

Drop-in and pop-up



# New well-located apartments, shops and public space



View of proposed development from above, looking north to central Chatswood and Chatswood Station. Nearby developments proposed by others are shown in grey. Artist's impression is subject to change and approvals.

To support the NSW Government's efforts to tackle the housing crisis, Landcom is proposing to transform surplus government land in Chatswood with up to 1,500 new homes close to transport, jobs and services.

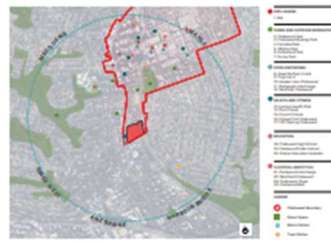
### Key features

Landcom plans to transform the site into a vibrant neighbourhood including:

-  180 build-to-rent apartments offered to essential workers like nurses, paramedics, teachers, police officers and firefighters at a discount to market rent
-  up to 1,300 additional apartments with a mix of affordable rental housing and homes to buy
-  shops and services
-  outdoor spaces, including a village green
-  future community use of Mowbray House
-  walking and cycling connections.

### Who is Landcom?

Landcom is a NSW Government owned land and property development organisation. We supply home sites through the delivery of sustainable masterplanned communities and development projects, with a focus on expanding the stock of affordable and diverse housing.



Site context

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# New green spaces for the community to enjoy



View of proposed park, restored heritage building Newbury House (on left) and mixed-use buildings. Artist's impression is subject to change and approvals.

The new development will be set around green spaces supported by shops and services, providing places to gather, exercise and relax at the heart of the new community.

### Key features

-  Shops and services for residents and the wider community

---

-  High quality public open space, including a village green

---

-  Walking and cycling connections to public transport, shops and services

---

-  Generous landscaping, with native planting that supports biodiversity

---

-  Trees to provide shade and cool the air

---

-  Places to gather, socialise and relax

---

-  Provision for bicycle parking and electric vehicle charging

### Building heights

The site is in Chatswood's city centre and is zoned mixed-use, with height limits of 18 storeys.

To support the NSW Government's efforts to tackle the housing crisis, we want to rezone the site to enable taller buildings - from 25 to 56 storeys.

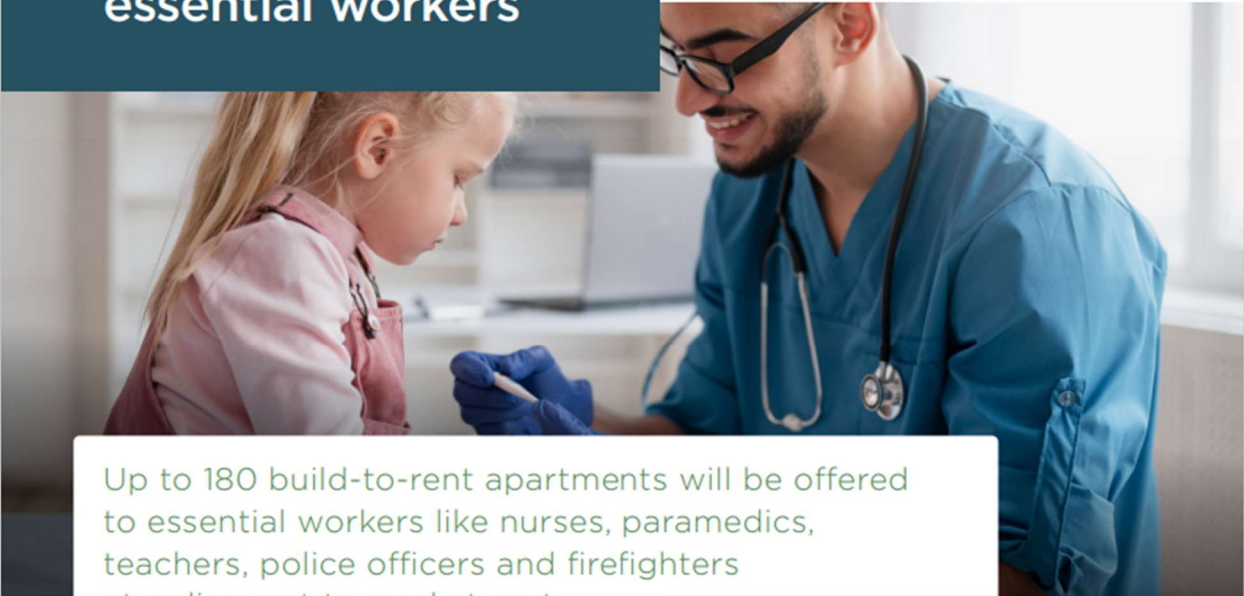
Having taller buildings on such a well-located site will optimise the homes that can be delivered near transport, jobs and services.

While the buildings are tall, they are oriented and designed to cast fast moving shadows, which will minimise impacts to nearby residential areas.

