

**nCanberra:**

Unit 17 Level 1 Manuka Arcade  
20 Franklin St  
Manuka ACT 2603  
Phone: +61 (0)2 6232 6264  
Email: leswinton@bigpond.com



**Sydney:**

15 Blakesley Street Chatswood NSW 2067  
Mail: PO Box 1675 Chatswood NSW 2057  
Phone: +61 (0)2 9413 1233  
Mobile: +61 (0)414 504 832  
www.artcraft.com.au

Arcraft Research is a  
division of Arcraft  
Studios of Australia  
Pty Limited  
ABN 47 002 306 381

ARTCRAFT  
RESEARCH



RESEARCH  
TRAINING  
COACHING  
MARKETING

FINAL REPORT ON A RESEARCH STUDY  
AMONG OCCUPANTS OF  
DUAL OCCUPANCIES AND ADJACENT DWELLINGS

for

Territory Planning Branch  
Planning and Land Management

2002

# Table of Contents

## Page

<a href="#"><u>Executive Summary</u></a> .....	i
<a href="#"><u>1.0 Introduction</u></a> .....	1
<a href="#"><u>2.0 The Research Approach</u></a> .....	2
<a href="#"><u>3.0 Summary of the Main Study Findings</u></a> .....	4
<a href="#"><u>4.0 Detailed Tabular Results from the Quantitative Survey</u></a> .....	19

## EXECUTIVE SUMMARY

---

This survey is restricted to the Inner North and Inner South regions of Canberra, and to two categories of people, namely people living in dual/triple occupancies (n=400), and people living in dwellings adjacent to them (n=800). The term 'adjacent' is used throughout this report to include people who live beside, behind and opposite dual/triple occupancies.

While there are many differences in opinion revealed in this survey between people living in dual/triple occupancies and people living adjacent to them, they are mainly differences in degree rather than in kind of responses.

### OPINIONS OF THE NEIGHBOURHOOD GENERALLY:

There are high levels of satisfaction among both categories of people with a wide range of aspects of neighbourhood and dwellings. For example:

- Almost all people (around nineteen in twenty) in both categories are at least quite satisfied with the area or neighbourhood they live in, although more people living adjacent to dual/triple occupancies say they are very satisfied (71%) than people living in dual/triple occupancies (59%). [see Table 5]
- Irrespective of the type of dwelling chosen, almost all people living in dual/triple occupancies and people living adjacent to dual/triple occupancies (more than nineteen in twenty) maintain that the dwelling meets their needs very well or quite well, although more people living adjacent to dual/triple occupancies (75%) felt that it met their needs very well than did people living in dual/triple occupancies (65%). [see Table 19]
- In response to a question asking satisfaction with seven specific aspects of their area or neighbourhood, vast majorities of both people living in dual/triple occupancies and people living adjacent to dual/triple occupancies expressed some satisfaction (ie, were at least quite satisfied) with all seven aspects. However, the degrees of satisfaction varied considerably across the seven aspects and between people living in dual/triple occupancies and people living adjacent to dual/triple occupancies, as outlined below. [Table 8]
  - More than eight in ten people living in dual/triple occupancies (85%) and nine in ten people living adjacent to dual/triple occupancies (90%) are completely or very satisfied with 'how comfortable it feels to be living there'. When those who are only quite satisfied with this aspect are added, the total numbers expressing satisfaction is almost universal in both cases. [see Table 9]
  - More than eight in ten people living in dual/triple occupancies (82%) and people living adjacent to dual/triple occupancies (85%) are completely or very satisfied with 'the amount and nature of open space in the area'. In general, both people living in dual/triple occupancies and people living adjacent to dual/triple occupancies in Inner South are both somewhat less satisfied that those in other areas. When those who are only quite satisfied with this aspect are added, the

- total numbers expressing satisfaction rises to around nineteen in twenty in both cases. [see Table 12]
- Close to eight in ten people living in dual/triple occupancies (78%) and almost three in four people living adjacent to dual/triple occupancies (73%) are completely or very satisfied with 'the look of the area'. When those who are only quite satisfied with this aspect are added, the total numbers expressing satisfaction rises to around nineteen in twenty in both cases. [see Table 14]
  - More than one-half of people living in dual/triple occupancies (54%) and around six in ten people living adjacent to dual/triple occupancies (59%) are completely or very satisfied with 'the level of upkeep of the area'. When those who are only quite satisfied with this aspect are added, the total numbers expressing satisfaction rises to around nine in ten in both cases. [see Table 15]
  - Just over one-half of people living in dual/triple occupancies (51%) and six in ten people living adjacent to dual/triple occupancies (60%) are completely or very satisfied with 'the mix of dwelling types in the area'. When those who are only quite satisfied with this aspect are added, the total numbers expressing satisfaction rises to around nine in ten in both cases. [see Table 13]
  - Only around three in ten people living in dual/triple occupancies (28%) and one in four people living adjacent to dual/triple occupancies (25%) are completely or very satisfied with 'the kinds of changes if any taking place in your neighbourhood'. When those who are only quite satisfied with this aspect are added, the total numbers expressing satisfaction rises to around eight in ten in both cases. [see Table 10]
  - Only around one in four people living in dual/triple occupancies (26%) and people living adjacent to dual/triple occupancies (25%) are completely or very satisfied with 'the rate of change if any in your neighbourhood'. When those who are only quite satisfied with this aspect are added, the total numbers expressing satisfaction rises to around nine in ten in both cases. [see Table 11]

#### OPINIONS ABOUT DUAL/TRIPLE OCCUPANCIES SPECIFICALLY:

- A majority of people living in dual occupancies believe that the quality of the streetscape and neighbourhood has either been enhanced (19%) or remained unchanged (45%) now that there are several dwellings on some blocks, with some three in ten (29%) believing that it has been reduced and a further 7% having no opinion on the matter. On the other hand, whereas close to half the people (46%) living adjacent to dual/triple occupancies that the quality of the streetscape and neighbourhood has either been enhanced (17%) or remained unchanged (29%) now that there are several dwellings on some blocks, a similar number (44%) believe that it has been reduced and a further 10% having no opinion on the matter. [Table 20]
- The main ways in which dual occupancies are thought to have enhanced the quality of the streetscape and neighbourhood are:
  - the quality of design (33% of people living in dual/triple occupancies vs 25% of people in adjacent dwellings),
  - that they have replaced run-down houses with new houses (21% vs 30%),

- that they have resulted in better trees and gardens being established (15% vs 11%),
- that designs are more modern (13% vs 17%), and
- that they are bringing more people to the area (13% vs 9%)

Only minorities of either category of people were unable to mention any ways in which dual/triple occupancies have enhanced the quality of the streetscape and neighbourhood (18% vs 26%). [Table 21]

- The main ways in which dual occupancies are thought to have reduced the quality of the streetscape and neighbourhood are:
  - The increased density – too many buildings and people (38% of people living in dual/triple occupancies, vs 32% of people living adjacent to them),
  - The loss of gardens, trees, greenery and open space (29% vs 46%),
  - Poor building design (27% vs 28%),
  - More car parking on streets (6% vs 13%), and
  - Pressure on drains and sewerage (5% vs 8%).

Only minorities of either category of people were unable to mention any ways in which dual/triple occupancies have reduced the quality of the streetscape and neighbourhood (29% vs 24%). [Table 22]

- In answer to a further question asking specifically whether there are any design issues arising because there are now two or three dwellings on the block which could have been better dealt with during the planning stages, the following main issues emerged:
  - Parking and traffic problems (23% of people living in dual/triple occupancies, vs 16% of people living adjacent to them),
  - Building too close to boundaries (19% vs 18%),
  - The need to retain aesthetics and heritage aspects (18% vs 25%),
  - Loss of privacy concerns (17% vs 12%), and
  - The need to retain a garden look (15% vs 17%).

Only around one in five in either category of people was unable to offer any issues in this regard (21% vs 19%). [Table 23]

- When asked whether they would choose to move to a dual/triple occupancy again, a majority of people living in dual/triple occupancies said that they would (56%). [Table 25]

## CONCLUSIONS:

- The study provides evidence that both the people living in dual/triple occupancies, and those living adjacent to them (and therefore supposedly most affected by the emergence of dual/occupancies) share similar opinions – both categories of people are overwhelmingly satisfied with where they live and the dwelling they live in, although both categories also share some concerns about changes taking place in their neighbourhoods.

- While many people in both categories can suggest various ways in which the emergence of dual/triple occupancies has enhanced the quality of their area or neighbourhood, many people in both categories can also suggest various ways in which it has reduced it.
- The main concerns expressed about dual/triple occupancies by both categories of people suggest the need for more attention to be paid in both planning and implementation terms to:
  - building design criteria – both aesthetic and practical aspects, and whether the buildings ‘fit in’ to the area;
  - the placement of buildings on blocks – privacy, space-between, sunlight and energy efficiency aspects;
  - the retention or improvement of gardens and trees – retaining the ‘green’ look, re-planting of appropriate trees;
  - parking and traffic issues – sufficient off-street parking to reduce on-street parking requirements, attention to traffic flows;
  - control over builders and developers – greater supervision and ‘checking up’, and stricter application of planning controls (ie, not ‘giving in’ to developers, etc).

## 1.0 INTRODUCTION

---

Planning and Land Management (PALM) has released a background discussion paper on dual occupancy development and is continuing to review the Proposed Policies for Residential Development which potentially provide a comprehensive longer-term framework for managing all forms of residential development including dual and triple occupancies.

Late last year, the incoming Government placed an interim 5% limit on dual occupancy development which was set to expire on 6<sup>th</sup> December this year. Then on 30<sup>th</sup> May this year, the Minister launched the (subsequent) Garden City Draft Variation 200 for public consultation. This Variation is designed to enhance and protect suburban areas from redevelopment pressures. It introduces stricter controls on building redevelopment across the city to protect greater private open space, direct sunlight and privacy.

Over the past year or so, PALM has been engaging in an extensive community consultation process on these matters, and is developing a strategy for responding to the key issues raised.

To assist in this regard, PALM commissioned Artcraft Research to undertake a survey in the inner south and inner north of Canberra among residents of dual/triple occupancies and residents of surrounding dwellings.

## 2.0 THE RESEARCH APPROACH

---

The research approach employed involved both quantitative and qualitative research components.

### Qualitative Research Component:

The qualitative research component involved two focus group discussions (6 to 8 people per group) and ten in-depth interviews with a purposively selected 'sample' of the population, screened and recruited to include:

- one group and five in-depth interviews with people living in selected dual/triple occupancies; and
- one group and five in-depth interviews with people living in dwellings adjacent to (ie, beside, behind and opposite) the selected dual/triple occupancies.

The focus groups and in-depth interviews were conducted in late April and early May 2002, with a PALM officer observing the two focus groups.

In general a non-directive approach was used in undertaking the in-depth interviews and focus group discussions, where the moderator raised specific issues for discussion and let the discussion run its course. This is very valuable in revealing spontaneously the nature, range and scope of feelings on various issues. However, to ensure that all relevant questions are covered, some focussing of discussion was also undertaken to ensure an appropriate coverage of all issues relevant to achieving the study objectives within the sessions.

### Quantitative Research Component:

The quantitative survey aspect of the study involved administration of a structured questionnaire of average 10 minutes duration to a carefully designed stratified random sample covering the inner south and inner north regions of Canberra, and consisting of:

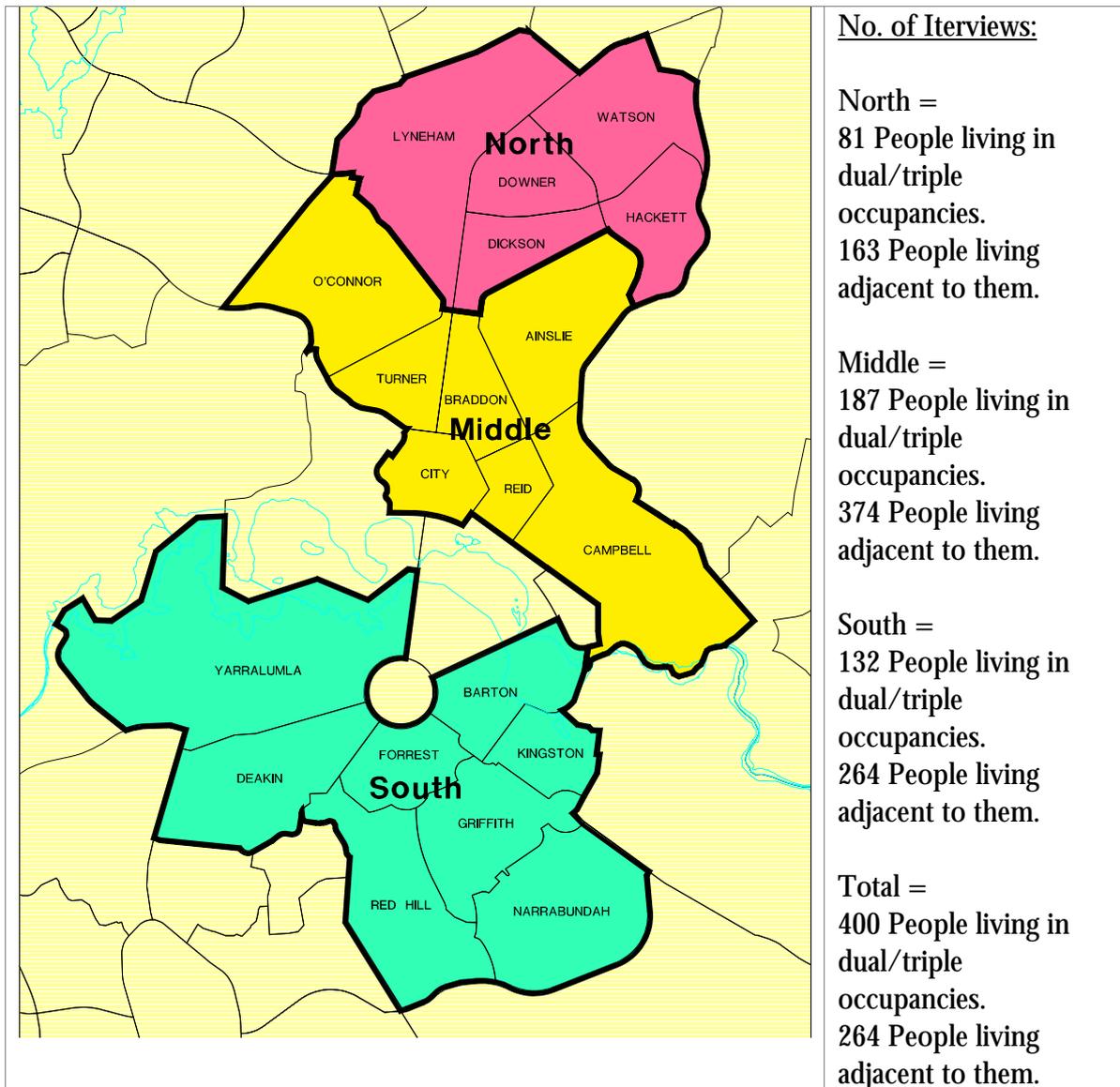
- 400 completed interviews with the residents (one per dwelling) of some 223 dual/triple occupancies, targeting both or all dwellings; and
- 800 completed interviews with the residents (one per dwelling) of a selection of surrounding dwellings (opposite, beside and behind).

Most interviews were conducted by telephone, with those not available by telephone (no phone or not yet listed), being interviewed face-to-face in home.

In terms of the sample design, we used a combination of maps supplied by PALM clearly identifying dual and triple occupancies, and the latest residential edition of Dependable Database Data's *Australia on Disc* which contains an up-to-date listing of all listed residential and business telephone numbers in Australia from which an ACT sample could be drawn.

This program has an inbuilt facility which enabled a block-listing (ie, sorting entries by street and street number order) to be undertaken. When read in conjunction with the maps identifying dual and triple occupancy dwellings be supplied by PALM, this enabled telephone interviewing to be undertaken with the selected and adjacent dwellings that were reachable by telephone, and also indicated the dwellings that needed to be approached in person.

A structured questionnaire suitable for both telephone and face-to-face administration was drawn up based on the qualitative research, and pilot-tested in early June with a small sub-sample of the population to test for question flow and to eliminate any question wording ambiguities. The interviewing took place during June 2002.



