It is acknowledged that the City of Whitehorse is on traditional lands of the Wurundjeri tribe of the Kulin Nation. We offer our respect to the Elders of these traditional lands, and through them to all Aboriginal and Torres Strait Islander People.

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PROJECT CONTROL

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INTRODUCTION
INTRODUCTION

The Whitehorse Housing and Neighbourhood Character Review involves a reappraisal and updating of the Whitehorse Housing Strategy 2003 and the Neighbourhood Character Study 2003. Elements of both documents are contained in the Whitehorse Planning Scheme.

These documents together set a hierarchy of preferred locations for growth – substantial change, natural change and minimal change – and preferred design objectives that respond to desired housing outcomes throughout Whitehorse. Both documents have been reviewed to ensure that they are still relevant and provide appropriate direction for future housing development. The Review recommends changes to the Whitehorse Planning Scheme that will direct residential development in the most suitable forms and locations, and strengthen neighbourhood character.

The study area for the Review includes all residentially zoned land within the City of Whitehorse, as well as the commercial zoned land within the Neighbourhood Activity Centres (NAC).

The Neighbourhood Activity Centre Guidelines component of the Review required design guidance for the neighbourhood activity centres across the city (centres currently without applicable Structure Plans or Design Guidelines) by:

- Determining the thresholds or catchments that constitute the various neighbourhood activity centres.
- Identifying the key commercial strengths and opportunities for all centres.
- Identifying the future role and development capacity of these centres to determine which of them have the capacity and scope for more intensive residential development.
- Quantifying the amount of residential development capacity within these NACs.
- Preparing built form guidelines to apply to the various types of neighbourhood activity centres.
- Recommending any changes or additions to the MSS, Local Policy, zones, planning overlays or any other implementing mechanism to reflect the future character, role or built form of each Neighbourhood Activity Centre.
The preparation of the Neighbourhood Activity Centre Guidelines involved the following stages:

▪ Review of background information including previous Activity Centre Strategy and Council public domain guidelines for centres.
▪ Site survey of all neighbourhood activity centres.
▪ Development of criteria for the categorisation of centres.
▪ Categorisation of centres.
▪ Development of preliminary Draft Guidelines by Category of centre.
▪ Review of preliminary Categories and Draft Guidelines by Council officers and internal groups.
▪ Review of Categories and Draft Guidelines.
▪ Release of Draft Guidelines for community comment
▪ Review of comments.
▪ Revision of Categories and Guidelines.
▪ Council briefing.
▪ Release of revised Draft Neighbourhood Activity Centre Urban Design Guidelines for community comment.
▪ Review of community comments, and revision of the Guidelines.
▪ Council briefing.
▪ Release of Final Draft NAC Guidelines for community comment.
▪ Review of comments, and revision of Guidelines.
▪ Preparation of final documents and implementation of recommendations.

An Internal Working Group comprising officers from a range of Council departments has overseen and inputted into the preparation of the NAC Guidelines.

An External Reference Group has provided some community input into preparation of the Guidelines, and includes members representing residential, commercial and other broad interests from the Whitehorse community.
PHASE 1 CONSULTATION

The Neighbourhood Activity Centre Guidelines were exhibited in a draft form during Stage 2 of the overall Review project. As a result of the release of the Draft NAC Guidelines for comment, a total of 44 submissions were received providing feedback on the categorisation of the centres and the guideline content. Of these 25 related to Rangeview shopping centre, 8 to Vermont East and 6 to Mitcham Road / Andover Street centres.

Changes were made to categorisations and to the detail of the Guidelines as a result of comments. In addition the Guidelines were simplified with the reorganisation of the common aspects and inclusion only of the heights and setback requirements specific to each Category within this section.

PHASE 2 CONSULTATION

The revised version of the NAC Guidelines was exhibited in September / October 2013 as part of the Stage 4 consultation for the Review project. As a result 17 submitters made comment in relation to the Guidelines. These submissions related again to the inappropriate classification of centres, Thames / Station Street shops and Blackburn South centre in particular, and general comments about the proposed maximum heights, or other issues related to the future intensification of the centres.

The classification of the centres was reviewed again, and Wattle Park, Surrey Hills was reclassified due to its size, and Inglisby Road shops added. In addition, the upper level setbacks for buildings in Category 2b centres were increased.
In preparing these Neighbourhood Activity Centre Urban Design Guidelines an assessment considered each NAC to determine the form of development that may be appropriate for the type of centre. The assessment examined factors like availability and proximity to existing facilities, development opportunities and constraints, and the appropriate scale of development.