The proposal aligns with long-term plans for major transformation in Chatswood's city centre and is in keeping with taller buildings and future potential developments in the area.

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# Homes for essential workers



Up to 180 build-to-rent apartments will be offered to essential workers like nurses, paramedics, teachers, police officers and firefighters at a discount to market rent.

### What is build-to-rent housing?

Build-to-rent housing is designed and built to provide long-term rental homes, typically in the form of apartments which provide people with secure tenure and stable rents.

Build-to-rent is purpose-built housing designed for rent, rather than sale. It is designed and built specifically for long-term renters to provide secure housing, typically in the form of apartments.

### Affordable housing for essential workers

Essential workers like nurses, paramedics, teachers, police officers and firefighters provide invaluable services to people across NSW. Without them, NSW would grind to a halt, but many are being priced out of the market and can't afford to live near their jobs.

We want to ensure that people serving our community can afford to live in key locations close to their places of work.

The NSW Government will retain ownership of the build-to-rent properties, which will be managed by a suitable operator. Homes NSW is supporting Landcom to explore operational models and define 'essential worker' to inform tenant eligibility, the application process and how rental subsidies will be provided.

Through a \$450 million investment from the NSW Government, Landcom will deliver 400 build-to-rent homes for essential workers to rent at a discount to market rent in Sydney, closer to their jobs and services.

### What are the benefits of build-to-rent housing?

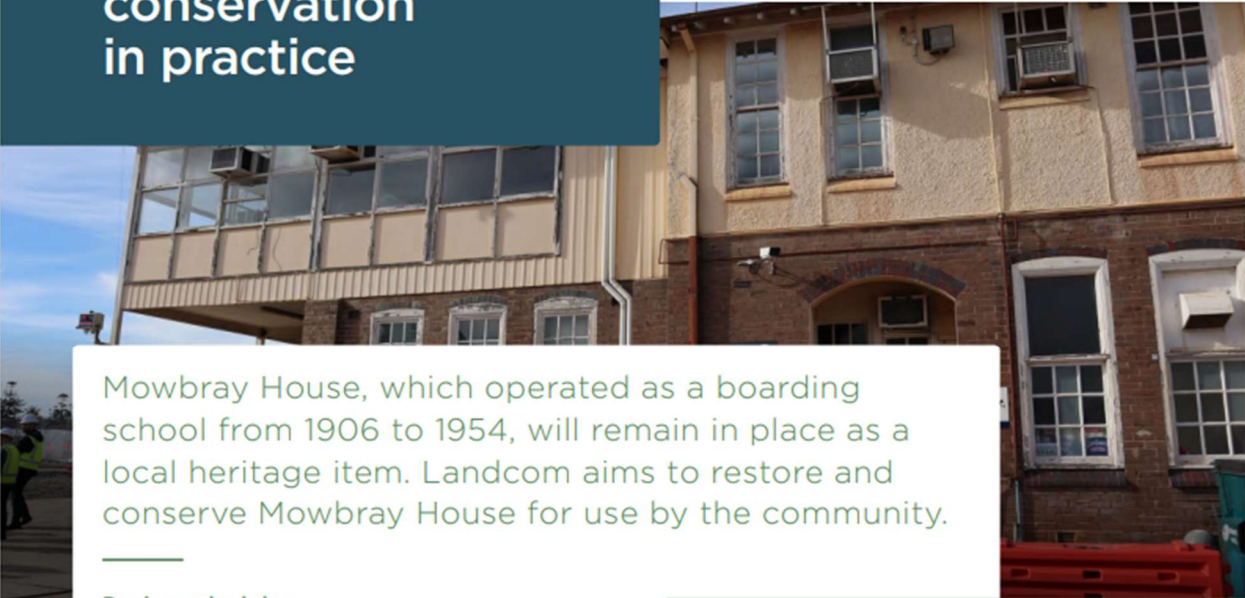
Build-to-rent housing offers a range of benefits to the community, including:

- more stable, consistent and long-term rental conditions for tenants
- dedicated, long term rental properties close to health and education services
- increasing the diversity and affordability of rental supply
- recognising high quality, stable rental opportunities as a viable housing choice.



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# Heritage conservation in practice



Mowbray House, which operated as a boarding school from 1906 to 1954, will remain in place as a local heritage item. Landcom aims to restore and conserve Mowbray House for use by the community.

### Design principles

- Restore and protect the location's history as a vibrant and integrated urban centre at the heart of a new community.
- Carefully restore Mowbray House to protect its significance as a local heritage item.
- Maintain the relationship between Mowbray House and the central park, which was once the school playground.
- Complement the heritage building with appropriate landscaping.
- Explore low-impact, high-benefit uses that benefit the community such as community and education, office space, retail, food and beverage or similar.