The term 'adjacent' is used throughout this report to include people who live beside, behind and opposite dual/triple occupancies.

### 3.0 SUMMARY OF THE MAIN STUDY FINDINGS

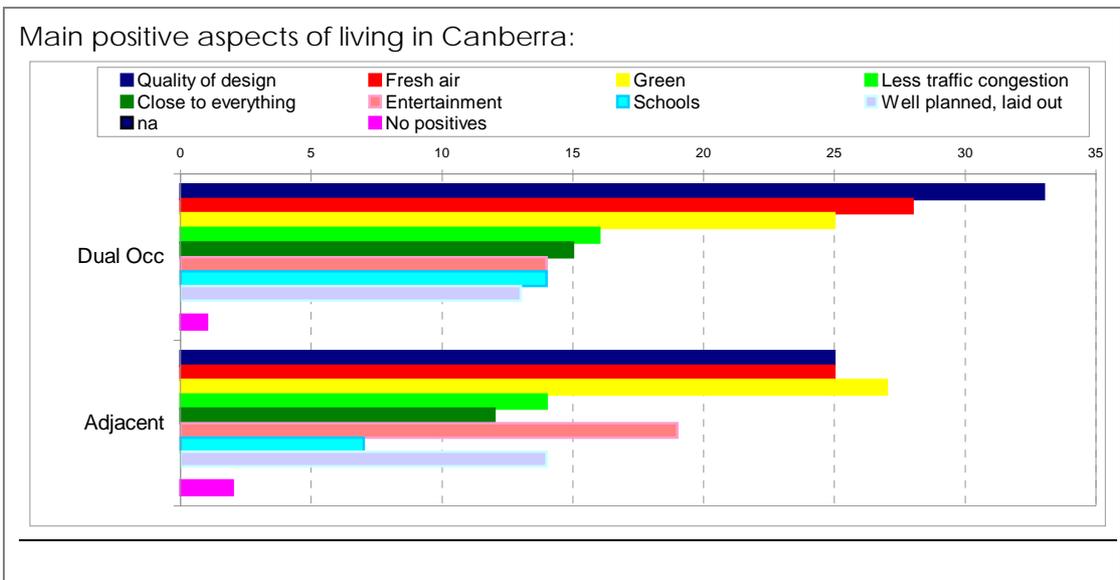
This section of the report describes the main findings to emerge from the study. Detailed tables of results referred to in the text can be found in Section 4.0.

Please note that the term ‘adjacent’ is used throughout this report to include people who live beside, behind and opposite dual/triple occupancies.

#### Opinions about Canberra generally:

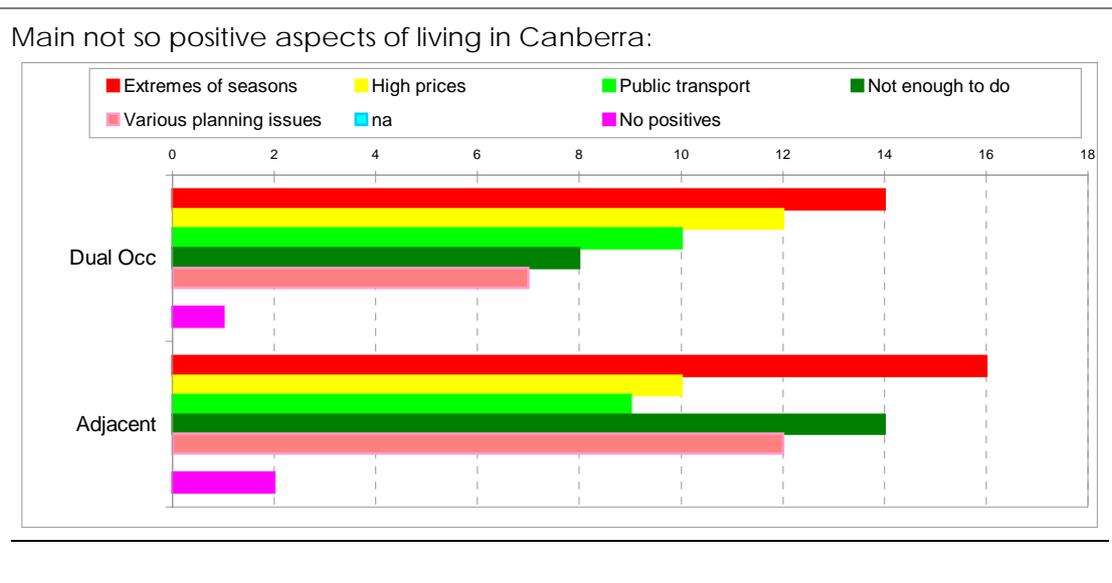
- In response to an initial open-ended question, the main things like about living in Canberra among both people living in dual/triple occupancies and people living adjacent to dual/triple occupancies are
  - the wide open spaces (25% vs 27% respectively),
  - the fresh air (28% vs 25%),
  - less traffic congestion (16% vs 14%),
  - being close to everything (15% vs 12%),
  - the range of entertainment (14% vs 19%),
  - schools (14% vs 7%), and
  - the fact that Canberra is well planned (13% vs 14%).

Hardly anyone was unable to mention anything they liked about living in the ACT (1% vs 2%). [see Table 1]



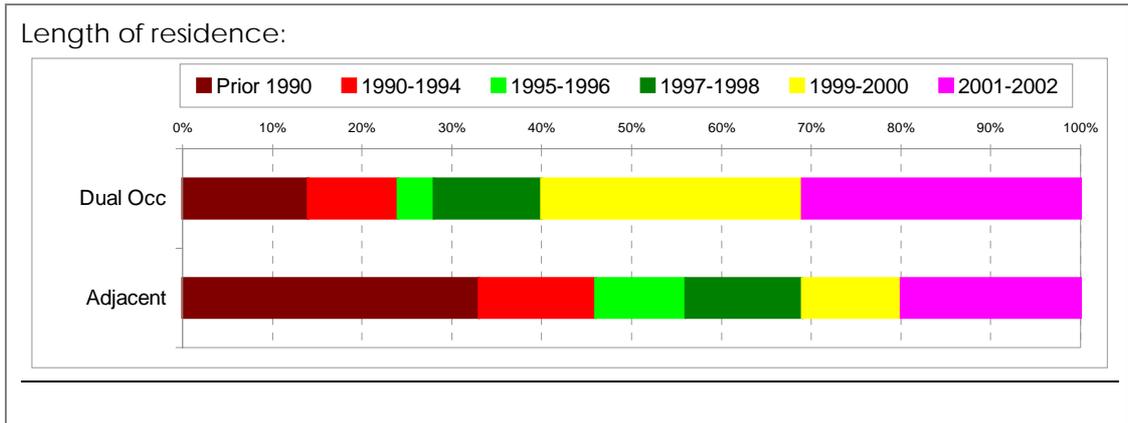
- The main things thought to be not so good about living in Canberra are
  - the extremes of the seasons (14%R vs 16%A),
  - high prices (12% vs 10%),
  - public transport (10% vs 9%),
  - boredom (8% vs 14%) and
  - various planning issues (7% vs 12%).

More than one-quarter of people living in dual/triple occupancies (27%) and nearly one-third of people living adjacent to dual/triple occupancies (31%) are unable to mention any not so good aspects of living in Canberra. [see Table 2]

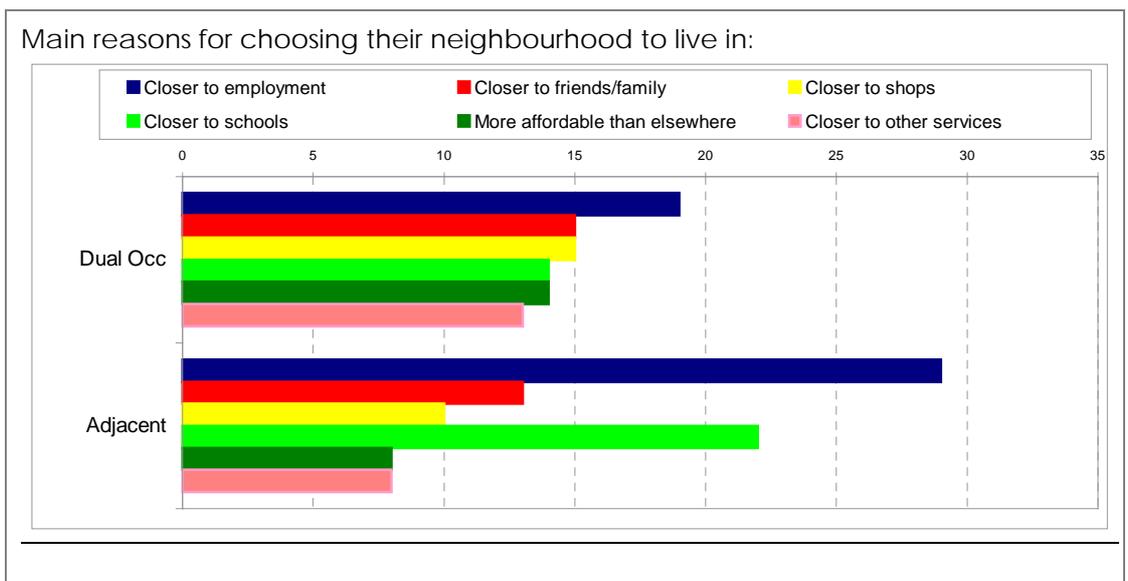


## Opinions about their Neighbourhood:

- Around six in ten people living in dual/triple occupancies have lived there less than four years (60%) compared to around three in ten people living adjacent to dual/triple occupancies (31%). At the other end of the spectrum, around one-quarter of people living in dual/triple occupancies have lived there since before 1995 (24%) compared to close to one-half of the people living adjacent to dual/triple occupancies (46%). [see Table 3]

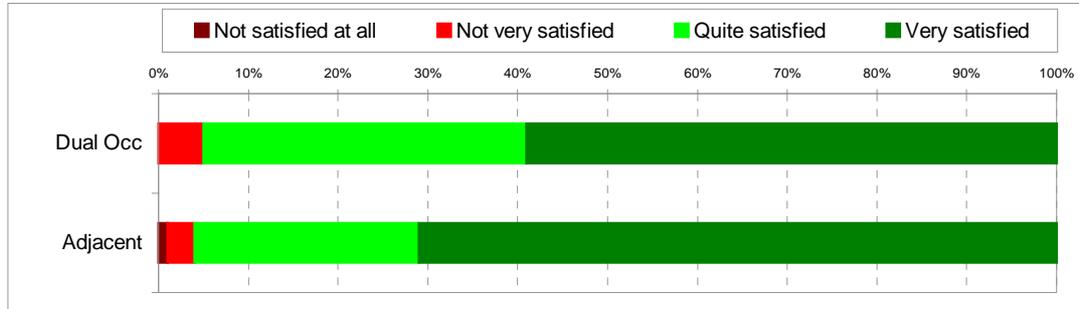


- The main reasons given for choosing their particular area or neighbourhood to live are being
  - closer to employment (19%R vs 29%A),
  - being closer to friends and family (15% vs 13%),
  - being closer to shops (15% vs 10%),
  - that it was more affordable than elsewhere (14% vs 8%) and
  - that it was closer to other services (13% vs 8%). [see Table 4]



- Although almost all of both groups are at least quite satisfied with their area or neighbourhood (95%R vs 96%A), more people living adjacent to dual/triple occupancies say they are very satisfied (71%) than people living in dual/triple occupancies (59%). [see Table 5]

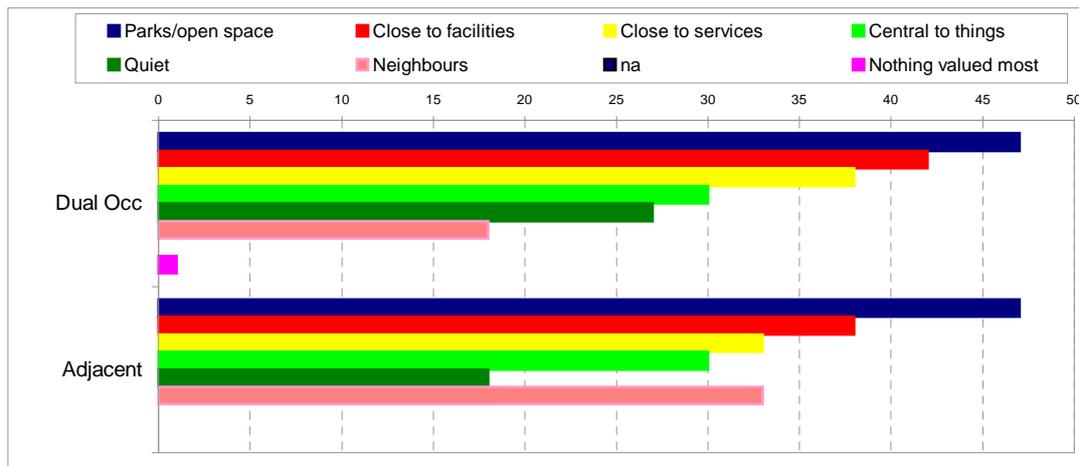
Satisfaction with area or neighbourhood:



- The things people say they value the most about their neighbourhood are:
  - the parks and open space (47%R vs 47%A),
  - being close to facilities (42% vs 38%),
  - being close to services (38% vs 33%),
  - being central to various things (both 30%),
  - being quiet (27% vs 18%), and
  - their neighbours (18% vs 33%).

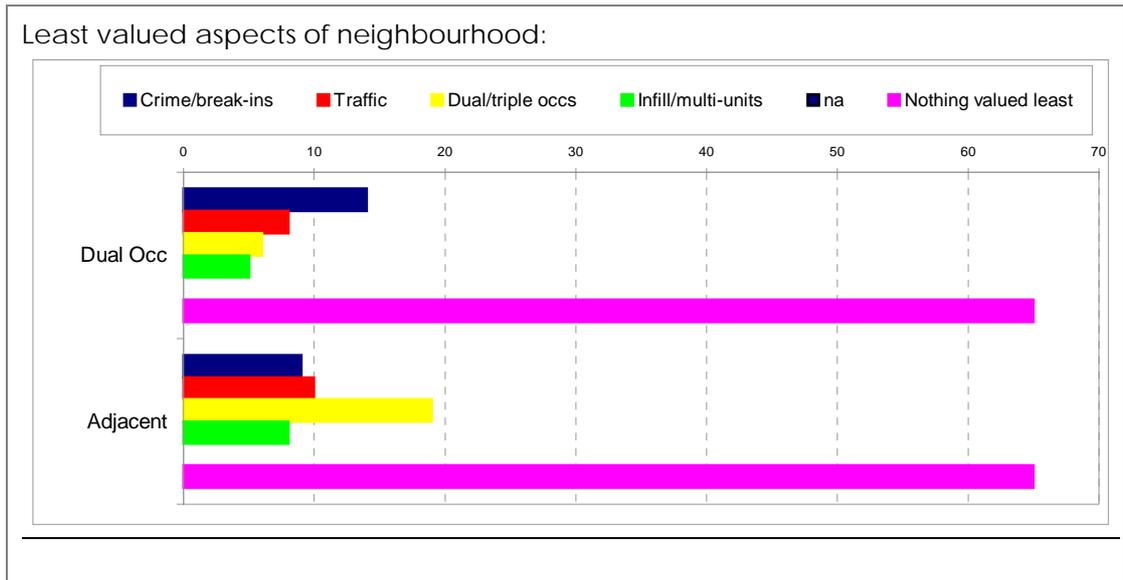
Almost no-one was unable to mention anything they valued about their neighbourhood (1% vs 0%). [see Table 6]

Most valued aspects of neighbourhood:



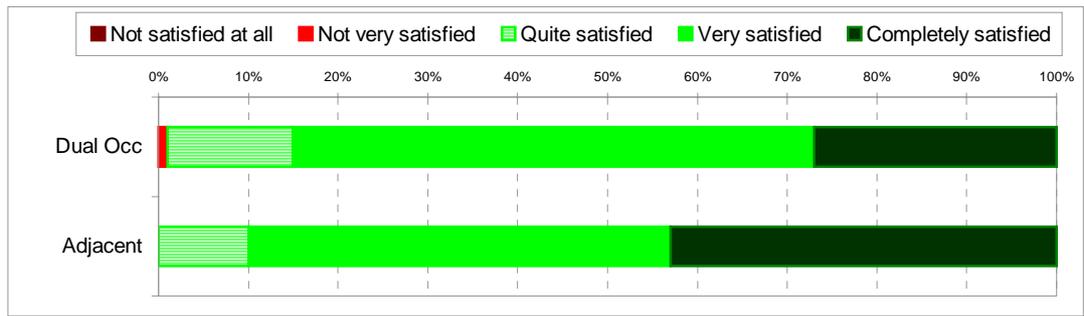
- The things people say they value least about their neighbourhood are:
  - crime (14%R vs 9%A),
  - traffic (8% vs 10%),
  - dual/triple occupancies (6% vs 19%) and
  - infill multi-units (5% vs 8%).

