



2

GENERAL NAC URBAN DESIGN GUIDELINES

GENERAL NAC URBAN DESIGN GUIDELINES

>> APPLY TO ALL NEIGHBOURHOOD ACTIVITY CENTRES THROUGHOUT THE CITY OF WHITEHORSE, UNLESS INCLUDED WITHIN A STRUCTURE PLAN OR URBAN DESIGN FRAMEWORK

VISION FOR WHITEHORSE'S NACs

The following vision has been prepared from feedback and input received from the community, stakeholders and Councillors during the Phase 1 Consultation Process:

The NACs in Whitehorse will continue to serve a local shopping, commercial and service role, complemented by dwellings that assist in providing for the diversity of housing needs of the municipality. The NACs will incorporate new development that revitalises and responds to the role of the NACs, and respects the built form scale while allowing for some additional floorspace growth where appropriate. New development will respect the character and amenity of surrounding residential areas, and provide a well-designed and thoughtful response to the built form context.

LAND USE & ACTIVITY

Development will be designed to facilitate a lively, attractive and safe local activity centre, and assist in improving its economic viability.

- Encourage upper level residential uses in commercial zoned areas where the floorspace is of limited value for retail or commercial uses or where residential use will assist in revitalising the local centre.
- New buildings should be designed to address and provide an active frontage to all public realm interfaces, including streets and other public spaces.
- Provide windows, openings and displays along ground and first floor frontages to provide articulation and visual connection to the street.
- Minimise the extent of ground floor frontages occupied by residential uses.
- Any ground floor residential use or new non-commercial development should be designed to allow for adaptation to a commercial use in the future, for example by provision of adequate floor to ceiling heights, and allowance for future services, signage, pedestrian access, car parking and loading needs.
- Encourage traders to provide outdoor seating and dining and other external activities to activate the edges of buildings (see also City of Whitehorse's Footpath Trading Guidelines).
- Ensure any new building or alteration is designed to enhance the surveillance and security of public spaces, including laneways, and incorporates appropriate lighting treatments.

SITE CONTEXT

New development will be designed to respond to the immediate site environs, reflect the role of the centre and enhance the character of the surrounding residential area.

- The form and scale of the frontage of new buildings should respond to the prevailing commercial nature of the NAC at ground level, while respecting the adjoining and proximate residential character at upper levels and other interfaces.

- Design new buildings to respond to the surrounding building scale while allowing for growth in accordance with the on-going role of the centre.
- Development should not exceed the maximum building heights identified for the centre (refer to the Built Form Guidelines covering the various categories of NACs in the following section).
- Provide ground and upper level setbacks to reduce impacts on adjoining residential properties, and maintain a pedestrian scale of development at the building facades (refer to the Built Form Guidelines covering the various categories of NACs in the following Part B).
- New development should take into consideration existing topography, landscape elements and demonstrate sensitivity to local viewlines, vistas and streetscape character.
- Minimise the visual impact of new development when viewed from surrounding residential streets and dwellings.

DETAILED BUILDING DESIGN

The detailed design of buildings will provide a high quality and visually interesting interface with the streetscape (including internal streets within larger centres) and the surrounding residential area, ensuring issues of amenity, functionality, adaptability and accessibility are addressed.

Design Detail

- New buildings should demonstrate a high standard of good design that complements the existing centre and surrounds.
- The design detail and architectural features of new buildings should reflect the particular qualities of sensitive areas adjoining the centre (such as areas with significant vegetation, heritage significance or special neighbourhood character).
- Utilise materials, colours and finishes that complement the appearance and character of the existing centre and local area.

GENERAL NAC URBAN DESIGN GUIDELINES CONTINUED

- Provide windows, openings and displays along ground and first floor frontages, and balconies and terraces at upper levels where possible, to provide articulation and visual connection to the street, increase opportunities for passive surveillance, and improve visual and functional connection with the street, any adjacent parks and public open space.
- Building facades should be articulated to create a fine grain (narrow frontage) presentation to the street, particularly on larger sites.
- All visible building facades should be well articulated with variations in surface texture, colours and materials.
- Use robust high quality materials and detailing to ensure that buildings remain attractive and functional over time.
- Minimise the use of reflective or tinted glazing which hides the presence of activity within the lower level interfaces of buildings.
- Provide new dwellings with adequate access to daylight and sunlight, with the provision of suitable and functional private outdoor space.
- Integrate landscape design with the overall site layout and building design.

Services

- Incorporate waste and recycling areas within secure, dedicated enclosures that are designed as an integral part of the building fabric.
- Screen air conditioning services, antennas and other utilities from public view using roof structures / architectural elements.
- Locate service spaces (storerooms, toilets and lifts) as well as garages away from street frontages. Public amenities should be well sign posted for users.