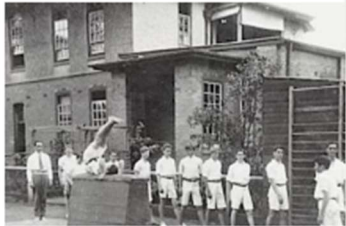
Once restored Mowbray House will be an important part of the new neighbourhood, with potential for community use and opportunities to highlight local history.



Historical image of Mowbray House



Historical images of former students doing sport



Historical images of former students doing sport

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## Have your say

How do you think Mowbray House can be used in the future to support the local community?

---

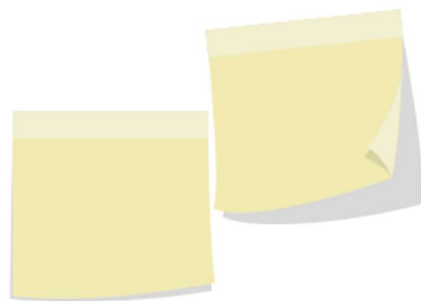


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## Have your say

What would you like to see included in the new development?

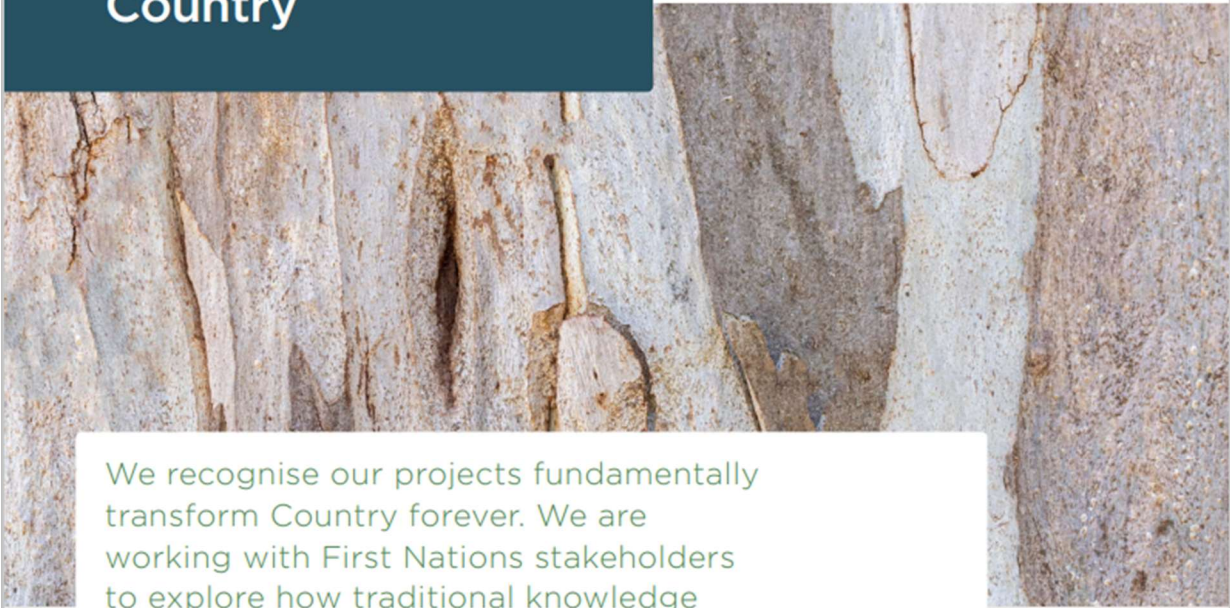
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# Connecting with Country



We recognise our projects fundamentally transform Country forever. We are working with First Nations stakeholders to explore how traditional knowledge can inform plans for the site.

The site is on Gamaragal land. We are consulting with local First Nations stakeholders to inform design principles to guide project design and development.

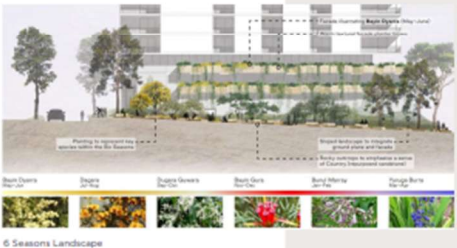
**Key principles:**

- Songline Walk along the Pacific Highway
- East & West Country connection through the site
- 6 Seasons Thinking
- Reflecting Sky Country - Emu In The Sky.

We will implement these principles by providing:

- opportunity for First Nations public art
- recognition of Country through landscaping and native plants
- a sense of Country through green and landscaped spaces, where people can walk and meander
- a green heart at the centre of the community where people can gather.

**Acknowledgement of Country**  
 In the spirit of reconciliation, Landcom respectfully acknowledges the Traditional Custodians of Country throughout NSW and recognises and respects their continuing cultural heritage, beliefs and connection to land, sea and community.  
 We pay our respects to their Elders past, present and emerging. This land always was and always will be traditional Aboriginal land.