Around two-thirds (both 65%) are unable to offer anything they value least about their neighbourhood. [see Table 7]



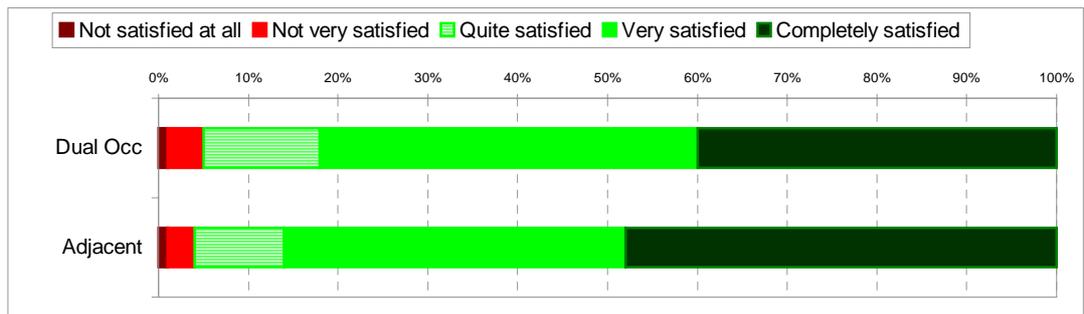
- In response to a question asking satisfaction with seven specific aspects of their area or neighbourhood, vast majorities of both people living in dual/triple occupancies and people living adjacent to dual/triple occupancies expressed some satisfaction (ie, were at least quite satisfied) with all seven aspects. However, the degrees of satisfaction varied considerably across the seven aspects and between people living in dual/triple occupancies and people living adjacent to dual/triple occupancies, as outlined below. [Table 8]
  - More than eight in ten people living in dual/triple occupancies (85%) and nine in ten people living adjacent to dual/triple occupancies (90%) are completely or very satisfied with 'how comfortable it feels to be living there'. [see Table 9]

Satisfaction with 'how comfortable it feels to be living here':



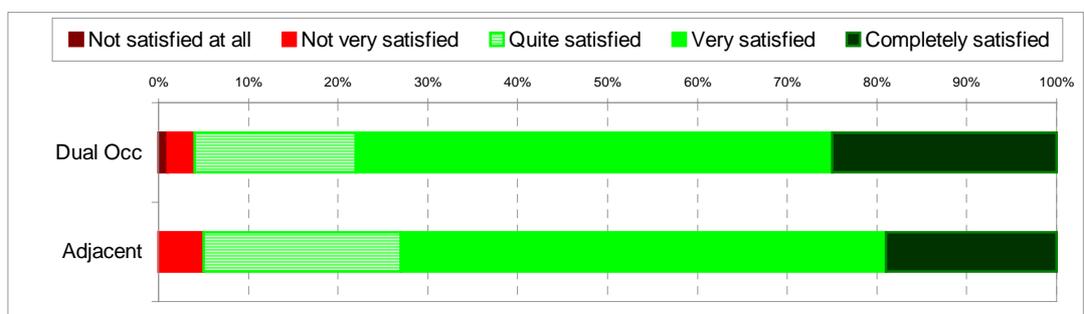
- More than eight in ten people living in dual/triple occupancies (82%) and people living adjacent to dual/triple occupancies (85%) are completely or very satisfied with 'the amount and nature of open space in the area'. In general, both people living in dual/triple occupancies and people living adjacent to dual/triple occupancies in Inner South are both somewhat less satisfied that those in other areas. [see Table 12]

Satisfaction with 'the amount of open space in the area':

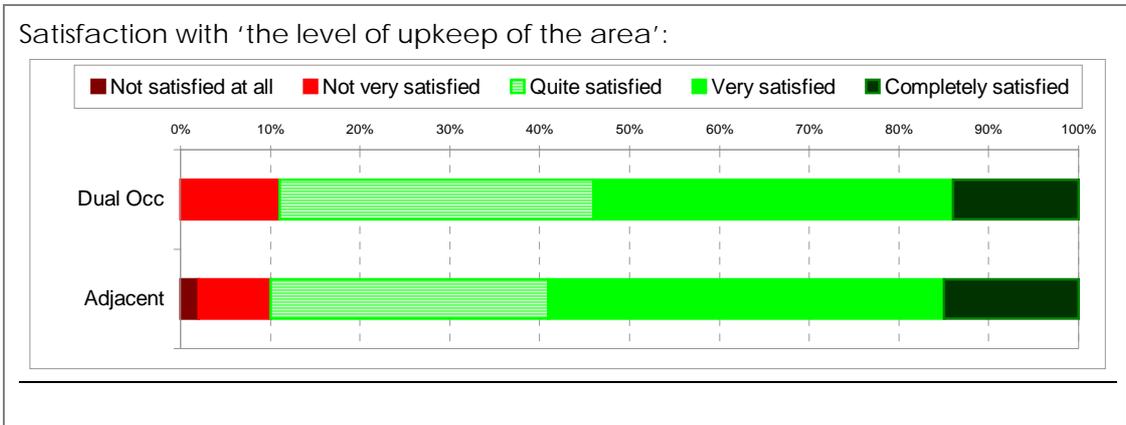


- Close to eight in ten people living in dual/triple occupancies (78%) and almost three in four people living adjacent to dual/triple occupancies (73%) are completely or very satisfied with 'the look of the area'. [see Table 14]

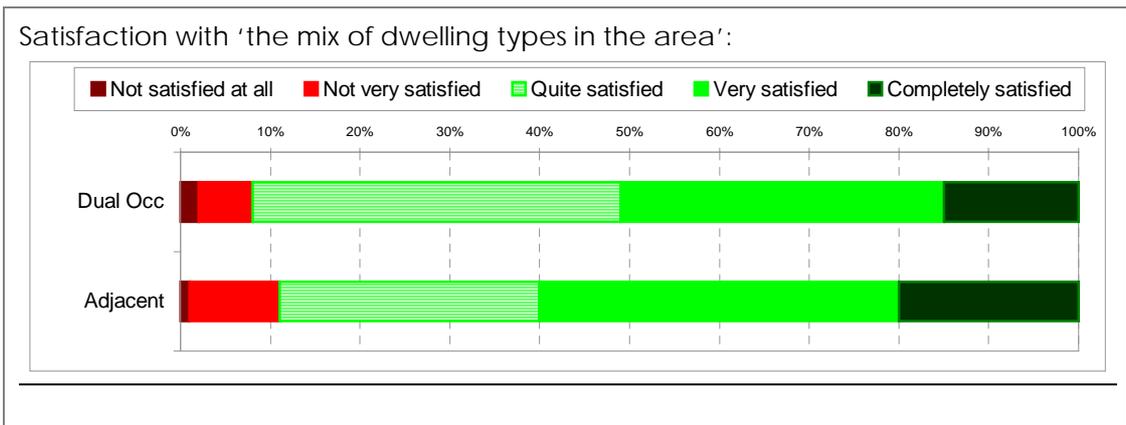
Satisfaction with 'the look of the area':



- More than one-half of people living in dual/triple occupancies (54%) and around six in ten people living adjacent to dual/triple occupancies (59%) are completely or very satisfied with 'the level of upkeep of the area'. [see Table 15]

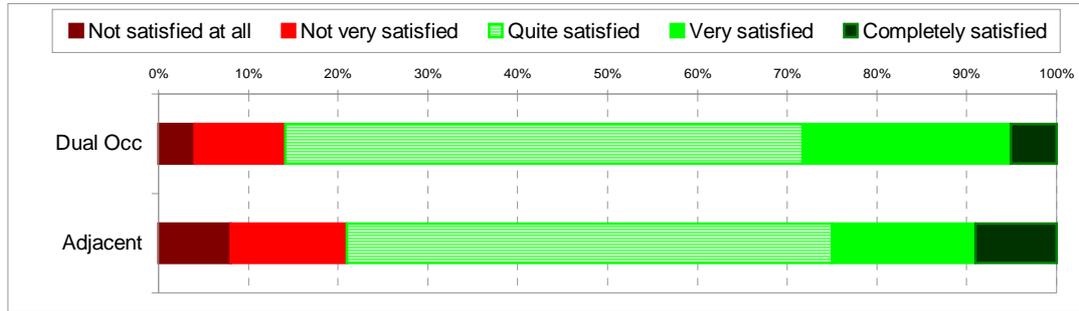


- Just over one-half of people living in dual/triple occupancies (51%) and six in ten people living adjacent to dual/triple occupancies (60%) are completely or very satisfied with 'the mix of dwelling types in the area'. [see Table 13]



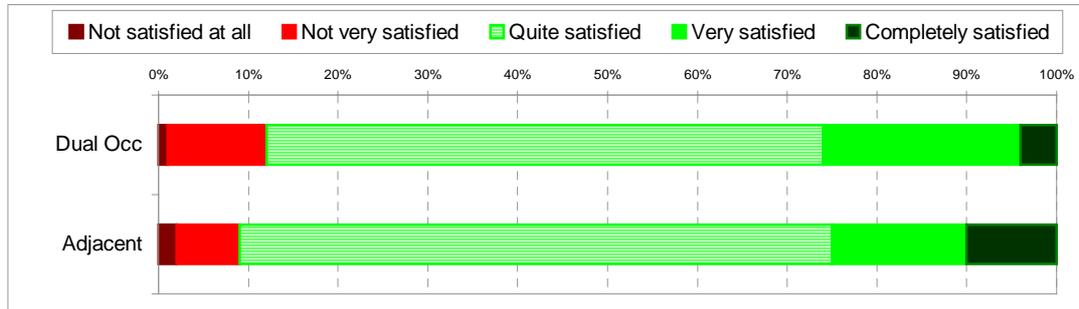
- Only around three in ten people living in dual/triple occupancies (28%) and one in four people living adjacent to dual/triple occupancies (25%) are completely or very satisfied with 'the kinds of changes if any taking place in your neighbourhood'. There is somewhat greater dissatisfaction in the middle area (eg, Ainslie southward) with this aspect among both people living in dual/triple occupancies and people living adjacent to dual/triple occupancies, than in suburbs north of there or in Inner South. [see Table 10]

Satisfaction with 'the kinds of changes if any taking place in your neighbourhood':



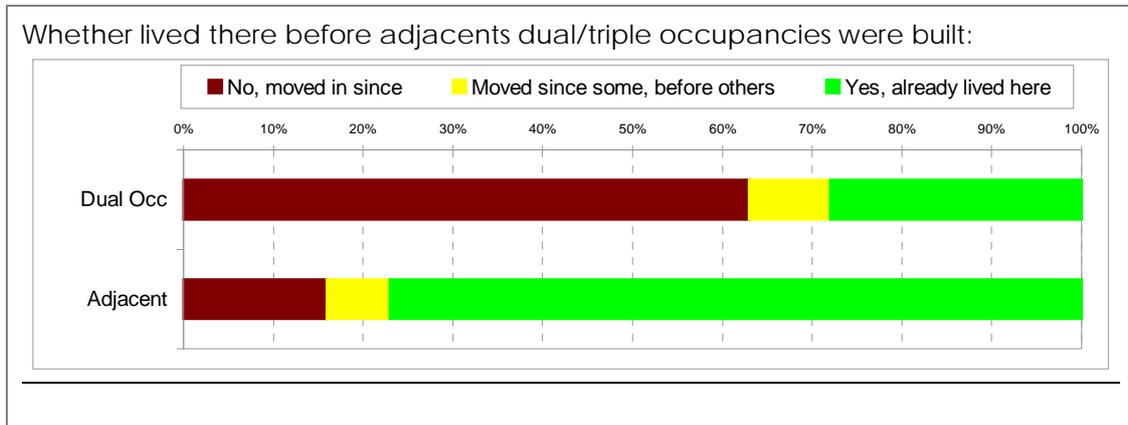
- Only around one in four people living in dual/triple occupancies (26%) and people living adjacent to dual/triple occupancies (25%) are completely or very satisfied with 'the rate of change if any in your neighbourhood'. There is somewhat greater dissatisfaction in the middle area (eg, Ainslie southward) with this aspect among both people living in dual/triple occupancies and people living adjacent to dual/triple occupancies, than in areas suburbs north of there or in Inner South. [see Table 11]

Satisfaction with 'the rate of change if any taking place in your neighbourhood':

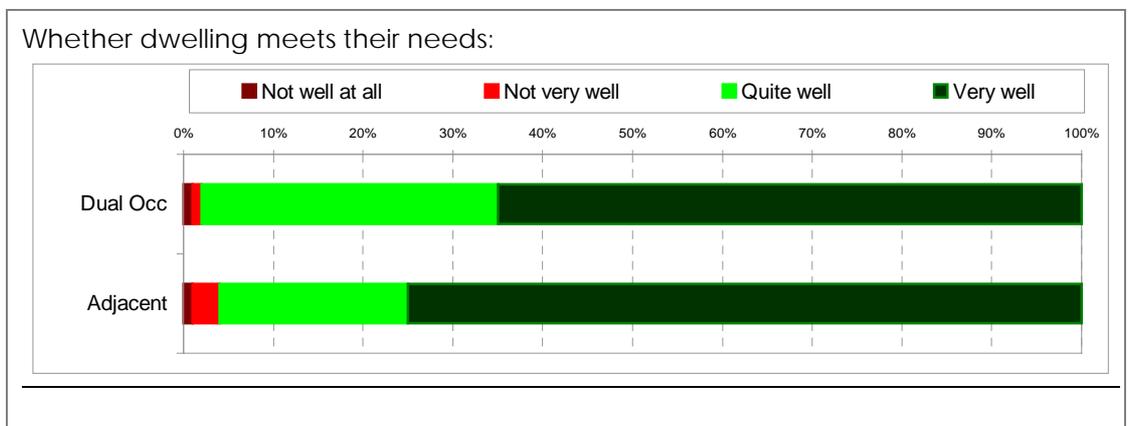


## Opinions about Dual/Triple Occupancies:

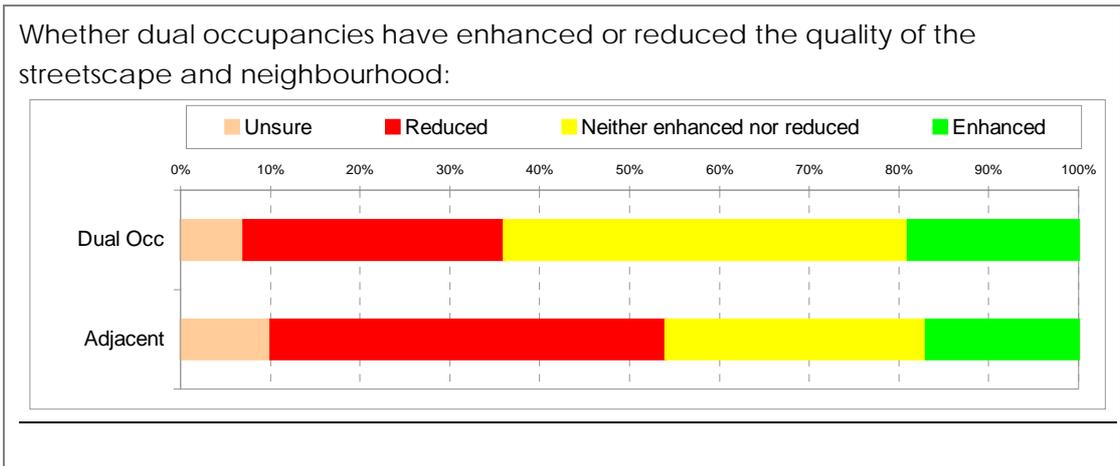
- Close to three in ten people living in dual/triple occupancies already lived on that block before the dual/triple occupancies were built (28%), and three-quarters of people living adjacent to dual/triple occupancies already lived there before (any of) the adjacent dual/triple occupancies were built (77%). [Table 28]