Pedestrian access

- Provide direct, prominent, legible and well sheltered pedestrian entry points into buildings from the street and car parking areas.
- Where possible, design new buildings with the ground floor at street level to avoid the need for ramp or staircase access.
- Ensure building design adheres to the established standards and guidelines regarding the safety and accessibility of all users. Good building design embodies planning for access by people of all mobilities in accordance with the Disability Discrimination Act (DDA).
- On corner sites, locate ground floor residential entry points along the side street rather than from the primary retail frontage.

- Where primary pedestrian access to a property is proposed from a service lane, appropriate lighting and a good level of natural surveillance should be provided.
- Encourage secondary pedestrian access along service lanes where practical and appropriate, particularly where a laneway abuts a car parking area or open space.

Signage

- Signage should complement and be integrated with the design and proportions of the building, not create excessive clutter and allow for clear window space to ensure the ability for passive surveillance from within the development along a street frontage.
- Locate signage on the building (rather than on poles or within the streetscape) where possible, and avoid signage and advertising elements that create visual clutter or restrict pedestrian movement.
- See also Clause 22.02 (Visual Amenity and Advertising Signs) of the Whitehorse Planning Scheme.

ENVIRONMENTAL SUSTAINABILITY

- New developments will demonstrate a commitment to the principles of environmentally sustainable design.
- New buildings are to incorporate best practice Environmentally Sustainable Design (ESD) principles, such as designing for passive solar design, incorporation of green walls and roofs where possible and feasible, and use of sustainable materials (see draft Clause 22.18 Environmentally Efficient Design for detailed requirements).
- Encourage the incorporation of Water Sensitive Urban Design (WSUD) treatments for the collection and treatment of roof, road, car park and service area runoff.
- Use landscaping to reduce the heat island effect.

PUBLIC REALM INTERFACE

New buildings will create a complementary interface to enhance the public realm surroundings.

Awnings and Weather Protection

- New development should incorporate weather protection for pedestrians along street frontages in the form of verandahs, awnings or canopies over the footpath (*NB. Separate Council approval may be required if on Council land*).
- Design verandahs to be cantilevered or supported by only light-weight columns, consistent with the

GENERAL NAC URBAN DESIGN GUIDELINES CONTINUED

prevailing character of the centre, to reinforce a traditional shopping strip character and avoid privatisation of the public domain.

Car parking and vehicular access

- New development is to provide sufficient car parking for the needs of its occupants and visitors (in accordance with Clause 52.06 of the Whitehorse Planning Scheme) without generating adverse impacts on the pedestrian environment / streetscape and the amenity of nearby residential properties.
- Encourage sites with service lane access to provide all vehicular access to the site from the laneway.
- Locate on-site car parking to the rear of buildings and behind the front building line, or integrate into the building envelope, where possible.
- Provide landscaping to soften the visual impact of hard surfaces and service areas, without compromising the functionality or user safety of car parking and service areas.
- Provide bicycle parking in large and residential developments.

OFF-SITE IMPACTS

New development will be designed to minimise potential off-site impacts such as noise (including from services), overlooking, access to sunlight, and light spillage on adjoining residential properties.

- Incorporate noise attenuation measures such as double glazed windows into the building design where considered necessary to protect future occupants from external noise sources.
- Design new buildings and landscape to respect the reasonable expectations of adjoining residential uses to sunlight, privacy and to minimise overlooking to private outdoor spaces.
- Locate areas of a building that will produce noise, light spill or odour away from residential interfaces.
- Utilise vegetation to screen and buffer adjacent residential areas, by incorporating trees or green verges along side and rear boundaries, using vertical and/or roof gardens, where appropriate (see also *City of Whitehorse's Landscaping Guidelines*).

STREETSCAPES/ PUBLIC REALM

The public realm will be designed to complement the function of the centre and the character of its surrounding residential area. Design should respond to surrounding public realm and enhance character and amenity.

Paved areas

- Avoid extensive areas of paved surfaces and car parking located between buildings and the road frontage, particularly for larger scale centres.
- Incorporate large canopy trees throughout car parking and other public areas for shade and amenity.
- Use Water Sensitive Urban Design (WSUD) measures to reduce hard surface paved areas.

Movement

- In major redevelopments of larger centres, provide wayfinding / directional signage to aid legibility and navigation to public transport and other key destinations, and to improve the overall cohesiveness of the centre.
- Provide adequate street lighting, utilising lighting styles that direct light downwards to illuminate pedestrian pathways and spaces.
- Enhance visual and physical connections to prominent landmarks, open space / parklands and public transport infrastructure where possible.
- Provide bicycle parking to encourage cycling.