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## Convenient transport connections

Located in the heart of Chatswood, residents will have access to public transport, shops and services within easy walking and cycling distance. The site is also conveniently located on key road corridors.

Initial assessments show that local roads will have capacity for traffic generated by the proposed development. As the site is well-located, future residents are likely to rely less on cars as they can walk, cycle and use public transport to reach work, nearby shops and services.

### Pedestrian priority in open spaces

- A shared zone will provide pedestrians with priority over cars as part of the community open space.
- Interface between shared zone and vehicle traffic to be carefully managed through visible crossings and landscape treatments.

### Vehicle access

- All vehicle access to the build-to-rent apartments will be via Nelson Street.
- All other residential and visitor vehicle movements will be via Nelson Street and Mowbray Road.
- Heavy vehicles access will be via Nelson Street.

### Parking

- Approximately 40 secure private car parking spaces in the build-to-rent building.
- Around 780 basement car parking spaces for other buildings.
- All car parking will include bicycle spaces and electric vehicle charging provisions.

Indicative vehicle movements



- LEGEND
- Green arrow: Foot/Curson Walk (Shared Cycle Path)
  - ▶ Red arrow: Building Entry/Exit
  - ▶ Blue arrow: Site Entry/Exit
  - Blue dashed arrow: Residential & Visitor Vehicles
  - Red dashed arrow: Loading & Waste

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# A vibrant and active community



View of proposed development, with ground-floor shops and landscaped, looking east from street level. Artist's impression is subject to change and approvals.

The proposed development will contribute to Chatswood's amenity with new shops and services, landscaped outdoor spaces including a central park, walking and cycling links to the wider area, and future community use of restored locally heritage-listed Mowbray House.



A mix of 1-bedroom, 2-bedroom and 3-bedroom apartments



Building entries and pedestrian access that connect to and address the public spaces



Clear and direct pedestrian links that connect key destinations



Setbacks for residential privacy



Close to public transport, shops and services



Design optimised for cross ventilation and solar access



Close to health and educational facilities



Open spaces for leisure and recreation

## On-site shops and services

The proposal includes shops and services alongside public spaces to meet people's needs.

These might be used for food and beverage, convenience and other specialty retailers, providing close access to residents to the things they need and complementing shops and services nearby.

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# Planning process

To deliver our vision for the site, we aim to submit three applications to the Department of Planning, Housing and Infrastructure in late 2025.

- A **Planning Proposal** to rezone the site, enabling future development from 25 to 56 storeys with a mix of residential and non-residential uses.
- A **State Significant Development Application** for site subdivision and concept development, guiding the design of future buildings, the streets, public areas and an open space.
- A **State Significant Development Application** to deliver 180 build-to-rent apartments for essential workers.

The Department will exhibit the applications, allowing the public to view the plans and submit feedback to inform their assessment.

We are working with technical specialists to understand site opportunities and constraints, and support our planning for the site's rezoning and well-designed development. Technical studies cover local traffic and transport, urban design, landscape design, civil engineering, heritage and environmental assessments.

### Construction

Pending approvals, construction of the streets, services and open space is expected to start in late 2026. The build-to-rent apartment construction is expected to start in early 2027, with the first essential workers expected to move in by late 2028.

Separate development applications will need to be submitted for approval before construction can begin on other buildings.

### Timeline

- **Project planning and technical studies**  
Mid to late 2025
- **Community Consultation**  
2 October to 27 October 2025
- **Review feedback and finalise plans**  
Late 2025
- **Submit plans to Department of Planning Housing and Infrastructure for assessment**  
Late 2025
- **Public exhibition**  
Early 2026
- **Build-to-rent construction expected to begin (subject to approvals)**  
2027
- **Essential workers expected to move in**  
2028

### Have your say

Scan the QR code to learn more about the project, register for project updates and complete the online survey.



### Interpreter services

Call 131 450 for free language help and ask them to call Landcom on 1800 967 899.