- The main reasons for picking the particular dwelling they occupy for both people living in dual/triple occupancies and people living adjacent to dual/triple occupancies are that it was more affordable than elsewhere (32%R vs 23%A), they liked the layout or floor plan of the building (13% vs 18%), and they wanted a garden (10% vs 12%). Wanting a larger dwelling (7% vs 19%) and wanting a larger block (6% vs 12%) were also prominent reasons among people living adjacent to dual/triple occupancies. [see Table 18]
- Irrespective of the type of dwelling chosen, almost all people living in dual/triple occupancies and people living adjacent to dual/triple occupancies (98%R vs 96%A) maintain that the dwelling meets their needs very well or quite well, although more people living adjacent to dual/triple occupancies (75%) felt that it met their needs very well than did people living in dual/triple occupancies (65%). [see Table 19]



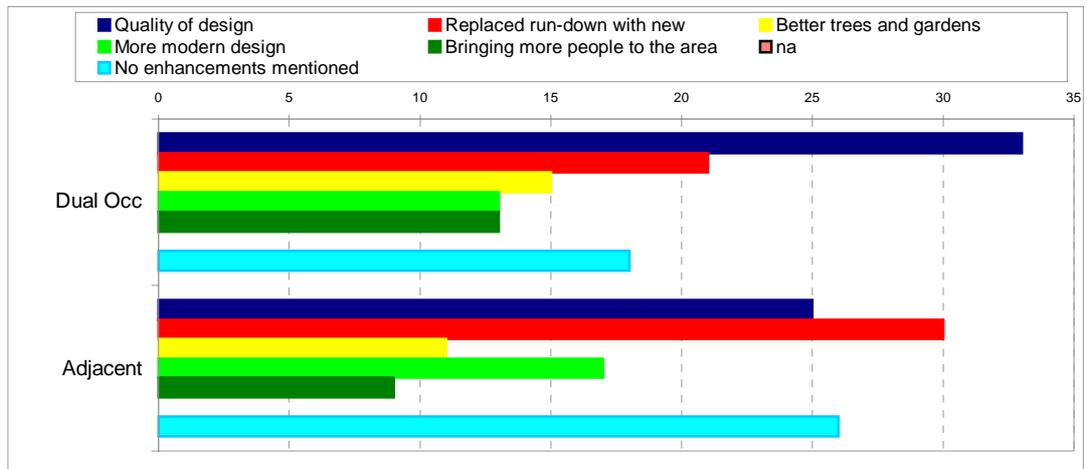
- Only minorities of both people living in dual/triple occupancies and people living adjacent to dual/triple occupancies maintain that the quality of the streetscape and neighbourhood has been reduced now that there are several dwellings on some blocks (29% vs 44% respectively), although fewer people in both cases think that it has enhanced the quality of the streetscape and neighbourhood (19% vs 17%), with the rest believing either that it has neither enhanced nor reduced the quality of the streetscape and neighbourhood (45% vs 29%) or not having an opinion on the matter (7% vs 10%). [Table 20]



- The main ways in which dual occupancies are thought to have enhanced the quality of the streetscape and neighbourhood are:
  - the quality of design (33%R vs 25%A),
  - that they have replaced run-down houses with new houses (21% vs 30%),
  - that they have resulted in better trees and gardens being established (15% vs 11%),
  - that designs are more modern (13% vs 17%), and
  - that they are bringing more people to the area (13% vs 9%)

Only relatively small minorities of both people living in dual/triple occupancies and people living adjacent to dual/triple occupancies were unable to mention any ways in which dual/triple occupancies have enhanced the quality of the streetscape and neighbourhood (18% vs 26%). [Table 21]

Main ways in which dual occupancies have enhanced the quality of the streetscape and neighbourhood:

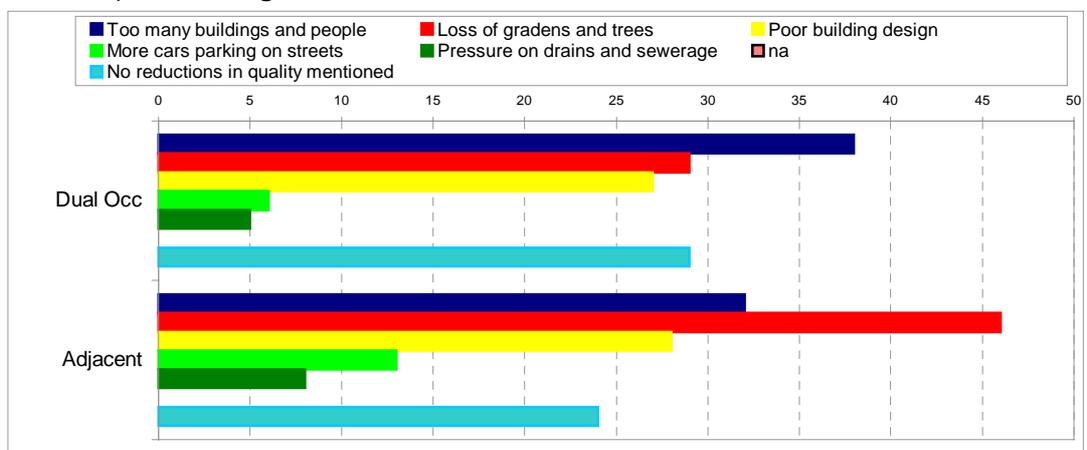


- The main ways in which dual occupancies are thought to have reduced the quality of the streetscape and neighbourhood are:

- The increased density – too many buildings and people (38%R vs 32%A),
- The loss of gardens, trees, greenery and open space (29% vs 46%),
- Poor building design (27% vs 28%),
- More car parking on streets (6% vs 13%), and
- Pressure on drains and sewerage (5% vs 8%).

Only minorities of both people living in dual/triple occupancies and people living adjacent to dual/triple occupancies were unable to mention any ways in which dual/triple occupancies have reduced the quality of the streetscape and neighbourhood (29% vs 24%). [Table 22]

Main ways in which dual occupancies have reduced the quality of the streetscape and neighbourhood:



- In answer to a further question asking specifically whether there are any design issues arising because there are now two or three dwellings on the block which could have been better dealt with during the planning stages, the following main issues emerged:
  - Parking and traffic problems (23%R vs 16%A),
  - Building too close to boundaries (19% vs 18%),
  - The need to retain aesthetics and heritage aspects (18% vs 25%),
  - Loss of privacy concerns (17% vs 12%), and
  - The need to retain a garden look (15% vs 17%).

Only around one in five people living in dual/triple occupancies and people living adjacent to dual/triple occupancies were unable to offer any issues in this regard (21% vs 19%). [Table 23]

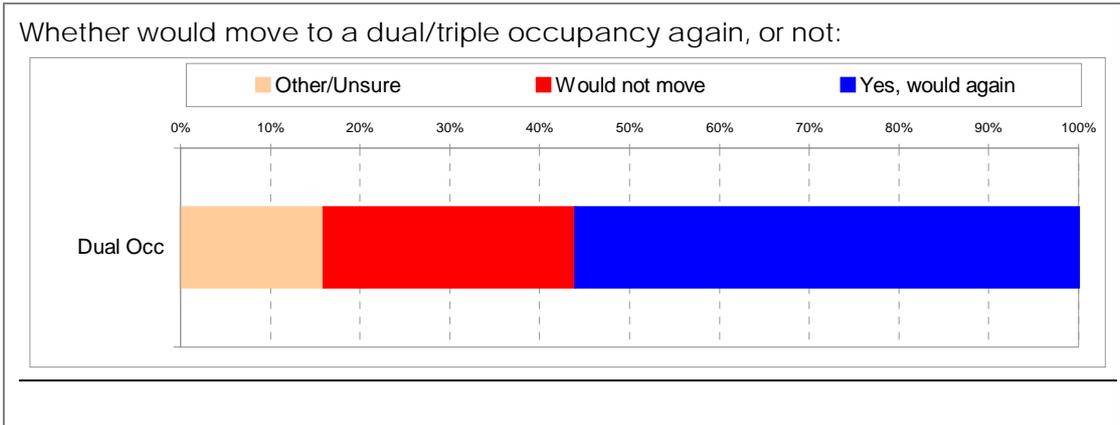
Main specific design issues arising from dual/triple occupancies that could have been better dealt with during the planning stages:



- When asked whether they would choose to move to a dual/triple occupancy again, a majority of people living in dual/triple occupancies said that they would (56%), whereas around three in ten (28%) say that they would not, with some 16% not being sure.

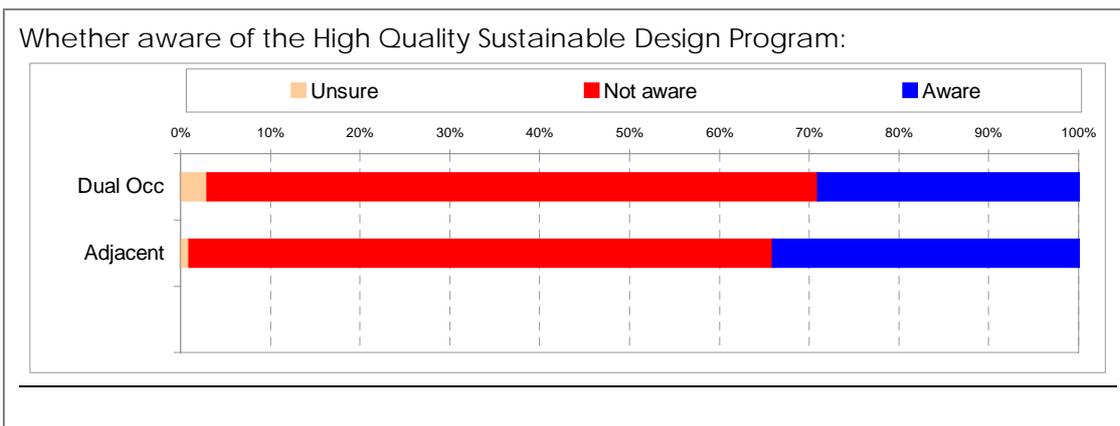
Comments made in the focus groups and during the interviews suggests that the reasons why many say that they would not move to a dual/triple occupancy again, probably have to do with changing lifestyles and family composition, more so than because they dislike living in dual/triple occupancies.

With the wisdom of hindsight, the question should have been prefaced with the phrase “If you had your time over again ...”. [Table 25]



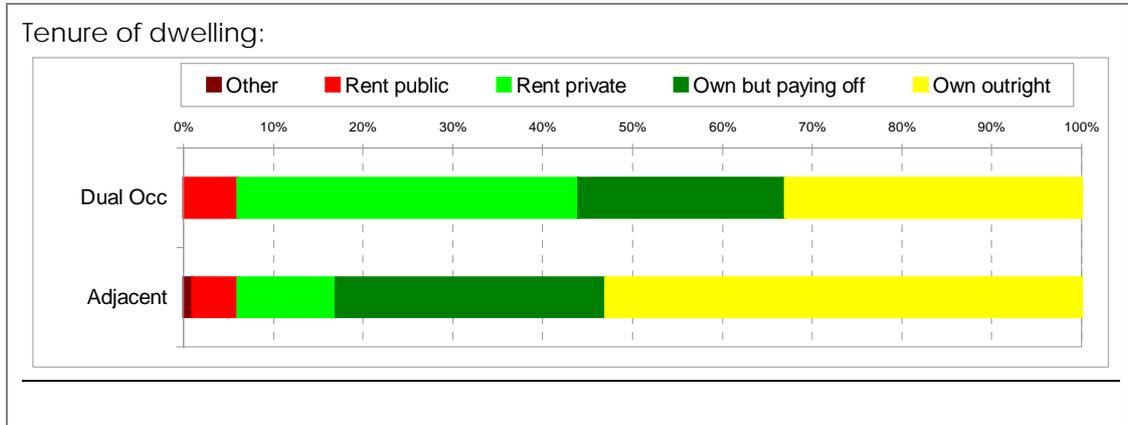
### The High Quality Sustainable Design Program:

- Only some three in ten people living in dual/triple occupancies and people living adjacent to dual/triple occupancies claim to be aware of the High Quality Sustainable Design Program (29% vs 34%). [see Table 24a] Many comments were offered by respondents on the program, covering a wide range of issues. [see Table 24b]

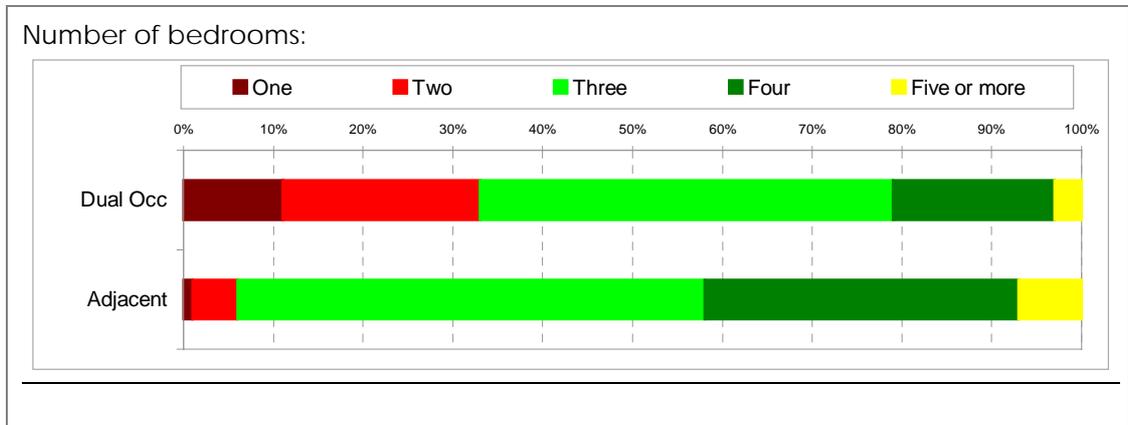


## Some Aspects of the Sample:

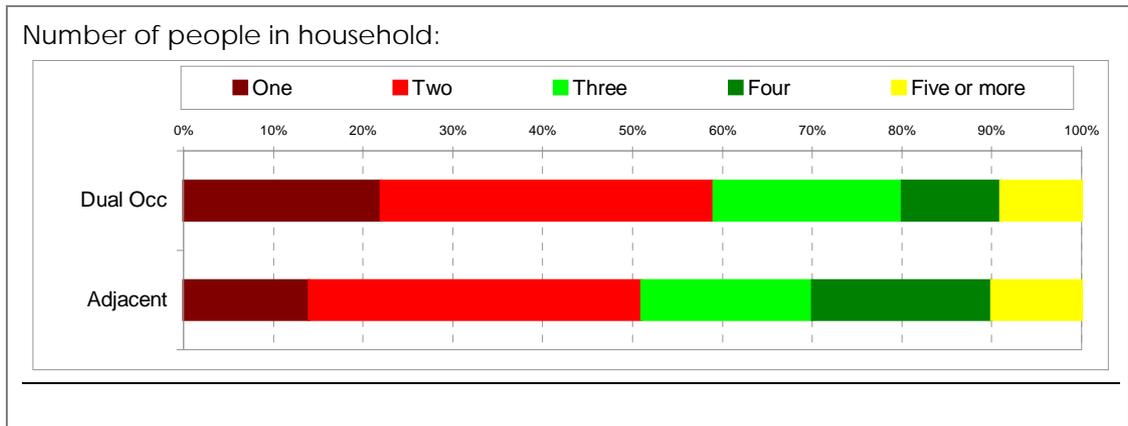
- Close to six in ten people living in dual/triple occupancies (56%) own or are buying their home, versus a much higher eight in ten people living adjacent to dual/triple occupancies (83%). [Table 26]