The Guidelines aim to both encourage residential uses that complement existing retail and business functions and integrate development in the NACs with neighbouring residential precincts.

**HOW THE NAC URBAN DESIGN GUIDELINES WORK**

The Guidelines comprise two key parts:

- **Chapter 2:** General NAC Urban Design Guidelines, include general design guidelines that apply to all Neighbourhood Activity Centres throughout the City of Whitehorse. These provide generic guidelines that apply to each of the 60 centres identified in this study.

- **Chapter 3:** NAC Built Form Guidelines, which classify each of the NACs into one of five categories and propose building heights and setbacks, as well as design objectives and built form guidelines for each category of centre. The proposed height and setback controls have been determined following urban design and context analysis from the Project Team.

**THE CATEGORIES**

The NACs are categorised utilising three primary criteria:

1. The width and role of the road on which they are located i.e. whether they are on a standard width road (local or main) or a wide main road. The width of a road provides a measure of the potential capacity of the centre to accommodate higher buildings from an urban design perspective.

2. Approximate size of the centre and the range of services. The size and functions of a NAC indicates its role and capacity to accommodate future growth. This often correlates with the built form of the centre.

3. Location of the NAC in relation to public transport options. The accessibility of the centre adds to its likely future potential to accommodate development. This often correlates with the type of road on which the centre is located.

The five categorisations are therefore:

- Category 1A includes small-medium local service centres, on a standard width road
- Category 1B includes large sized centres on a standard width road
- Category 2A includes small-medium local service centres on a wide main road
- Category 2B includes large sized centres on a wide main road
- Category 3 includes large, car based centres on a wide main road

**HOW WILL THE GUIDELINES BE USED**

The General NAC Urban Design Guidelines and the Built Form Guidelines for each category of NAC address issues such as residential interface, adjoining neighbourhood character type, height and setbacks of new development or extensions to the existing buildings.

Once finalised and in the planning scheme, the Guidelines will be used to assess planning applications and advise owners and developers of the preferred form of buildings in these centres.
OVERVIEW OF THE GUIDELINES

WHAT IS A NEIGHBOURHOOD ACTIVITY CENTRE (NAC)?

NACs are defined as small shopping areas located in the heart of established residential areas, and generally close to existing public transport infrastructure and community facilities.

The City of Whitehorse has identified 60 NACs that all play an important community role in providing a mix of uses to meet local convenience needs.

NACs offer many services to local residents and promote walking, cycling and local public transport use, as well as developing and enhancing community hubs.

PURPOSE OF THE GUIDELINES

The strategic direction articulated in Plan Melbourne is for a more compact and intense form of development within activity centres.

As such, many of the NACs throughout the City of Whitehorse have been subject to recent development applications, but in most cases, do not have specific guidelines to direct appropriate scale and form of development.

The purpose of the guidelines is to provide more definitive guidance regarding the development of land within NACs throughout the City of Whitehorse.

The guidelines will help to encourage more housing, employment and community services in centres that are well served by public transport, while ensuring the valued characteristics of traditional low-rise neighbourhoods are protected and reinforced.

HOW TO USE THE GUIDELINES

This document comprises two key parts:

- Chapter 2: General NAC Urban Design Guidelines, which apply to all Neighbourhood Activity Centres throughout the City of Whitehorse.
- Chapter 3: NAC Built Form Guidelines, which classifies each of the NACs into one of five categories and outlines specific building heights and setbacks for each centre.

WHY HAVEN’T ALL CENTRES BEEN INCLUDED?

This Review does not include centres that are classified as Central Activities Areas, Major Activity Areas and some very small centres.

The Neighbourhood Activity Centre Urban Design Guidelines do not override the direction for centres such as Burwood Village, Mitcham and Blackburn Village which already have specific Structure Plans or Urban Design Frameworks in place.
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.
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
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.*

- 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

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

Legend

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

City of Whitehorse
3

BUILT FORM GUIDELINES BY CATEGORY OF CENTRE
NAC BUILT FORM GUIDELINES

category

1a/

small-medium neighbourhood centre on a standard width road

NACs IN THIS CATEGORY:

- Milne Road & Sewell Street, Mont Albert North (1)*
- Second Avenue, Box Hill North (4)
- Trawool Street Neighbourhood Centre, Blackburn North (6)
- Arcade Road Shops, Mont Albert North (7)
- Caroline Crescent & Katrina Street, Blackburn North (12)
- Charlton Street & Raymond Street, Blackburn North (13)
- Diana Drive Shops, Blackburn North (14)
- Springfield & Surrey Road, Blackburn (15)
- Laburnum Village Shopping Centre, Blackburn (17)
- Indra Road & Baratta Street, Blackburn South (20)
- Vicki Street, Blackburn South (21)
- Mitcham Road & Andover Avenue, Mitcham (22)
- Junction Road & Charles Street, Nunawading (23)
- McKeon Road & Quarry Road, Mitcham (24)
- Lindsay Avenue, Nunawading (25)
- Mountain View Road, Nunawading (26)
- Dampier Grove Shopping Centre, Mitcham (27)
- Mount Pleasant Road, Nunawading (28)
- Rangeview Shopping Centre, Mitcham (29)
- Rooks Road & Beech Street, Nunawading (30)
- Birdwood & Devon Street, Box Hill South (33)
- Banksia Street, Surrey Hills (37)
- Faellen & Puerta Street, Burwood (36)
- Holland & Fulton Road, Blackburn South (40)
- Elay Road & Shaun Avenue Shopping Centre, Blackburn South (41)
- Royton Street, Burwood East (42)
- Cromwell & McIntyre Street, Burwood (43)
- Highbury & Middleborough Road, Burwood East (44)
- Bettina Street & Benwerrin Drive, Burwood East (45)
- Centre Road & Beddoo Road, Vermont (48)
- Jolimont Road, Forest Hill (50)
- Hawthorn Road & Robinlee Avenue, Burwood East (51)
- Hutchison & Ruby Street, Burwood (52)
- Sevenoaks Road, Burwood East (53)

*Numbers in brackets refer to the Neighbourhood Activity Centre Map overpage.

KEY CHARACTERISTICS:

| FORMAT | Small neighbourhood shopping strip fronting onto a local, standard width street |
| EXISTING BUILT FORM | Low scale buildings between 1 to 2 storeys |
| SIZE | Small |
| ACCESS TO PUBLIC TRANSPORT | Located on a bus route or within 400m of a bus route. Some centres located on a tram route. Generally not located within 400m of a train station |

Caroline Crescent & Katrina Street, Blackburn North

Laburnum Village Shopping Centre, Blackburn

Charlton Street & Raymond Street, Blackburn North
NAC BUILT FORM GUIDELINES

category

1a/

small-medium neighbourhood centre on a standard width road

BUILT FORM GUIDELINES

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NB Where the property abuts a residentially zoned property, all measurements of height should be taken from the abutting residential property boundary.
NAC BUILT FORM GUIDELINES

category 1b/

large neighbourhood centre on a standard width road

NACs IN THIS CATEGORY:

Mont Albert Village Shopping Centre, Mont Albert (10)*
North Blackburn Shopping Centre, North Blackburn (58)

*Numbers in brackets refer to the Neighbourhood Activity Centre Map overpage.

KEY CHARACTERISTICS:

| FORMAT | Large neighbourhood centre fronting onto a local, standard width road |
| EXISTING BUILT FORM | Low scale buildings between 1 to 2 storeys |
| SIZE | Large |
| ACCESS TO PUBLIC TRANSPORT | Located on a bus route Generally located within 800m of a train station or tram corridor |

Mont Albert Village Shopping Centre

North Blackburn Shopping Centre
### BUILT FORM GUIDELINES

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**NB** Where the property abuts a residentially zoned property, all measurements of height should be taken from the abutting residential property boundary.
NAC BUILT FORM GUIDELINES

**category 2a/**

small-medium neighbourhood centre on a wide main road

NACs IN THIS CATEGORY:

Middleborough & Elsey Roads, (Oakwood), Blackburn South (39)*
Woodhouse Grove & Elgar Road, Box Hill North (2)
Woodhouse Grove & Station Street, Box Hill (3)
Kerrimuir Shopping Centre, Box Hill North (6)
Thames Street & Station Street, Box Hill North (8)
Pendle Street Shops, Box Hill (9)
Middleborough & Whitehorse Road, Blackburn (16)
Vermont East Shopping Centre, Vermont (31)
Canterbury Road & Florence Road, Surrey Hills (32)
Station Street & Asquith Street, Box Hill South (34)
Riversdale Road & Ferndale Street, Surrey Hills (35)
Wattle Park Shopping Centre, Surrey Hills (36)
Parkmore Village Shopping Centre, Forest Hill (49)
Bennettswood Shopping Centre, Burwood (54)
Houston Shops, Box Hill South (55)
Canterbury Road & Springvale Road, Forest Hill (59)
Inglisby Road, Mont Albert (60)

*Numbers in brackets refer to the Neighbourhood Activity Centre Map overpage.