### Find out more

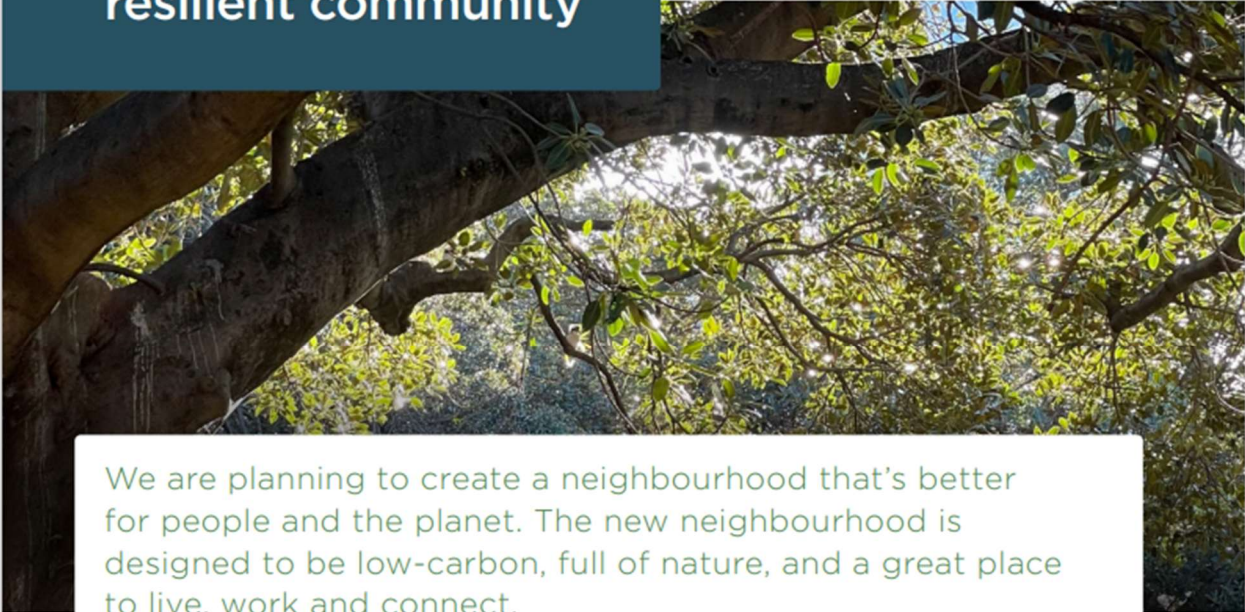
Speak to a member of the project team or contact us at another time that suits you.

- 📞 1800 967 899
- ✉️ [chatswood@landcom.nsw.gov.au](mailto:chatswood@landcom.nsw.gov.au)
- 🌐 [www.joinin.landcom.nsw.gov.au/chatswood](http://www.joinin.landcom.nsw.gov.au/chatswood)

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# A sustainable and resilient community



We are planning to create a neighbourhood that's better for people and the planet. The new neighbourhood is designed to be low-carbon, full of nature, and a great place to live, work and connect.

### Building a greener future in Chatswood

The plan helps support healthier lifestyles, protect the environment, and build long-term value for the community.

#### What we're doing for sustainability

##### Less waste

Most construction and demolition waste will be reused or recycled - keeping it out of landfill.

##### Better materials

All timber used will be certified and sustainably sourced.

##### Greener streets and parks

More trees and green spaces will help cool the area, clean the air, and support local wildlife.

##### Easy access to daily needs

Shops, schools, and public transport will be within a short walk or bike ride - creating a "20-minute neighbourhood."

##### Smarter buildings

Homes and workplaces will use natural light and airflow to reduce the need for air conditioning.

##### Saving water and supporting nature

Rainwater will be reused in gardens, and native plants will help local biodiversity thrive.

#### How we're measuring success

New apartment buildings will meet high environmental standards with a certified **Green Star rating**.

Shops and offices will aim for **5-star NABERS ratings** - a government-backed system that measures how environmentally friendly and efficient a building is.

Homes will meet or beat **BASIX energy and water efficiency standards** - a government initiative that ensures new homes are environmentally friendly and energy-efficient.

#### Leading the way

We are aiming for top sustainability ratings:

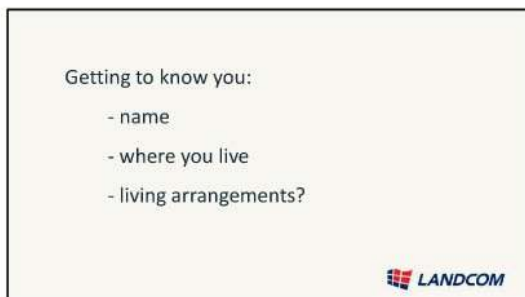
**5-Star Green Star Communities** rating for the whole neighbourhood

**4-Star Green Star Buildings** rating for build-to-rent homes.

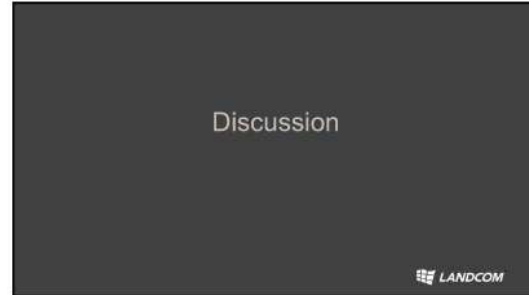
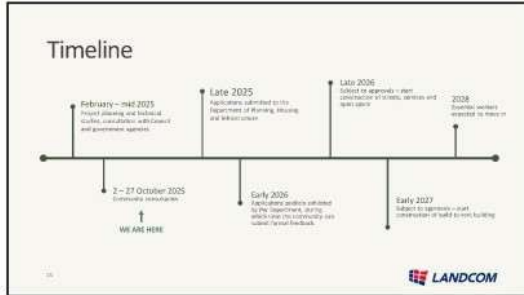
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# **Appendix I**

Example focus group presentation







### Purpose

- Provide information about the project
- Listen to your expertise and experience to help to shape how aspects of the project can best respond to community needs
- Improve project outcomes.