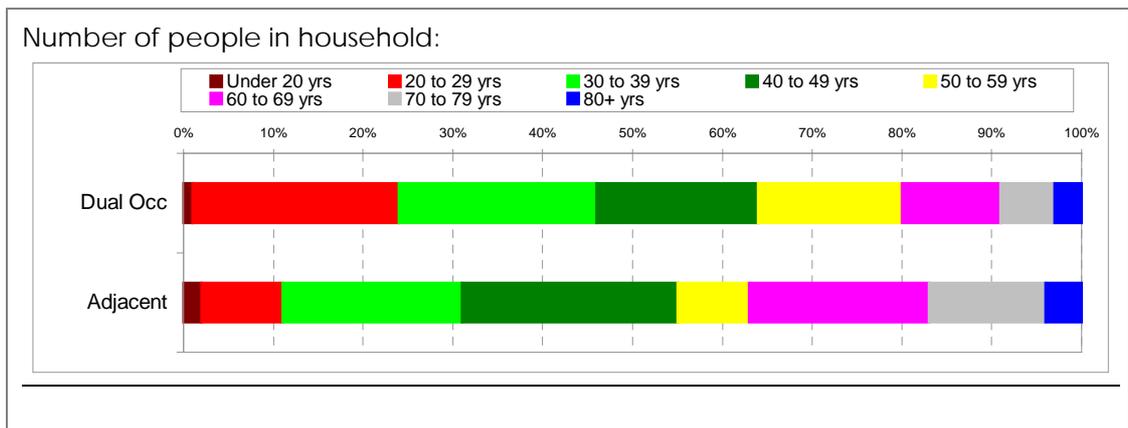
- Around one third of dual/triple occupancies have one or two bedrooms (33%), versus only some 6% of adjacent dwellings. At the other end, around four in ten adjacent dwellings have four or more bedrooms (42%), versus only two in ten dual/triple occupancies (21%). [Table 27]



- Dual/triple occupancies contain slightly smaller households, on average, than adjacent dwellings. [Table 37]



- The age profile of people living in dual occupancies is somewhat younger than that of people living in adjacent dwellings. [Table 34]





## 4.0 DETAILED TABULAR RESULTS FROM THE QUANTITATIVE SURVEY

---

The quantitative survey aspect of the study involved administration of a structured questionnaire of around maximum 10 minutes duration to a carefully designed stratified random sample covering the inner south and inner north regions of Canberra, and consisting of:

- 400 completed interviews with the residents (one per dwelling) of some 223 dual/triple occupancies, targeting both or all dwellings; and
- 800 completed interviews with the residents (one per dwelling) of a selection of surrounding dwellings (opposite, beside and behind).

**TABLE 1**

**Q. What do you feel are all the good things about living in the ACT? ... What do you most like about living here? [PROBE FULLY, DO NOT PROMPT]**

<i>When responses are grouped, the following results emerge:</i>	<b>DualOcc %</b>	<b>Adjacent %</b>
Fresh air, unpolluted atmosphere, healthy air	28	25
Green, countryside, wide open spaces	25	27
Less traffic congestion	16	14
Close to everything (Sydney, Melbourne, beaches, snow)	15	12
Entertainment (art galleries, museums, movies, etc)	14	19
Schools, education	14	7
Well planned, well laid out	13	14
Big country town, city in the country, bush capital	12	9
Easy to move around, excellent roads, good network	11	12
Quiet, peaceful	11	10
Safe for children	11	6
Good shopping centres	10	7
Tidy, neat, clean	8	7
Good climate	7	9
Friendly people, community feeling	6	5
Bus services	6	4
Less crime, lower crime rate	5	5
Employment opportunities	5	1
Services, facilities	4	3
Lower cost of living, less expensive lifestyle	3	2
Health care	3	1
Water supply, quality of water	1	2
Others	3	2
Nothing good	1	2

NB: Table adds to more than 100% because some people offered more than one response.

**TABLE 2**

**Q. And what if anything do you feel are the not so good things about living in the ACT? ... What needs to be improved about living here? [PROBE FULLY, DO NOT PROMPT]**

<i>When responses are grouped, the following results emerge:</i>	<b>DualOcc %</b>	<b>Adjacent %</b>
Extremes of seasons, summer too hot, winter too cold	14	16
High prices, petrol, airfares	12	10
Public transport, changing timetables, costs too much	10	9
Not enough to do, boredom, too quiet	8	14
Planning issues, small blocks, infill, developers	7	12
Drugs, lack of action, lack of policing	7	8
Unemployment, not enough jobs	4	1
Roads, road conditions	3	6
Self government, too many politicians	3	5
Don't like party in power	3	4
People not friendly anymore	3	1
Hospitals	3	1
Dangerous driving, road rage	2	5
Lack of variety of shops	2	4
No beach, too far from ocean	2	3
Untidy, rubbish, graffiti	2	2
Federal politicians	1	3
Too far from places (Sydney, Melbourne, etc)	1	2
Inadequate sports	1	2
Things too far apart, too spread out	1	1
Lack of support for local businesses	1	1
Others	11	9
Nothing not so good	27	31

NB: Table adds to more than 100% because some people offered more than one response.

**TABLE 3****Q. About how long have you lived at this address – which year did you move in?**

	<b>DualOcc %</b>	<b>Adjacent %</b>
2001-2002	31	20
1999-2000	29	11
1997-1998	12	13
1995-1996	4	10
1990-1994	10	13
Prior 1990	14	33

**TABLE 4:**

**Q. What were your main reasons for choosing this particular area or neighbourhood to live in?  
[PROBE FULLY, DO NOT PROMPT]**

	<b>DualOcc %</b>	<b>Adjacent %</b>
I wanted to be closer to employment	19	29
I wanted to be closer to friends/family	15	13
It was closer to shops	15	10
It was closer to schools	14	22
It was more affordable than elsewhere	14	8
It was closer to other services	13	8
I liked the appearance of the area around here	3	7
It was a good investment	3	6
I liked the layout/floorplan of the dwelling	3	3
It was quiet/private	3	3
I wanted a smaller dwelling	3	1
I wanted a larger dwelling	2	4
I wanted to buy my own home	2	1
I wanted an old(er) dwelling	2	1
I wanted a new(er) dwelling	2	0
I wanted a larger block	1	7
I liked the views	1	5
I wanted a smaller block	1	1
I wanted to rent my own home (left family home)	1	0
There was less crime/drugs	0	1
Other (Specify)	7	7

NB: Table adds to more than 100% because some people offered more than one response.

**TABLE 5****Q. And how satisfied are you with your area or neighbourhood?**

	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>%</b>			<b>%</b>		
Very satisfied	59			71		
Quite satisfied	36			25		
Not very satisfied	5			3		
Not satisfied at all	0			1		
Unsure	0			0		
Total very + quite satisfied	95			96		
Total not satisfied	5			4		
<b>By area</b>						
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>North</b>	<b>Middle</b>	<b>South</b>	<b>North</b>	<b>Middle</b>	<b>South</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Very satisfied	53	64	57	71	67	78
Quite satisfied	44	30	39	27	25	22
Not very satisfied	3	6	4	1	7	0
Not satisfied at all	0	0	0	1	1	0
Unsure	0	0	0	0	0	0
Total very + quite satisfied	97	94	96	98	92	100
Total not satisfied	3	6	4	2	8	0

**TABLE 6**

**Q. Which aspects of your neighbourhood do you value the most? What else do you value about it? [PROBE FULLY, NO NOT PROMPT]**

	<b>DualOcc %</b>	<b>Adjacent %</b>
Parks/open space	47	47
Close to facilities	42	38
Close to services	38	33
Central to (suburb/area)	30	30
Quiet	27	18
Neighbours	18	33
Less traffic	7	3
Wide roads/footpaths	7	5
Public transport	6	8
Views	6	2
Safe/less crime	4	5
Block size	1	2
Dual occupancies/several dwellings on one block	1	2
Infill housing/multi-units	0	0
Other	4	5
[Nothing valued most]	1	0

NB: Table adds to more than 100% because some people offered more than one response.

**TABLE 7**

**Q. And which aspects of your neighbourhood do you value the least? What else don't you like about it? [PROBE FULLY, DO NOT PROMPT]**

	<b>DualOcc %</b>	<b>Adjacent %</b>
Crime/break-ins	14	9
Traffic	8	10
Dual occupancies/several dwellings on one block	6	19
Infill housing/multi-units	5	8
Road widths/footpaths	5	3
Noise	5	1
Closure of shops, bank	2	4
Laws need enforcing	2	0
People not friendly	1	6
Lack of services	1	0
Lack of upkeep/litter/untidy	1	0
Public transport	1	0
Poor upkeep of local shops	0	2
Poor upkeep of public housing	0	1
Distance	0	0
Other	4	3
[Nothing valued least]	65	65

NB: Table adds to more than 100% because some people offered more than one response.

**TABLE 8A**

**Q. In general, how satisfied are you with the following aspects of the area or neighbourhood where you live..... firstly (READ OUT FIRST ASPECT)..... Would you say you are completely satisfied (CS), very satisfied (VS), quite satisfied (QS), not very satisfied (NV) or not at all satisfied (NA) with that aspect?**

*Those not satisfied were also asked:*

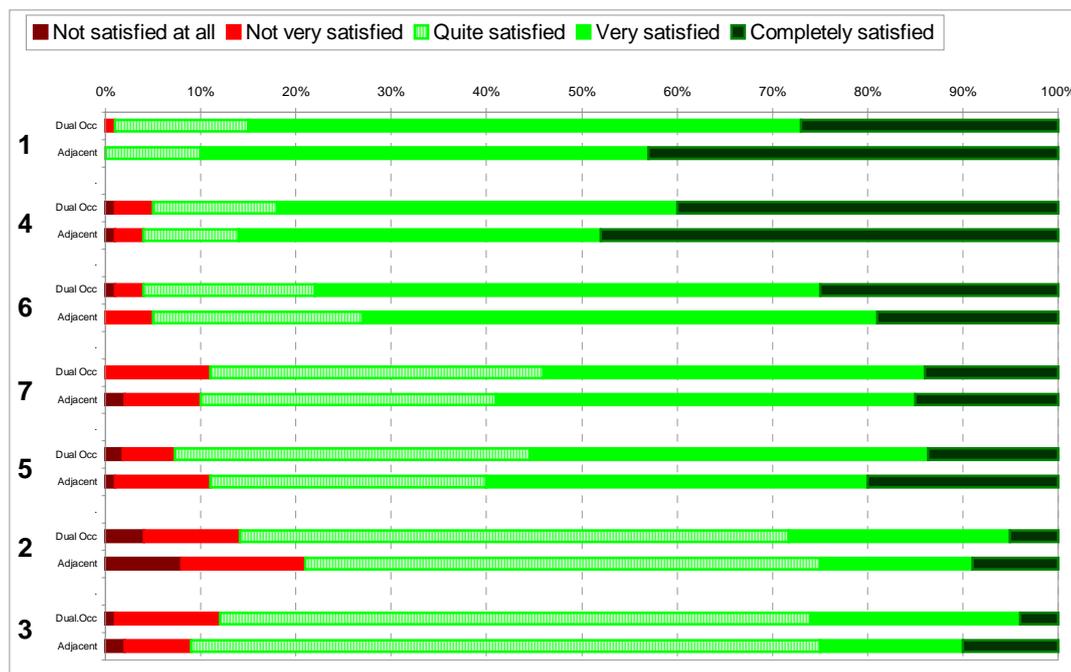
**Q. Why aren't you satisfied with.....? What needs to be done to improve it? Anything else?**

<i>Arranged in descending order of the combined completely + very satisfied response for DualOcs:</i>		Not at all satisfied ↓	Not very satisfied ↓	Quite satisfied ↓	Very satisfied ↓	Completely satisfied ↓	Total completely + very satisfied	Total at least quite satisfied
1. How comfortable it feels to be living there	Dual	0	1	14	58	27	85	99
	Adjt	0	0	10	47	43	90	100
4. The amount and nature of open space in the area	Dual	1	4	13	42	40	82	95
	Adjt	1	3	10	38	48	86	96
6. The 'look' of the area	Dual	1	3	18	53	25	78	96
	Adjt	0	5	22	54	19	73	95
7. The level of upkeep of the area	Dual	0	11	35	40	14	54	89
	Adjt	2	8	31	44	15	59	90
5. The mix of dwelling types in the area	Dual	2	6	41	36	15	51	92
	Adjt	1	10	29	40	20	60	89
2. The kinds of changes if any taking place in your neighbourhood	Dual	4	10	57	23	5	28	85
	Adjt	8	13	54	16	9	25	79
3. The rate of change if any in your neighbourhood	Dual	1	11	62	22	4	26	88
	Adjt	2	7	66	15	10	25	91

Dual: Residents living in dual/triple occupancies.

Adjt: Residents living adjacent to dual/triple occupancies.

**TABLE 8B**



- \*1. How comfortable it feels to be living there
- 4. The amount and nature of open space in the area
- 6. The 'look' of the area
- 7. The level of upkeep of the area
- 5. The mix of dwelling types in the area
- 2. The kinds of changes if any taking place in your neighbourhood
- 3. The rate of change if any in your neighbourhood

**TABLE 9A**

<b>1. How comfortable it feels to be living there</b>						
<b>By Area</b>						
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>%</b>			<b>%</b>		
Completely satisfied	27			43		
Very satisfied	58			47		
Quite satisfied	14			10		
Not very satisfied	1			0		
Not satisfied at all	0			0		
Total completely + very satisfied	85			90		
Total not very + at all satisfied	1			0		
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>North</b>	<b>Middle</b>	<b>South</b>	<b>North</b>	<b>Middle</b>	<b>South</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Completely satisfied	23	26	32	61	43	34
Very satisfied	61	61	53	37	41	58
Quite satisfied	15	12	15	2	16	8
Not very satisfied	1	1	0	0	0	0
Not satisfied at all	0	0	0	0	0	0
Total completely + very satisfied	84	87	85	98	84	92
Total not very + at all satisfied	1	1	0	0	0	0

**TABLE 9B**

*Those not satisfied were also asked:*

**Q. Why aren't you satisfied with how comfortable it feels to be living there? What needs to be done to improve it? Anything else?**

*Examples of responses:*

- The crime rate is too high, especially the public tenements.
- Get rid of the flats near the ABC, it's a ghetto around there.
- Large tracts of highly visible, ugly and rundown public housing lowers the tone of the area.
- Feel a bit hemmed in, could be more room.
- There's a lot of disruption with new houses being built, but it will be OK when they are finished.

**TABLE 10A**

<b>2. The kinds of changes if any taking place in your neighbourhood</b>						
<b>By Area</b>						
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>%</b>			<b>%</b>		
Completely satisfied	5			9		
Very satisfied	23			16		
Quite satisfied	57			54		
Not very satisfied	10			13		
Not satisfied at all	4			8		
Total completely + very satisfied	28			25		
Total not very + at all satisfied	14			21		
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>North</b>	<b>Middle</b>	<b>South</b>	<b>North</b>	<b>Middle</b>	<b>South</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Completely satisfied	4	5	8	11	3	17
Very satisfied	30	22	21	21	13	18
Quite satisfied	64	50	63	67	55	44
Not very satisfied	2	14	8	1	15	17
Not satisfied at all	0	9	0	0	14	4
Total completely + very satisfied	34	27	29	32	16	35
Total not very + at all satisfied	2	23	8	1	29	21

**TABLE 10B*****Those not satisfied were also asked:***

**Q. Why aren't you satisfied with the kinds of changes if any taking place in your neighbourhood?  
What needs to be done to improve it? Anything else?**

*Examples of responses:**Poor design of new developments:*

- Lot of dual occupancies that are ugly. Control the look of dual occupancies, and don't let people plant trees that will grow to 70 feet on front verges.
- Not in keeping with this neighbourhood. They are putting up brick houses when our area is wooden.
- Pulling down old houses and putting ugly new ones on the blocks. It's the noise, mainly, it'll be finished one day.
- Redevelopment of area. The buildings that are going up are ordinary, and are not blending in. We have three-storey developments mixing with old houses. They look out of place.
- Street is full of weatherboard houses and cottages built 30-40 years ago and now they are being knocked down for dual occupancies. Stop people building these pseudo-Italian piazzas. PALM should advise the developers to give them aesthetic quality.
- The increase in rates. The ugliness of the large town houses on top of each other. Get rid of the 35% rule and do it on a case by case basis.
- They are boxes, and forts. Don't build two storey houses. Use more imagination.
- We need more taste in architecture.