Landscaping treatments

- Encourage the retention of mature vegetation and planting of tall canopy trees where possible.
- Wherever possible, incorporate low maintenance and drought resistant trees and green verges along the streetscape to enhance the scale, soften the appearance of the building, and provide shade to building entrances. Landscape treatments may include tree planting, raised planter beds, and vertical gardens.
- Planting areas should provide adequate infrastructure and deep root zones to allow plants and trees to thrive.
- Allow for intended vegetation growth in the public and private realm.
- Ensure the landscape throughout the centre reflects the preferred neighbourhood character of the surrounding residential area, and draws on the vegetation characteristics within the preferred neighbourhood statements and surrounding streetscapes.
- Refer to *City of Whitehorse Landscape Guidelines* for further information.

NEIGHBOURHOOD ACTIVITY CENTRES MAP

NEIGHBOURHOOD ACTIVITY CENTRES (NACS)

- 1 MILNE ROAD & SEWELL STREET SHOPS
- 2 WOODHOUSE GROVE & ELGAR ROAD SHOPS
- 3 WOODHOUSE GROVE & STATION STREET SHOPS
- 4 SECOND AVENUE SHOPS
- 5 TRAWOOL STREET NEIGHBOURHOOD CENTRE
- 6 KERRIMUIR SHOPPING CENTRE
- 7 ARCADE ROAD SHOPS
- 8 THAMES & STATION STREET SHOPS
- 9 PENDLE STREET SHOPS
- 10 MONT ALBERT VILLAGE SHOPPING CENTRE
- 11 BOX HILL SOUTH SHOPPING CENTRE
- 12 CAROLINE CRESCENT & KATRINA STREET SHOPS
- 13 CHARLTON STREET & RAYMOND STREET SHOPS
- 14 DIANA DRIVE SHOPS
- 15 SPRINGFIELD & SURREY ROAD SHOPS
- 16 MIDDLEBOROUGH & WHITEHORSE ROAD SHOPS
- 17 LABURNUM VILLAGE SHOPPING CENTRE
- 18 MIDDLEBOROUGH & CANTERBURY ROAD SHOPS
- 19 BLACKBURN SOUTH SHOPPING CENTRE
- 20 INDIRA ROAD AND BARATTIA STREET SHOPS
- 21 VICKI STREET SHOPS
- 22 MITCHAM ROAD & ANDOVER AVENUE SHOPS
- 23 JUNCTION ROAD & CHARLES STREET SHOPS
- 24 MCKEON & QUARRY ROAD SHOPS
- 25 LINDSAY AVENUE SHOPS
- 26 MOUNTAIN VIEW ROAD SHOPS
- 27 DAMPER GROVE SHOPS
- 28 MOUNT PLEASANT ROAD SHOPS
- 29 RANGEVIEW SHOPPING CENTRE
- 30 ROOKS ROAD & BEECH STREET SHOPS
- 31 VERMONT EAST SHOPPING CENTRE
- 32 CANTERBURY & FLORENCE ROAD SHOPS
- 33 BIRDWOOD & DEVON STREET SHOPS
- 34 STATION & ASQUITH STREET SHOPS
- 35 RIVERSDALE ROAD & FERNDALE STREET SHOPS
- 36 WATTLE PARK SHOPPING CENTRE
- 37 BANKSIA STREET SHOPS
- 38 FAELLEN & PUERTA STREET SHOPS
- 39 OAKWOOD SHOPS
- 40 HOLLAND & FULTON ROAD SHOPS
- 41 ELEY ROAD & SHAUN STREET SHOPPING CENTRE
- 42 ROYTON STREET SHOPS
- 43 CROMWELL & MCINTYRE STREET SHOPS
- 44 HIGHBURY & MIDDLEBOROUGH ROAD SHOPS
- 45 BETTINA STREET & BENWERRIN DRIVE SHOPS
- 46 BRENTFORD SQUARE SHOPPING CENTRE
- 47 VERMONT VILLAGE SHOPPING CENTRE
- 48 CENTRE & BEDDOE ROAD SHOPS
- 49 PARKMORE VILLAGE SHOPPING CENTRE
- 50 JOLIMONT ROAD SHOPS
- 51 HAWTHORN ROAD & ROBINLEE AVENUE SHOPS
- 52 HUTCHINSON & RUBY STREET SHOPS
- 53 SEVENOAKS ROAD SHOPS
- 54 BENNETTSWOOD SHOPS
- 55 HOUSTON SHOPPING CENTRE
- 56 VERMONT SOUTH SHOPPING CENTRE
- 57 BURWOOD ONE / KMART PLAZA
- 58 NORTH BLACKBURN SHOPPING CENTRE
- 59 CANTERBURY & SPRINGVALE ROAD SHOPS
- 60 INGLISBY ROAD SHOPS

NAC CATEGORIES

- 1A: small-medium neighbourhood centre on a standard width road
- 1B: large neighbourhood centre on a standard width road
- 2A: small-medium neighbourhood centre on a wide main road
- 2B: large neighbourhood centre on a wide main road
- 3: large car based centre on a wide main road

- Train station & rail lines
- Tram lines
- Activity centres with structure plans or UDFs