LANDCOM

### Approach

- Two groups
- 3 questions for each group with prompts
- Choose a scribe
- Brainstorm for 5 minutes and write down your answers
- Choose a presenter
- Each group presents responses
- Discussion

LANDCOM

Q1. What's your experience of Chatswood?

Q2. Are there things you'd like to change about Chatswood?

LANDCOM

Q3. What difference do you think this project could make to you, your family or community in general?

Q4. Describe what a great space or place means to you?

LANDCOM

Q5. If you lived in this building what kinds of shops, services or activities would you like close by?

Q6. Do you have any questions or thoughts about this project or housing in NSW in general?



Further questions?



Thank you



Creating more affordable and sustainable communities

# **Appendix J**

## Feedback forms

## Feedback form



Thank you for attending the drop-in session for our Chatswood project.

Provide your feedback to inform a Planning Proposal to rezone the site and a State Significant Development Application for build-to-rent apartments for essential workers.

Feedback will be reviewed alongside project feasibility considerations, site opportunities and constraints, our housing and sustainability targets, and best practice design principles to refine plans.

### Your feedback

Is there anything that we need to consider further before we finalise our plans?

---

Is there anything you would like more information about?

---

Do you have any other comments for the project team?

---

To what extent do you agree with this statement? (please tick)  
"In principle, I support the vision for build-to-rent housing in Chatswood."

Strongly agree    Agree    Neutral    Disagree    Strongly disagree

### About our engagement

I heard about this event through (please tick):

Flyer in letterbox    Email    Landcom e-news    Social media    Word of mouth

Other (please explain) \_\_\_\_\_

---

---

## About you

Our aim is to engage broadly. Your answers will help us understand who has participated, who is interested and who we need to engage as the project progresses.

I am (please tick):

17 years or under  18-24 years  25-34 years  35-49 years  50-64 years  65+ years

I am (please tick):

Female  Male  Non-binary / third gender  Prefer to self describe  Prefer not to say

My suburb is \_\_\_\_\_

Do you speak a language other than English at home?

Yes  No

If yes, what do you speak: \_\_\_\_\_

What is your connection to the Chatswood area? (select all that apply)

- |  |  |
|--|--|
| <input type="checkbox"/> I live in the area                            | <input type="checkbox"/> I have family or friends who live in the area |
| <input type="checkbox"/> I want to live in the area                    | <input type="checkbox"/> I own a business in the area                  |
| <input type="checkbox"/> I am a student in the area                    | <input type="checkbox"/> I visit the area's facilities and services    |
| <input type="checkbox"/> I visit for shopping, dining or entertainment | <input type="checkbox"/> I travel through Chatswood                    |
| <input type="checkbox"/> Other _____                                   |  |

What is your current living situation? (select all that apply)

- |   |  |
|---|--|
| <input type="checkbox"/> Own home (outright or mortgaged) | <input type="checkbox"/> Looking to buy  |
| <input type="checkbox"/> Pay rent or board                | <input type="checkbox"/> Looking to rent |
| <input type="checkbox"/> Do not pay rent or board         |  |

What type of property do you live in?

Detached house  Terrace / townhouse  Unit / apartment

## Stay informed

If you would like to receive email updates about the project as planning progresses please provide your details neatly below.

Name: \_\_\_\_\_

Email: \_\_\_\_\_

**Please return your feedback by Friday 24 October 2025.**

- Place in the box provided today
- Scan and email to [chatswood@landcom.nsw.gov.au](mailto:chatswood@landcom.nsw.gov.au)
- Post to: Landcom (Attention: Chatswood team) PO Box 237 Parramatta NSW 2124

### Protecting your personal information

For more information about how Landcom manages personal information, which includes still and video photography of you from this event, please see our Privacy Policy, available on our website [landcom.com.au](http://landcom.com.au).

If you have any questions about the collection, use, disclosure or amendment of your personal information by Landcom, including who to contact if you have a privacy enquiry or complaint, please contact Landcom's Right to Information Officer by phone on 9841 8600 or by email on [privacy@landcom.nsw.gov.au](mailto:privacy@landcom.nsw.gov.au).