*Lack of planning and regulation:*

- Dual occupancy giving the area a different character. They need to make it harder for people to build dual occupancy.
- It's a very poor control of recent badly managed infill development.
- Loss of character of area and style of houses. We need greater control on developers and a more strategic approach to inner city development.
- Rapid rate of development replacing old houses. More restrictions or more community involvement in decisions on dual occupancy. Combine community housing with private.
- Shops are closing, going into urban infill. Taken away things, schools closing, community centre. BMX track closed because of public liability insurance. Need government input into community services. Establish a place for communities. More bike paths.
- There has been no community consultation about the developers cramming 2 or 3 houses on one block. We are losing gardens and space, there's no sense of ownership. We need more community consultation.
- There is a lot of uncontrolled residential development of new homes. There need to be more regulations about blocks that can be turned over to building, and the density of houses should be looked at.
- They should be paying much less attention to pressure groups, eg, they are listening to master builders instead of professional planners.

*Loss of trees and gardens:*

- Concerned with the way blocks are being subdivided, with trees coming down. They should stop developing dual occupancy.
- Dual and triple occupancies are turning the place into units instead of parks and gardens. Leave it as it was.
- Rather have one house on one block and large gardens in keeping with the existing style of area.
- Should keep the larger gardens. People should move out of this area or buy houses with garden in different suburbs. This area is for people who like large blocks and gardens. Keep it this way.
- Some new developments are of a good standard, but mature trees that being cut down. They should be replaced by new trees on the streets.
- We are losing vegetation because of dual occupancies.

*Crowding loss of privacy:*

- Because of all the buildings that are going up. Design of the new houses. Need more space around the houses and kitchens.
- Dual occupancy is changing the face of the area, making it look crowded.
- Dual occupation on our back step. Design looks straight down on the neighbours and has taken away our privacy. Feel we have to stay away from our back yard because we know people are looking down on us, it's not right.
- The new houses going up are high density and create lack of privacy.
- Too fast, infill, puts more traffic more cars.
- Very ill-conceived building of dual occupancy. Grossly overusing land. Dominating other houses, overlapping other peoples property and privacy.

*Poor workmanship:*

- Builders starting early in morning and making lots of noise. Later starting time.
- Houses need character – a lot are of poor workmanship, cheap and nasty buildings.

*Anti developers:*

- I'm uncomfortable with high rise development and dual occupancy. We need planning laws that place a greater emphasis on residents' amenities rather than developers' profit.
- Infilling and dual occupancies. Ban dual occupancies. Stop developers from having a free reign.
- Planning and consultative process to date, know it all attitude of govt and developers. Consider views of existing residents more closely.

*Against dual occupancy generally:*

- Dual occupancies. Knocking down old homes to build modern ones is not very nice.
- Dual occupancy don't suit this area, they are too expensive for people to build or rent. There are mainly students near here and we can't afford them. They are knocking down too many old houses to put up new ones.
- Knocking down the bungalows and replacing them with new smaller houses and flats. Stop knocking down traditional buildings.
- Too much development of dual occupancy putting more stress on infrastructure like sewerage. Stop the building of dual occupancies.

*Against multi-units generally:*

- A lot of knocking down of old houses to make room for units and dual occupancy. Fill in area between suburbs instead of infilling existing suburbs.
- All units going up. Brings riff-raff to area, too many going up, going up too fast. Put a limit on number of units allowed to go up.
- Amount of small block type buildings going on, not the dual occupancy but the multi storey developments are poor quality and poor taste. Need more controls on development.
- Because of all the units going up, don't like them. Would prefer smaller dwellings. Keep number of unit blocks to a small number.
- Knocking houses down to put up flats, concrete jungle, slabs of concrete with a coat of paint on it. They should keep the old houses.
- Older houses are being made townhouse style or subdividing into 2 blocks. Do something about high rise apartment. It's ugly.
- Pull the old govt houses down that are run down and replace with only two houses not triples.
- Pulling down old houses to put up flats. They shouldn't do that.
- Too many apartments going up.

**TABLE 11A**

<b>3. The rate of change if any in your neighbourhood</b>						
<b>By Area</b>						
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>%</b>			<b>%</b>		
Completely satisfied	4			10		
Very satisfied	22			15		
Quite satisfied	62			66		
Not very satisfied	11			7		
Not satisfied at all	1			2		
Total completely + very satisfied	26			25		
Total not very + at all satisfied	12			9		
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>North</b>	<b>Middle</b>	<b>South</b>	<b>North</b>	<b>Middle</b>	<b>South</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Completely satisfied	0	5	3	12	5	16
Very satisfied	26	23	18	22	13	13
Quite satisfied	69	53	72	61	68	67
Not very satisfied	5	17	7	0	11	4
Not satisfied at all	0	2	0	5	2	0
Total completely + very satisfied	26	28	21	34	18	29
Total not very + at all satisfied	5	19	7	5	13	4

**TABLE 11B*****Those not satisfied were also asked:*****Q. Why aren't you satisfied with the rate of change if any in your neighbourhood? What needs to be done to improve it? Anything else?***Examples of responses:**Poor design of new developments:*

- Concrete jungle, slab of concrete with a coat of paint. Don't spoil the place by making it high rise. Spend money on older houses and keep them.
- Lot of construction office develops and residential development going on that for an older heritage area should not be happening. Going up too fast. Limit number of new dwellings put up and make them blend into rest of area.

*Lack of planning and regulation:*

- Changing phenomenally. More consultation needs on preserving classic Canberra houses.
- Concerned about dual occupancies. Rules applied for some and not others. Tighter controls on approvals.
- No consultation, too fast, no control on the developments. Leave open space, public consultation.
- Rate is very fast. More community consultation.
- Very fast without thought. Stricter planning rules. Less progressive government, one not so intent on change for changes sake.

*Loss of trees and gardens:*

- Older houses and trees knocked down to make way for dual dwellings. Limit number, they can knock down in the area.

*Crowding loss of privacy:*

- A lot of development. Dual housing which brings a lot of traffic. Slow things down. Less density in building.
- Better traffic control. Pedestrians not given right of way. Need for stop sign.
- Happening too quickly. Too dense, lack of privacy. Need more consultation, shouldn't have 2 storeys houses.
- In our street. Big houses right across block taking up whole blocks. Funny little gardens. All look same. Too much building and not enough space between.
- It's been a very rapid rate of change over the last ten years. High density housing and destruction of housing. Maintenance of essential low density along side of high density.

*Anti developers:*

- Infilling and dual occupancy too quickly. Ban dual occupancies. Stop developers from having a free reign.
- Things happening are due to government policy put some 'cap' on developers being so aggressive.

*Against dual occupancy generally:*

- Because the houses are being renovated and dual occupancy and bringing more high income people into the area. Keep a balance of different types of housing and incomes.
- Building too many high density housing. Trying to buy my house in a cul-de-sac. Change their ideas on high density housing. Wider streets.

*Against multi-units generally:*

- Old houses being knocked down and replaced with modern style homes. Single dwellings not two or three and not flats.



- Pulling down old 1920's houses and taking away our heritage by putting up ugly blocks of flats. Leave some of the old houses, renovate them but don't knock all down.

*Prefer change to be faster:*

- Needs more speedy work. Road works are slow.
- Not knocking down the old prefabs. Knock them down!
- Slow change. Makes it a depressing place. Speed it up, make it a positive change not negative.
- Too slow. A lot of houses are now old and need to be knocked down and start again.

**TABLE 12A**

<b>4. The amount and nature of open space in the area</b>						
<b>By Area</b>						
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>%</b>			<b>%</b>		
Completely satisfied	40			48		
Very satisfied	42			38		
Quite satisfied	13			10		
Not very satisfied	4			3		
Not satisfied at all	1			1		
Total completely + very satisfied	82			86		
Total not very + at all satisfied	5			4		
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>North</b>	<b>Middle</b>	<b>South</b>	<b>North</b>	<b>Middle</b>	<b>South</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Completely satisfied	43	46	29	56	49	42
Very satisfied	38	40	46	43	40	33
Quite satisfied	18	11	14	1	11	13
Not very satisfied	1	2	11	0	0	8
Not satisfied at all	0	1	0	0	0	4
Total completely + very satisfied	81	86	75	99	89	75
Total not very + at all satisfied	1	3	11	0	0	12

**TABLE 12B**

*Those not satisfied were also asked:*

**Q. Why aren't you satisfied with the amount and nature of open space in the area? What needs to be done to improve it? Anything else?**

*Examples of responses:*

- Because they are closing in and building units and denser housing. Leave more open spaces and trees.
- Better to have less dwellings and higher value.
- Dense housing. Can't improve.
- High density area. Unit city here. Need better soundproofing.
- In our area there's only one tract of open space left and it is covered in pines, so you can't use it (as open space).
- It was better when there were less houses and more open space.
- It's declining. A large development of 50 units has been built, with a poorer class of people moving in, so there's now too many people whereas before there were only a few houses with lots of open land around.
- No open space, it's all houses. Only a very small park is left now.
- No parks around our area. They need to allocate an area for a park.
- Not useable open space because of lighting. Not welcoming. Lighting and visibility from street. Have bushes but not screening people completely from street view.
- There needs to be more control on unit developments. Quality of units in some pockets is not up to standard.
- They've done some work in open spaces and left hundreds of tree stumps there. It looks barren. I don't know what the follow up is going to be as they have just left it.

**TABLE 13A**

<b>5. The mix of dwelling types in the area</b>						
<b>By Area</b>						
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>%</b>			<b>%</b>		
Completely satisfied	15			20		
Very satisfied	36			40		
Quite satisfied	41			29		
Not very satisfied	6			10		
Not satisfied at all	2			1		
Total completely + very satisfied	51			60		
Total not very + at all satisfied	8			11		
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>North</b>	<b>Middle</b>	<b>South</b>	<b>North</b>	<b>Middle</b>	<b>South</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Completely satisfied	5	19	17	40	13	17
Very satisfied	49	30	35	38	47	33
Quite satisfied	44	38	44	17	22	46
Not very satisfied	0	10	4	0	18	4
Not satisfied at all	2	3	0	6	0	0
Total completely + very satisfied	54	49	52	78	60	50
Total not very + at all satisfied	2	13	4	6	18	4

**TABLE 13B***Those not satisfied were also asked:***Q. Why aren't you satisfied with the mix of dwelling types in the area? What needs to be done to improve it? Anything else?***Examples of responses:*

- All similar and horrid. New ones just as bad looking and they are taking up too much area on the blocks. Blocking off other peoples sunlight and views.
- Big difference between rich and poor. Housing department units look shocking. Rubbish in back yards, no gardens, no curtains so can see in windows. Private homes on single blocks looked after beautifully.
- Different styles should be in a different suburb, not here. More brick, not so many Mediterranean styles.
- Government housing in amongst expensive houses, they don't mix. Put govt housing in one area with more facilities for them, clubs and unemployed could go.
- Have housing commission houses on Batman St can be rowdy and drunken people sometimes.
- Have some government houses nearby, noise and syringes lying around. Government services need to be implemented to help people with problems such as drug habits.
- Houses not all looked after and then blocks put up. Has made in unpleasant looking in some parts. Renovate old houses, but not knock them down and no more blocks of units.
- I don't like the design of dual occupancy box style modern looking plain and boring. There must be better designs.
- Medium density approved in our suburb. Too cramped. Again stronger regulations are needed.
- Mixing it with high rise in midst of ordinary houses.
- Overdoing the developing. Boring buildings , little boxes with different colours. If have to put all these new dwellings up make them attractive and different.
- Planning law that place emphasis on residents amenities rather than developer profit.
- Prefer the original houses to be left and others built at back. That way old styles remain. Is starting to look too 'new' in the area.
- Single houses don't fit in with the area. Knocking down older houses, replacing them with houses that lack design and style. More heritage control on the look of the redevelopment which adds to the feel of the development.
- Three storey developments mixing with old houses look out of place. Keep them in general style as is now. Too much change for the area.
- Too many modern Tuscan villa trendy houses. Recognise value of streetscape in terms of preserving different types of architecture.
- Traditional houses and renovated houses fine. Stop developers from having a free reign.
- Very insular area. Nobody knows anyone. Need a better mix of age groups in area.
- Wooden houses in area, not putting in a scattering of brick houses. Spoils the look of the street

**TABLE 14A**

<b>6. The 'look' of the area</b>						
<b>By Area</b>						
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>%</b>			<b>%</b>		
Completely satisfied	25			19		
Very satisfied	53			54		
Quite satisfied	18			22		
Not very satisfied	3			5		
Not satisfied at all	1			0		
Total completely + very satisfied	78			73		
Total not very + at all satisfied	4			5		
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>North</b>	<b>Middle</b>	<b>South</b>	<b>North</b>	<b>Middle</b>	<b>South</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Completely satisfied	13	36	18	28	11	26
Very satisfied	50	39	75	50	56	54
Quite satisfied	34	20	7	17	28	17
Not very satisfied	2	5	0	6	4	3
Not satisfied at all	1	0	0	0	0	0
Total completely + very satisfied	63	75	93	78	67	80
Total not very + at all satisfied	3	5	0	6	4	3

**TABLE 14B**

*Those not satisfied were also asked:*

**Q. Why aren't you satisfied with the 'look' of the area? What needs to be done to improve it? Anything else?**

*Examples of responses:*

- Because of the high density, it looks barren and boring.
- Deteriorating of the services. Not up kept as well. Lawns not mowed.
- Dual and triple occupancies have become very uniform. Little if any reflecting the existing design elements in designs. Should have less emphasis on large windows energy ratio. Flat faced buildings, too much paving. No tree replacement.
- Flat and boring. The architecture in Downer is boring with all the ex govt houses.
- Kerbing and guttering. They should mow the easement more often.
- Lots of older houses that need work and renovating. Look terrible.
- Not enough native trees, would be nice to have a mix of natives woven in. It looks nice now with the autumn leaves but once they all fall it looks dead. Needs native to keep green all year round.
- Not looked after by government. Streets not cleaned of leaves and there are no footpaths.
- One side of the road has a footpath, but it needs to be cleaned up and fix up.
- The whole area is not cared for. And the public toilets in the shopping area should have been built years ago.
- There are no native trees in our area and the English ones shed leaves and look very desolate looking in winter. Plus the roots crack the path and get into plumbing.
- Units going up and making the area look ugly. They should leave more houses with gardens for 'look'.

**TABLE 15A**

<b>7. The level of upkeep of the area</b>						
<b>By Area</b>						
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>%</b>			<b>%</b>		
Completely satisfied	14			15		
Very satisfied	40			44		
Quite satisfied	35			31		
Not very satisfied	11			8		
Not satisfied at all	0			2		
Total completely + very satisfied	54			59		
Total not very + at all satisfied	11			10		
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>North</b>	<b>Middle</b>	<b>South</b>	<b>North</b>	<b>Middle</b>	<b>South</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Completely satisfied	9	15	13	33	9	13
Very satisfied	39	42	39	39	46	45
Quite satisfied	37	30	40	22	29	38
Not very satisfied	15	13	8	6	12	4
Not satisfied at all	0	0	0	0	4	0
Total completely + very satisfied	48	57	52	72	55	58
Total not very + at all satisfied	15	13	8	6	16	4

**TABLE 15B*****Those not satisfied were also asked:*****Q. Why aren't you satisfied with the level of upkeep of the area? What needs to be done to improve it? Anything else?*****Examples of responses:***

- Broken footpaths, it took a year to be fixed. High rate of accidents Donaldson St corner. Nothing has been done, they need to either erect signage or do something to change traffic flow.
- Builders leaving rubble on footpaths, making it hard to get around. Verges untidy and grass being killed.
- Citizens don't keep places looking reasonable, overgrown areas, dying grass, high weeds and the trees over and near power lines should be trimmed.
- Community have done a little themselves, but the condition of the roads is poor, and the parks are not maintained.
- Dramatic downturn. Lawn, kerbs, street sweeper not regular. Women tripping over lifted footpaths. Hedges and trees not safe. Growing over the footpaths. Footpaths are neglected. Need repairs done.
- I hate being so close to housing units. Rubbish thrown over balcony. A tin came over recently and no-one shifted it. I live in an old houses that needs repairs but at least I keep it tidy and clean. Units are degrading.
- Leaves could be swept up more often, can be very slippery. Ned to come and do more maintenance.
- Leaves from trees falling and not being swept up. Clogging drains and gutters.
- Lots of government houses and old houses are not maintained. They should knock them down and replace them with newer style houses and more dual occupancies.
- Mow the grass but the acorns were left on the path and can easily fall over as they are large acorns. Need to have a machine with brushes on and sweep footpath areas. Even grass left can become slippery when wet.
- Nothing gets done. No mowing of verges unless we do it ourselves. Send workers around once a month to mow.
- Only a handful of people maintain their gardens. And a lot of the older houses need doing up, need work. To be told to spend some money and do some work on them.
- Park near me gets no attention paid to it. Totally overrun with weeds. Did get tidied up once but is overrun again. Been sub-contracted out and no-one checks up on them.
- People don't own their houses so don't look after them as well, don't keep garden looking nice, lawns cut etc.
- Self government has brought a lowering of standards. Footpaths longer intervals between mowing.
- Street lights need to be better. Well developed, lots of tall trees needs more lights.
- Street signs and lamps missing. Rectify.
- Streets not as clean. Only come 2 times a year. It's gone down since self-government came in.
- We pay our rates, the sweeper go up the road once a year and the footpaths are cracking. Come and repair them.

**TABLE 16**

**Q. Do you live in a detached house, a townhouse or villa, or a home unit or flat – how would you describe your dwelling?**

	<b>DualOcc %</b>	<b>Adjacent %</b>
Detached house	50	93
Duplex/attached house	21	1
Townhouse/villa	14	1
Home unit/flat	9	1
Granny flat/add on	5	0
Other	1	4

**TABLE 17**

**Q. How many dwellings are there on the block?**

	<b>DualOcc %</b>	<b>Adjacent %</b>
One	11	95
Two/dual occupancy	77	2
Three/triple occupancy	7	2
Other	5	1

**TABLE 18****Q. Why did you pick that particular dwelling? [PROBE FULLY, DO NOT PROMPT]**

	<b>DualOcc %</b>	<b>Adjacent %</b>
It was more affordable than elsewhere	32	23
I liked the layout/floorplan of the dwelling	13	18
I wanted a garden	10	12
I wanted a larger dwelling	7	19
It was a good investment	6	6
I wanted a larger block	6	12
I wanted a smaller block	6	0
I wanted a new(er) dwelling	5	2
I wanted a smaller dwelling	5	1
I wanted to rent my own home (left family home)	4	1
It was quiet/private	4	9
I wanted an old(er) dwelling	2	3
I wanted to buy my own home	1	2
Other	6	6

NB: Table adds to more than 100% because some people offered more than one response.

**TABLE 19A**

**Q. And how well does it (the dwelling they picked) suit your needs?**

	DualOcc			Adjacent		
	%			%		
Very well	65			75		
Quite well	33			21		
Not very well	1			3		
Not well at all	1			1		
Unsure	0			0		
Total very + quite well	98			96		
	DualOcc			Adjacent		
	North	Middle	South	North	Middle	South
	%	%	%	%	%	%
Very well	55	69	71	78	70	72
Quite well	41	28	28	20	25	25
Not very well	2	1	1	1	4	2
Not well at all	1	1	0	1	1	1
Unsure	0	0	0	0	0	0
Total very + quite well	96	97	99	98	95	97

**TABLE 19B**

***Those who felt it (the dwelling they picked) did not meet their needs were also asked:***

**Q. In what ways could it have been designed to suit your needs better? [PROBE FULLY]**

Examples of responses:

- House too small.
- Positioned on block badly.
- Very poorly insulated so it costs a fortune to heat and also to cool.
- There is only one garage with a space in front, so we are always having to move cars, they should have allowed room for two cars side by side when it was built, because there is plenty of land.
- It was OK when they were toddlers, but now that the children are growing up, their rooms are too small. In our next house we are going to make sure the bedrooms are big enough.

**TABLE 20**

**Q. Do you feel that the quality of the streetscape and neighbourhood has been enhanced or reduced now that there are several dwellings on some blocks?**

	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>%</b>			<b>%</b>		
Enhanced	19			17		
Neither enhanced nor reduced/Has worked both ways	45			29		
Reduced	29			44		
Unsure/don't know/no opinion	7			10		
	<b>DualOcc</b>			<b>Adjacent</b>		
	<b>North</b>	<b>Middle</b>	<b>South</b>	<b>North</b>	<b>Middle</b>	<b>South</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Enhanced	23	12	20	19	15	17
Neither enhanced nor reduced/Has worked both ways	44	44	45	31	28	29
Reduced	26	30	28	40	48	44
Unsure/don't know/no opinion	7	8	7	10	9	10

**TABLE 21**

**Q. In which ways (if any) has it enhanced the quality of the streetscape and neighbourhood?  
[PROBE FULLY, DO NOT PROMPT]**

<i>When responses are grouped, the following pattern emerges:</i>	DualOcc %	Adjacent %
Quality of design	33	25
Replaced run-down with new	21	30
Better trees and gardens	15	11
More modern design	13	17
Bringing more people to area	13	9
Other	2	3
No enhancements mentioned	18	26

NB: Table adds to more than 100% because some people offered more than one response.

Examples of responses:

*Quality of design:*

- Appearance and value of properties has risen.
- Because of the standard of these units others are being built with attractive designs and plans.
- Because two very beautiful homes have been built. Attractive landscaping and both double storey but different design.
- Can't see other house from the street and other house has been renovated.
- Duffy St is going up in quality. Lots of renovations and refurbishing only 2 dual occupancies. I think they blend in well with the architectural design of the houses in the street.
- Everyone is extending and renovated so we don't have little cottages anymore
- Friendly people, looks like just 2 separate houses, all new housing, not close together.
- Got dwellings that are neat and tidy and well cared for. Sympathetically built for the area.
- If well designed, can blend in with surroundings
- Landscaped area of dual dwellings and building dwellings to fit into look of area, so beautifies it.
- Meld into streetscape, no high rise, well thought-out designs.
- Modern architecture. People more aware and looking after their houses.
- Modern design housing puts more flair and colour into the streets. Gives the street a modern feel.
- Shapes and colours are nice. Natural pastel colours. Not white or grey.
- They are taking out simplistic buildings and putting in very nice buildings.
- They have been built front to back and from the front of the street it just looks like one house with a long driveway
- Those around have been done with good style

*Replaced run-down with new:*

- Demolished some public housing and replaced them with tasteful dwellings.
- Dual occupancy houses have replaced other run down houses. Tastefully re-developed.
- Knocked down derelict govt houses and boarded up houses to make way for the units.
- Knocking older ones down that haven't been maintained and putting up modern ones. The one that went up has a nice garden out the front and from the front it only looks like one house so it isn't out of place.
- Landscape, new houses. They are rebuilding on old govt bigger and better homes.

- Old house on this block was in great need of repair before they knocked it down to put up our new three.
- Original house very old and dilapidated. At least now the new ones look nice and clean and upmarket.
- Quite old houses knocked down and new ones put up so improves the look as long as they put garden in and not just put up a concrete block.
- Taken down 50's houses and replaced them with more modern designs.
- The older houses that were run down have been bulldozed and new, smart looking places going up.
- They are replacing very old houses with ones which are much nicer to look at. Modern. Clean.
- They look nicer than the old house.
- Was rack and ruin before but now they are starting to do it up, once the builders get out it will be fine. Will do the front yards and verges with plants and lawn.
- Were lots of little cottages in area that were getting dilapidated. Have now bulldozed them and put up new fresh looking house.

*Better trees and gardens:*

- Can add to appearance with proper gardens planted.
- Newer houses and gardens newer, well maintained. Street profile has lifted. It's looking more modern.
- People are spending money on their houses and the gardens are magnificent.
- Planted more trees, nice buildings.
- The attention to front gardens and landscaping.
- The garden in front looks spectacular.
- They've maintained the feel of open space. Have wetlands near us.

*More modern design:*

- Attractive to look at. Modern and good quality looking.
- Brand new houses replacing ex govt houses
- Greater diversity. Newer style architecture.
- Houses more modern and better planned. Planned to be solar passive.
- Modern houses being built in area and its being done well.
- Modern houses. We got rid of old style house where there is now a nice modern house.
- Some of the houses knocked down needed attention.

*Bringing more people to area:*

- The buildings have been put on to what was originally a quarter-acre block, so there was plenty of room for dual occupancy, and the extra people this brings.
- Bringing more people to area and these days people don't need a big yard. Spend their time living life not all day in a garden.
- Improved housing level with more people using the same space.
- More people living here, more friendly now. See more people about
- Very metropolitan feel, not slummy, nice to have people around.

**TABLE 22**

**Q. And in which ways (if any) has it reduced the quality of the streetscape and neighbourhood?  
[PROBE FULLY, DO NOT PROMPT]**

<i>When responses are grouped, the following pattern emerges:</i>	<b>DualOcc %</b>	<b>Adjacent %</b>
Density – too many buildings and people	38	32
Loss of gardens, trees, greenery, open space	29	46
Poor building design – little boxes, look like garages, ugly	27	28
More cars parking on streets. No visitors parking.	6	13
Pressure on drains and sewerage	5	8
Reduction in privacy.	4	2
More traffic	3	7
Block light/views.	3	1
Greater pressure put on schools.	2	1
Losing feeling of community. No large families, only singles moving in.	1	4
Government owned – tenants don't care	1	1
Footpaths and gutters are never cleaned.	1	1
Other	3	4
No reductions mentioned	29	24

NB: Table adds to more than 100% because some people offered more than one response.

**TABLE 23:**

**Q. Are there any specific design issues arising because there are two/three dwellings on the block (which was originally subdivided for a single dwelling), which could have been better dealt with during the planning stages? PROBE Specifically what could have been done differently to achieve a better outcome? [PROBE FULLY]**

<i>When responses are grouped, the following pattern emerges:</i>	DualOcc %	Adjacent %
Parking/traffic problems:	23	16
Building too close to boundaries/to each other/houses too big for blocks:	19	18
Need to retain aesthetics/look/heritage:	18	25
Loss of privacy/windows look into bathrooms/bedrooms:	17	12
Need to retain garden look/greenery:	15	17
Overshadowing/blocking out sun/blocking views:	8	5
Developers the main beneficiaries:	5	7
Facilities/infrastructure need upgrading:	5	3
Overcrowding/too many people:	4	9
Need for more consultation:	2	2
High fences create isolation:	2	1
Others	4	3
No issues mentioned	21	19

NB: Table adds to more than 100% because some people offered more than one response.

Examples of responses:

*Parking/traffic problems:*

- I don't think two houses on one block is a good idea from sustainability angle. Where does all the water go and come from and all the extra cars.
- Increase of traffic noise and parking on streets due to increase in number of cars. They don't take into account more than one car per household now.
- On Wallace St there is a driveway that is very near a corner that could be dangerous. Should take that into consideration when planning.
- Parking for cars should have been better catered for.
- Parking. Designer of house allowed for parking but PALM didn't want parking at front of our block so now we don't have enough parking. Have to use street.
- Parking. Lack of visitor parking for tenants, so have to part in street.
- Problem with parking cars are always blocking driveways or parked in the streets
- Streets not wide enough to park all the cars. Cars on both sides of street make it very hard for traffic to get down.
- Too much parking in the street.

*Building too close to boundaries/to each other/houses too big for blocks:*

- I'd have to have my house gutter and roof right up to neighbours fence. Some houses are too big for blocks. Overshadowed. No sun. no rules now. Or lack of thought for the original households. Not enough space between each dwelling.

- Many of them are built on boundaries to get the most use out of the land which means people living in each others pockets.
- Most that have 2 dwellings are carefully done but the 3 dwellings on block or fence to fence look completely out of place.
- No space between a lot of the houses. Concrete especially the 3 on block. Gardens too tiny.
- Proximity to edge of block. Should be mandatory every design so living areas are facing north.
- Some poorly planned. Too much building on a block, too close to front of block and no garden
- They aren't pretty and are very close to the boundaries. Don't fit in the street.
- Too many going onto a block. I don't see how they live without a gap between.
- Little consideration to value of land in area. Far too big houses going on to small area of land.

*Need to retain aesthetics/look/heritage:*

- Depends on how well it is designed to fit on the block. Some don't seem to have been thought out to fit in with rest of area. Just a house put on a block others really fit the block and area.
- Façade wasn't an issue when this place was being built. Materials that are used are not in keeping with the area.
- Multi units have a very impersonal look about them. A façade of balconies and windows.
- Not toning in with one another. 1 in 3 are dual occupancy now so is becoming more brick and concrete than open spaces. I was under impression the density of houses was supposed to be 1/20. definitely isn't around here.
- Object to 3 dwellings. Aesthetic cheap. Don't like close together. Traffic.
- Should build one house only per block. Retain the look.
- Streetscape must look aesthetically the same as it did. I can think of two, two storey dwellings both visible from the street.
- The rendered burgundy and dirty mushroomy-green ones are out of place with the brick houses.
- Too many dwellings on one block in same areas. Even older suburbs should stay older, and they can do what they like, in newer areas.
- Very ugly, very square looking, getting out of hand. Should limit number going up.
- Well dealt with in last 5 years but before self-government they look out of place. We are a heritage area and some of the houses that were built before we moved here do not suit the area. Thank goodness they are addressing that correctly now.

*Loss of privacy/windows look into bathrooms/bedrooms:*

- If I open my bathroom window, I'm looking into my neighbours kitchen.
- If they go to 6 a block they have problems overlooking other dwellings and not enough room for parking all the cars. No eaves on the houses so no shade for the houses.
- No privacy. Restrict the house to just 2 on very large block and watch the height of buildings to keep the sun in the neighbours back yards and block views.
- Sightings overlooking neighbours. Built one up to look over neighbours even more when, if anything they should be built down below the level of street. Reduces look and value of our area. Big cement blocks stuck in middle of our houses.
- Their bathroom looks right into our kitchen. So a higher fence or bushes on fence line.

*Need to retain garden look/greenery:*

- Developers tend to bulldoze everything so established trees go.
- Don't like the way they put one behind the other, two side-by-side across front with garden at back would look nicer.
- Initial outlook from the street, so many on a block, see only houses. Should have to have garden and lawn out front and definitely no cars should be on street. Should allow room for cars at back of block.

- It's hard for me to understand how someone could have a pool in front of a house with no plants or trees. Because it's very noisy this could have been explained to me.
- Major issue is ration amount of building to size of block. Have to allow room for trees and shrubs.
- No trees left the houses look ok but its no gardens that looks so bad and all the cars parked on street.
- Ours has 2 on it and we still have a garden and outside area but some of them have 3.

*Overshadowing/blocking out sun/blocking views:*

- Dual occupancy sometimes make the dwelling too big which takes away views, sunlight, car parks. Should only be built on a certain % of the block.
- Putting massive brick walls up and neighbours not getting sun and having views blocked and also building over their fence lines.

*Overcrowding/too many people:*

- Having guidelines about the appearance from the street to try and prevent this congested look that's developing.
- Overcrowding inner city with all the dual occupancy. Need to limit numbers especially where these big cement monstrosities are going up.
- Two on one block. Too many people using streets and shops.

*Developers the main beneficiaries:*

- Builders not caring about others in the area only their monetary gain from the building.
- It just doesn't suit this area to put concrete coloured blocks. I am going to live here for the rest of my life, I'm not a developer.
- The building built for the developers benefit only.

*Facilities/infrastructure need upgrading:*

- Concerned about the water and sewerage facilities on these blocks. Are they looked into. Do they increase the level to facilitate these additions or are they left to cause problems in the future.
- Facilities in area not built to cater for multi-development. Number of houses increasing but facilities remained the same.

*Need for more consultation:*

- There was no consultation with us or planners before some of the ones in our area went up. Rules have changed now which is good but what about the ones that went up before. Who will be responsible in a few years if problems occur. The first we knew about the new houses was a builder going there and starting to measure up. When we queried it no-one seemed to know who was responsible.