# 回饋表



感謝你參加Chatswood項目的現場諮詢會。

請提出你的回饋意見，為這塊土地的重新分區建言獻策以制定規劃提案；同時為州重大開發申請貢獻智慧，讓基要崗位工作人員能獲得租建型公寓。

我們將審議這些回饋意見，同時考慮項目可行性、土地開發機遇與限制因素、住房與可持續發展目標以及最佳實踐設計原則，以完善規劃。

## 你的回饋意見

在最終確定規劃之前，我們還有什麼需要深入考慮的嗎？

---

你是否希望了解更多資訊？

---

你對項目團隊還有其他意見嗎？

---

你在多大程度上同意這一說法？（請打勾）  
「我原則上支持Chatswood 租建型住房的願景。」

- 非常同意     
  同意     
  中立     
  反對     
  強烈反對

## 關於市民接洽

我透過以下哪些資訊渠道了解到這次活動（請打勾）：

- 投遞到信箱的傳單     
  電子郵件     
  Landcom電子新聞     
  社交媒體     
  口口相傳

其他（請說明） \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



## Feedback form (Traditional Chinese)

# 反馈表



感谢您参加Chatswood项目的现场咨询会。

请提出您的反馈意见,为这块土地的重新分区建言献策以制定规划提案;同时为州重大开发申请贡献智慧,让基要岗位工作人员能获得租建型公寓。

我们将审议这些反馈意见,同时考虑项目可行性、土地开发机遇与限制因素、住房与可持续发展目标以及最佳实践设计原则,以完善规划。

## 您的反馈意见

在最终确定规划之前,我们还有什么需要深入考虑的吗?

---

您是否希望了解更多信息?

---

您对项目团队还有其他意见吗?

---

您在多大程度上同意这一说法?(请打勾)  
“我原则上支持Chatswood 租建型住房的愿景。”

非常同意     
  同意     
  中立     
  反对     
  强烈反对

## 关于公众接洽

我通过以下哪些信息渠道了解到这次活动(请打勾):

投递到信箱的传单   
  电子邮件   
 Landcom电子新闻   
 社交媒体   
 口口相传

其他(请说明) \_\_\_\_\_

---



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## 关于您

我们的目标是广泛接触群众。您的回答将有助于我们了解本项目的参与群体，哪些人对项目感兴趣，以及随着项目的推进我们需要与哪些人士接触。

我的年龄(请打勾):

17 岁或以下     18-24 岁     25-34 岁     35-49 岁     50-64 岁     65 岁以上

我的性别(请打勾):

女     男     非二元性别/第三性别     希望自行描述     不愿透露

我所属的郊区是 \_\_\_\_\_

您在家是否讲英语以外的语言?

是     否

如果是,您讲什么语言: \_\_\_\_\_

您与Chatswood地区有什么联系?(请选择所有相关的选项)

我住在该地区     我有家人或朋友住在该地区  
 我想住在该地区     我有一家企业在该地区  
 我是该地区的学生     我时常使用该地区的设施和服务机构  
 我时常到此购物、用餐或娱乐     我时常途经Chatswood  
 其他 \_\_\_\_\_

您目前的生活状况如何?(请选择所有相关的选项)

自有住房(无房贷或有房贷)     计划购房  
 交租金或膳宿费     计划租房  
 不用交租金或膳宿费

您居住的房产属于哪种类型?

独立式住宅     排屋/联排别墅     单元/公寓

## 保持信息畅通

如果您希望通过电子邮件收到最新的项目规划进展情况,请在下方填写您的详细信息。

姓名: \_\_\_\_\_

电子邮件: \_\_\_\_\_

烦请于 2025 年 10 月 27 日前反馈您的意见。

- 放进今天提供的箱子里
- 扫描并电邮至 [chatswood@landcom.nsw.gov.au](mailto:chatswood@landcom.nsw.gov.au)
- 邮寄至: Landcom (Attention: Chatswood team) PO Box 237 Parramatta NSW 2124

保护您的个人信息

如果要详细了解Landcom如何管理个人信息,包括您在本次活动中的照片和视频,请参阅我们网站 [landcom.com.au](http://landcom.com.au) 上的《隐私政策》。

如果您对Landcom在个人信息采集、使用、披露或修改方面有任何疑问,包括隐私查询或投诉方面的联系人,请致电9841 8600或发送电子邮件至 [privacy@landcom.nsw.gov.au](mailto:privacy@landcom.nsw.gov.au) 联系Landcom的知情权专员。

# **Appendix K**

## Survey questions

## Landcom Chatswood - Draft Community Survey Questions

### About you

#### 1. What is your connection to the Chatswood area? (select all that apply)

- I live in the area
- I want to live in the area
- I work in the area
- I own a business in the area
- I am a student in the area
- I visit the area's facilities and services
- I visit for shopping, dining or entertainment
- I travel through Chatswood
- I have family or friends who live in the area
- Other (please specify) – [Open response option – max 200 characters]
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#### 2. Age:

- Under 18      - 40-59
- 18-24        - 60-69
- 25-30        - 70-79
- 31-39        - 80+

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#### 3. Gender:

- Female
  - Male
  - Non-binary
  - Other (please specify) – [Open response option – max 50 characters]
  - Prefer not to say
-

#### 4. What is the main language you speak at home?

- English
  - Mandarin
  - Cantonese
  - Korean
  - Japanese
  - Hindi
  - Other (please specify) [Open response option – max 50 characters]
- 

#### 5. Postcode of residence: - [Open response option – max 4 characters]

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#### 6. What is your current living situation?