*High fences create isolation:*

- Not the interaction now like there used to be. The high fences isolated from each other.

**TABLE 24A**

**Q. In July last year, the Government introduced the High Quality Sustainable Design program to help address potential problems before a proposal is submitted as a Development Application. This program requires a site analysis plan, consultation with interested parties and consideration of sustainability issues to be documented for endorsement by PALM before a Development application is submitted. Were you aware of this program, or not?**

	DualOcc %	Adjacent %
Yes	29	34
No	68	65
Unsure/Don't know	3	1

**TABLE 24B**

***Those aware of the High Quality Sustainable Design program were also asked:***

**Q. Do you have any comments on the program? [PROBE FULLY]**

*Examples of responses:*

*Generally positive comments:*

- Allows people to have a say on what is going up next to you.
- An excellent idea and should go a lot further than it does. Some of the principles that apply in heritage areas should apply in every area in Canberra.
- Are going in the right direction and pleasing residents in terms of types of buildings and designs and trees on verges and road.
- Did go overboard at first but now there seems to be more control in place to stop overcrowding and cramming houses together.
- Gives the neighbours a chance to have an input before design is approved.
- Good idea, should produce good results. Policing rules in existence and traffic flow.
- Good idea. Ensures design is more important to the look of area.
- I'm glad that it happened. The energy factor is now taken into consideration where it wasn't before.
- If it works the way it is planned it will be good because it will cut out any problems after dwellings are up.
- Intention is good and friends who have just gone through submission of plans say it is time consuming but are very happy knowing it is going to be done correctly and with no problems in future.
- It's excellent because it goes beyond the immediate neighbours.
- Makes good sense to me but it hasn't affected me.
- Timely. Stricter controls are coming on development of areas and not before time.
- Trying hard to stick to it. Some builders were not doing the right thing and were getting away with it but now they do check up on builders.
- We built a house so we are on intimate terms with PALM. They did make an error in our case but I think the concept is good.
- We were consulted about the house development opposite.

*Ambivalent comments:*

- Good to negotiate, but we didn't infringe on anybody and it took us years to be approved. No follow through on planning.
- Haven't seen any noticeable change since it was implemented.

- In areas where houses are being demolished anyway, yes go ahead and build dual occupancy within reason but they should be sympathetic with streetscape. Could have more info and listen more to residents that are already living in the area.
- In principal good idea but works against people with less capital. All social economic groups need to be included
- It is a good idea, but how long before they change it to something else. Builders are trying to find loopholes in program now so won't be long.
- It would have been good if they had let people know which areas are going to be dual occupancy.
- Only problem is long time to get development approved. Some people are holding up development by querying something and then development is put on hold for a long time. Causes delays just because they don't want it to go ahead.
- They have to keep to the density level to what is stated in the draft. Don't let them increase the level.

*Generally negative comments:*

- A good idea but there's no notice taken of objections. Builders just do what they want to do.
- A lot of hot air. Two storey buildings are still being built so they can fit more on to a block.
- Crap. Don't apply a blanket rule, look at individual properties and architectural principles not just %s. can only have so many dual occupancies in one area. Should look at the type and not just the amount.
- Developers still have the edge over the individual, program doesn't work for us. Big business still gets what their money wants.
- Having gone through the process, we are finding it is falling down somewhere. People don't seem to be sticking to all the rules and getting away with it but we were made to stick to it and go through all formalities.
- High powered developers just seem to push developments through. Not following through on policy guidelines.
- It's a disaster. A unit we own elsewhere and to get a plan approved is impossible and very expensive. In meeting their requirements, we have ended up with a not very nice looking unit yet developers are able to do anything they want.
- Our old house was knocked down for high rise units and a neighbour complained about losing his privacy but they went ahead, disregarding his needs by not offering any alterations to planning.
- The fact that the developer undertakes the survey and omits any negative comments, and that the plan was left with me for twenty minutes and he refused to give a copy of landscaping or lack of, PALM are assuming that the developers are telling them the truth.
- Too strict. Why do we have to have permission from neighbours across the road. Fair to ask the people at the side of us.
- We went into bat on behalf of Campbell, but didn't make any difference. The houses still went up even after protesting.

**TABLE 25*****Those living in dual/triple occupancies were asked:*****Q. Would you choose to move to a dual/triple occupancy again, or not?**

	<b>DualOcc %</b>
Yes	56
No	28
Other	6
Unsure/Don't know	10

**TABLE 26****Q. Do you own your home or are you renting? [IF OWN, ASK: Do you own it outright or are you paying it off?; IF RENT, ASK: Is it private or public housing?]**

	<b>DualOcc %</b>	<b>Adjacent %</b>
Own outright	33	53
Own but paying off	23	30
Rent private	38	11
Rent public	6	5
Other	0	1

**TABLE 27****Q. How many bedrooms does (your dwelling) have?**

	<b>DualOcc %</b>	<b>Adjacent %</b>
One	11	1
Two	22	5
Three	46	52
Four	18	35
Five or more	3	7

**TABLE 28***Those in dual/triple occupancies were asked:***Q. Were you already living on this block when the dual/triple occupancy was built?***Those adjacent to dual/triple occupancies were asked:***Q. In the last five years or so, have any additional houses been added on blocks near you, or single houses knocked down to make way for two or three houses? IF YES, ASK: Were you already living here when these additional houses were built?**

	DualOcc %	Adjacent %
Yes, already lived here	28	77
Moved since some, before others	9	7
No, moved in since	63	16

**TABLE 29:***Those adjacent to dual/triple occupancies were asked:***Q. And are they located opposite, beside or behind your place?**

[Accept multi-responses]	Adjacent %*
Opposite	28
On one side	35
On both sides	10
Behind	37

\* Adds to more than 100% due to multi-responding.

**TABLE 30***Those living in dual/triple occupancies were asked:***Q. Do you have separate gas, electricity and water bills, or do you share the bills?**

	DualOcc %
Separate bills	80
Shared bills	9
Other	11

**TABLE 31***Those living in dual/triple occupancies were asked:***Q. Do you know the people in the other house(s) on your block? IF YES, What is your relationship with them?**

	DualOcc %
No-one lives there (yet)/vacant	4
Don't know them	5
Know them, unrelated	77
Know them, related	14

**TABLE 32***Those living in dual/triple occupancies were asked:***Q. Are both/all houses new, or is one the original house? IF ONE ORIGINAL, PROBE: Which one are you in?**

	DualOcc %
Both/all new	45
Mixture, respondent occupies new	20
Mixture, respondent occupies old	29
Other	6

**TABLE 33***Those living in dual/triple occupancies were asked:***Q. And how are the houses situated on the block – side by side, front and back, or on a corner block? IF BACK AND FRONT, PROBE: Which one are you in?**

	DualOcc %
Side by side	26
Front and back, respondent in front	34
Front and back, respondent in back	20
Corner block	9
Other	9

**TABLE 34****Q. Your age?**

	<b>DualOcc %</b>	<b>Adjacent %</b>
Under 20 years	1	2
20 to 29 years	23	9
30 to 39 years	22	20
40 to 49 years	18	24
50 to 59 years	16	8
60 to 69 years	11	20
70 to 79 years	6	13
80+ years	3	4

**TABLE 35****Q. What is the occupation of the most financially contributing member of your household?  
[PROBE FOR TYPE OF JOB AND LEVEL]**

	<b>DualOcc %</b>	<b>Adjacent %</b>
Professional	15	21
Upper white collar	30	27
Lower white collar	18	14
Skilled blue collar	7	1
Semi/unskilled blue collar	4	4
Retired/pensioner	20	33
Unemployed/student	6	0

**TABLE 36****Q. How many people are there in your household, including yourself?**

	<b>DualOcc %</b>	<b>Adjacent %</b>
1 person	22	14
2 people	37	37
3 people	21	19
4 people	11	20
5+ people	9	10

**TABLE 37****Q. What is the age of the youngest person or child in your household?**

	<b>DualOcc %</b>	<b>Adjacent %</b>
Under 5	10	11
5-12	11	22
13-18	6	4
Over 18/adult	73	63

**TABLE 38****Q. Finally, are there any other comments you'd like to make, or issues you'd like to raise?***Examples of responses (in alphabetical order):*

- A group of kids were bought together in 1970's to give opinions on how Gungahlin should be developed and it was totally ignored which was a shame. The discouragement of public transport.
- A long term concern of mine is that older pensioners in our area are having trouble keeping up with maintenance on their houses and difficulty in paying rates. Closer to city living and getting too expensive.
- A lot of people put pressure on government to stop development.
- An electrical rail system to replace bus transport would make it easier for us but cost would probably be too great.
- Banfield Street Downer often the street lighting doesn't work or most of it seems to be behind trees. Old area and trees have grown too big, blocking lights. Have to have high beam on driving down street.
- Big development going up on corner of Barry Drive and Boldrewood St, Turner. We have been involved in discussions of this but decisions made at our meetings have not always been the decisions the builders have implemented. Why have meetings if our wishes don't count.
- Bus stop was moved from our corner when building, and now that the building has been completed they have not put the bus stop back. Instead they have two stops almost together around the corner.
- Catchment managed an integrated way which just recognises that all suburbs drain into a natural creek. More wetlands.
- Concerned about planning of sewerage systems to be able to cope with the greater influx of people.
- Council should mow the verges, some people do theirs, others don't and it looks awful.
- Cycle paths are broken and they only replace one panel, not a whole section. Buses, not many, don't run often enough and it takes ages to get anywhere. Too much reliance on cars. Could have some trams.
- Don't like the malls they are putting in at town. Like a street with shops on both sides that you can drive down.
- Don't mind dual occupancies as long as the same lifestyle can be maintained in ACT.
- Fairburn Ave, Campbell at the back of our place there is too much heavy transport traffic on it. The road is narrow, winding, hilly and is very noisy.
- Glad to hear the Symonston Prison wasn't going ahead. Crime in the Red Hill Centre because of some people moving in from Burnie Court Housing Commission. I believe they moved them from a troubled area to Red Hill.
- Gum trees on nature strips are terrible, dirty things with leaves and branches dropping. They should put something better on footpath nature strip.
- How do some things get approved, too many loopholes. Architects get round the rules by putting garages under the houses on the new houses. Should make a decision, the architect has had to settle for an awful design for our extensions. Been over a year since we first submitted our plans, we've had to go over plans calculations because of the 35% rule. Finally submitted plans but no idea if it will be accepted or not.
- I agree with the program they are now doing but they have to stick to it. A few of the new townhouses in some new areas are ugly and stand out too much.
- I am concerned about the complex at Bunda St complex. The number of flats.
- I object to putting more than 2 houses on a block. Getting to be like China Town.
- I think dual occupancy is preferred to the yucky flats.
- I think it is a good idea to have a careful watch of new development and standards set.
- I'm against multi-storey buildings going up in ACT. Smaller developments up to 10 OK but any more and they look too big. Ugly, out of place and detract from value of area.
- I'm against the destruction of land to make way for developers. Pulling down old houses is wrong because it destroys the heritage.

- I've given up trying to change anything. Departments only listen to developers and builders now who have money, individuals aren't important.
- It hasn't had an impact on our suburb as yet.
- It's happening too much. Houses are too close together.
- Keep dual occupancy to 1 in 20 as per rules.
- Keep up the cleaning of the streets. They did it yesterday and got rid of all leaves. Looks good. Keep it up.
- Like to see PALM publicise survey on whether we have really helped with it or are they going to do what they want and only to be seen to help.
- Maybe it would be very bad if a suburb ends up being all units.
- Maybe retrain some PALM consultants if you get a good one they are excellent but on the other hand some of them are terrible. Lack of knowledge.
- Memorials being built in Campbell are getting a bit much, we had parks and now all these walls are going up – it's too many.
- More independence in shopping. Something other than Westfield.
- Need control on building high density multi-complexes. Some are badly done, no style. Concerned about the strain on the sewerage system. Roads are getting tacky because of all the works on the roads, such as sewerage, cables going in etc. Road upkeep needs to be attended to.
- New development at Lyneham and O'Connor concern me, and am concerned about the amount of town houses in Lyneham – it will be all town houses.
- New shopping centre in Watson. I was told the amount of car park area is to be increased. We weren't advised of this and there doesn't seem to be any signage up about it. Think increase of traffic into area should be addressed by community.
- No road through O'Connor Ridge more people would be encouraged to use solar and grey water tanks and compulsory for people to have rain water tanks with new places for gardens. All new buildings should have an environmental rating. Buildings should be more sensitive to the community that they're in and be more in keeping with the community.
- No, except buses. I am the one with a car so have to take the others around because of the irregular bus times and having to change buses.
- Not enough even spread of community housing. They seem to lump community housing together – they need to mix the housing so the occupants get to mix with others not just welfare housing people.
- Objective planning structure with people on the panel who care about the look of Canberra.
- On June 12<sup>th</sup> a meeting is happening about Fairburn plans. Hope we are able to read the plans. Simple people plans, not in builders and designers language.
- One aspect I don't like is the double fronted garages being put up now. It makes the area look like a suburb of garages without houses.
- Pedestrian crossing that cost \$20,000 to put in, in front of our property is in wrong place and hardly gets used. Chauvel St, Campbell. people walk down further and cross over as it is more convenient.
- People should have a front fence to hide a bit of the ugly units and we need some trees. Don't have any on Cygnet Cres, Red Hill. Cut them all down and not replaced them.
- Rates have gone up substantially in the four years. I can't see the reason for the increases, no more services are provided, no added infrastructure.
- Separate driveways are a must for dual occupancy, to prevent arguments.
- Separate meter for the water, so we all pay for own water.
- Should get their act together and not allow developers to go ahead and do what they want for a fast buck and leave us with the results.
- Some houses in our area have been sold and we're concerned that dual occupancy will occur when enough are sold. A corner near ABC is bad for traffic coming up from Ainslie FC and turn into Dorian St, one is sitting in an awkward position. We should have traffic lights or roundabout. We're on a crest of a hill and to come into Dickson it's very busy. And all this is only a block away, one day someone is going to get killed.

- Stop knocking down the older houses in Braddon, do them up and keep them. If looked after, they would increase the look of the area and prices of house value.
- Street is far too small to take all the traffic that goes down it, and the speed of the traffic goes down it. It is used as a through way for traffic but was not intended for that.
- Sullivans Creek wetland regeneration group should be encouraged. They are doing a superb job and will have a positive impact on neighbourhood.
- The ACT Govt on community consultation. But I have the feeling that the decisions have already been made and the consultation is just for appearances sake.
- They should have recycling every week.
- Traffic flows with high density housing, and parking on streets, need to be policed.
- Transact caballing is ugly and all power poles should be underground. The storm water design in Ijong St Braddon is insufficient. Needs redesigning.
- Unable to have front fences when you have young children who sometimes play out the front.
- Urban services need to get people to clean up their properties. Big old trees out of control. Street lighting is poor. Footpaths cracked. Urban services re-visit older areas and see how the trees are overgrown particularly the pines. Because the trees are large they block out some lighting on the street.
- Value the opportunity to comment. The questions are too open so they will get a lot of negative response. Should have given a selection of more quantitative as distinct from qualitative.
- Very concerned about planning in the area, can see my streetscape changing significantly. Traffic problem that could follow from dual occupancies. They are trying to purchase all the houses in the street to build dual occupancies. If we all don't sell they will put up high-rise apartments which will totally change the area from a peaceful neighbourhood where I bought my house. Real Estate agents continually knocking on the door, purporting to work for us but instead contradicting themselves. We feel we aren't being told the whole story or given all the information we need to make an informed decision.
- We need footpaths in Rosenthal St, Campbell.
- When the Police Academy closes in eight years, we are concerned about what is going to happen. It is zoned as residential, but I'd would hate to see apartments built opposite. If office space isn't used as office space they may turn them into apartments or cheap housing as they can change the zones.
- Why don't they do something instead of asking us all the time.
- With laws and regulations there is always a way out of it. The persons wanting to develop are the sharp shooters to develop are quick minded ones and get through the loopholes. We're not successful even if we put a complaint in. You're put through a process to show you've been locked at but in the end you're not successful.
- Would like to see the results of this survey on the PALM website in the future.