- Own my own home (outright or with a mortgage)
  - Pay rent or board, and looking to buy
  - Pay rent or board, and not looking to buy
  - Do not pay rent or board, but looking to buy
  - Do not pay rent or board, but looking to rent
  - Other (please specify): [Open response option – max 50 characters]
- 

#### 7. What type of property do you live in?

- Detached / separate house
  - Semi-detached, terrace or townhouse etc.
  - Unit or apartment
  - Other (please specify): [Open response option – max 50 characters]
- 

#### 8. How has the housing affordability and supply crisis affected you and those around you? (select all that apply)

- Rent prices have increased
- It has been hard to find available rental accommodation
- It has been hard to find affordable rental accommodation
- It has been hard to find a house to buy
- I have to live further away from work or study and commute longer
- House prices have become unaffordable
- My/our mortgage repayments have increased
- I am concerned my children / family members will not be able to afford a property in the future
- I am not affected
- Other (please specify) [Open response option – max 200 characters]

**9. If you are currently employed as an essential worker, what sector do you work in? (emergency services, health, education, other)?**

- Emergency services
- Health
- Education
- Other (please specify) [Open response option – max 50 characters]

## About the proposal and neighbourhood

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**10. To what degree do you support the proposal?**

(Strongly oppose / Somewhat oppose / Neutral / Somewhat support / Strongly support)

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**11. Which parts of the proposal do you think will most benefit the community? (select all that apply)**

- More housing supply
  - Rental accommodation for essential workers
  - Housing close to public transport, shops and services
  - New landscaped, green spaces
  - New retail and dining options
  - Safe and connected walking and cycling links through the site
  - Jobs and business opportunities during construction
  - Jobs and business opportunities once development complete
  - Other: (Please specify) [Open response option - max 400 characters]
- 

**12. Which parts of the proposal are you most concerned about? (select all that apply)**

- Noise, dust and/or vibration impacts during construction
- Traffic and parking issues during construction
- Traffic and parking issues once development complete
- Impacts on local infrastructure
- Number of apartments
- Quality of apartments
- Overshadowing
- Changes to neighbourhood character
- Other: (Please specify) [Open response option - max 400 characters]

**13. If interested in buying or renting an apartment, what size of apartment would be of most interest to you?**

- Studio
  - 1 bedroom
  - 2 bedroom
  - 3 bedroom
  - More than 3 bedrooms
- 

**14. What ideas do you have for how local heritage building Mowbray House could be used by the community in future?**

- Text box [Open response option - max 400 characters]
- 

**15. What types of shops and services would you like to see as part of the development?**

- Text box [Open response option - max 400 characters]
- 

**16. Is there anything that you think should be considered during the construction of the proposed development?**

- Text box. [Open response option - max 200 characters]
- 

**17. Is there anything that you think should be considered when the development is complete and open to residents?**

- Text box. [Open response option - max 400 characters]
- 

**18. What do you enjoy most about living, working, or spending time in the Chatswood area? (please select your top 3)**

- Close-knit community and sense of belonging
  - Convenient access to work
  - Close to schools and other educational institutions
  - Good for families
  - Access to services and facilities (e.g. recreation facilities, health, education, libraries, community centres etc)
  - Access to shops, restaurants and other retail and commercial areas
  - Cultural activities and events (arts, entertainment, music, sports and other cultural events)
  - Historic character
  - The natural environment (e.g. parks, open spaces and outdoor areas)
  - Easy to get around
  - Feelings of safety
  - Diverse housing options
  - Other (please specify) [Open response option – max 200 characters]
-

**19. What would you like to see more of in the Chatswood area in future? (please select your top 3)**

- Community and cultural events or activities (e.g. markets, live music, performances etc.)
- Nightlife (e.g. bars, restaurants, things to do etc.)
- Better access to shops or retail services
- Parks and green spaces
- Cafes or restaurants
- Schools and other educational institutions
- Childcare
- Sport and recreation facilities
- Community meeting places
- Jobs and local employment opportunities
- Better access to affordable housing and housing for essential workers
- More housing choice
- Better access to health and other medical services
- Better local roads
- Better access to public transport
- Better active transport
- Other (please specify) [Open response option – max 200 characters]

## Project communication

**20. How did you hear about this consultation opportunity? (please tick all that apply)**

- Landcom flyer in my letterbox
- Social media
- Project webpage
- News article/story
- Email or call from project team
- Spoke with project team at a drop-in event
- Word of mouth (from a family member, friend or colleague)
- Other (please specify) [Open response option – max 200 characters]

**21. If you want to receive email updates about this project, please provide your name and email address**

- [First name] - Max 50 characters
- [Last name] - Max 50 characters
- [Email address] - Max 100 characters