**KEY CHARACTERISTICS:**

<table>
<thead>
<tr>
<th>FORMAT</th>
<th>Small-medium neighbourhood centre fronting onto a wide main road</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXISTING BUILT FORM</td>
<td>Generally 1 to 2 storeys Some 3 storey development</td>
</tr>
<tr>
<td>SIZE</td>
<td>Small-medium</td>
</tr>
<tr>
<td>ACCESS TO PUBLIC TRANSPORT</td>
<td>Located on a bus route Some located within 400m of a train station or tram route</td>
</tr>
</tbody>
</table>

![Canterbury Road & Florence Road, Surrey Hills](image1)

![Kerrimuir Shopping Centre, Box Hill North](image2)

![Woodhouse Grove & Station Street, Box Hill](image3)
**NAC BUILT FORM GUIDELINES**

**category**

2a/

small-medium neighbourhood centre on a wide main road

---

**BUILT FORM GUIDELINES**

<table>
<thead>
<tr>
<th>MAXIMUM HEIGHT</th>
<th>MAXIMUM STREET WALL HEIGHT</th>
<th>MINIMUM GROUND LEVEL SETBACK</th>
<th>BUILDING SETBACKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.5m (4 storeys)</td>
<td>11m (3 storeys)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.5m (2 storeys) on a boundary adjoining a residential zone</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**FRONT BOUNDARY**
- Buildings should be built to the front boundary (zero metre front setback)

**REAR BOUNDARY**
*Where the rear of the lot abuts a residential property or street:*
- Buildings up to 7.5m in height should be set back a minimum of 3 metres from the rear boundary

*Where the rear of the lot abuts a lane:*
- Buildings up to 7.5m in height should be set back a minimum of 1 metre from the rear boundary

**SIDE BOUNDARY**
- None specified

**FRONT BOUNDARY**
- Over 11m buildings should be setback a minimum of 3 metres from the ground floor building footprint (at the front)

**REAR BOUNDARY**
- Over 7.5m in height, buildings should be set back a minimum of 5m from the rear boundary
- Over 11m buildings should be setback a minimum of 5 metres from the ground floor building footprint (at the rear)

**SIDE BOUNDARY**
*Where the side of the lot abuts a residential property:*
- Over 7.5m the building should be set back 1 metre from that boundary, and
- Over 11m the building should be setback 3 metres from that boundary.

---

*NB Where the property abuts a residentially zoned property, all measurements of height should be taken from the abutting residential property boundary.*
NAC BUILT FORM GUIDELINES

category

2b/

large neighbourhood centre on a wide main road

NACs IN THIS CATEGORY:

Box Hill South Shopping Centre, Box Hill / Box Hill South (11)
Middleborough & Canterbury Road, Blackburn/ Blackburn South (18)
Blackburn South Shopping Centre, Blackburn South (19)
Vermont Village Shopping Centre, Vermont (47)

*Numbers in brackets refer to the Neighbourhood Activity Centre Map overpage.

<table>
<thead>
<tr>
<th>KEY CHARACTERISTICS:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FORMAT</strong></td>
</tr>
<tr>
<td><strong>EXISTING BUILT FORM</strong></td>
</tr>
<tr>
<td><strong>SIZE</strong></td>
</tr>
<tr>
<td><strong>ACCESS TO PUBLIC TRANSPORT</strong></td>
</tr>
</tbody>
</table>

Vermont Village Shopping Centre

Wattle Park Shopping Centre

Box Hill South Shopping Centre
### NAC BUILT FORM GUIDELINES

**Category 2b**

**Large Neighbourhood Centre on a Wide Main Road**

#### BUILT FORM GUIDELINES

<table>
<thead>
<tr>
<th>MAXIMUM HEIGHT</th>
<th>MAXIMUM STREET WALL HEIGHT</th>
<th>MINIMUM GROUND LEVEL SETBACK</th>
<th>BUILDING SETBACKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>18m (5 storeys)</td>
<td>11m (3 storeys)</td>
<td>FRONT BOUNDARY</td>
<td>FRONT BOUNDARY</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Buildings should be built to the front boundary (zero metre front setback)</td>
<td>▪ Over 11m buildings should be setback a minimum of 3 metres from the ground floor building footprint (at the front)</td>
</tr>
<tr>
<td>7.5m (2 storeys)</td>
<td></td>
<td>REAR BOUNDARY</td>
<td>REAR BOUNDARY</td>
</tr>
<tr>
<td>(on a boundary adjoining a residential zone)</td>
<td></td>
<td>Where the rear of the lot abuts a residential property or street:</td>
<td>Over 7.5m in height, buildings should be setback a minimum of 5m from the rear boundary</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ Buildings should be set back a minimum of 3 metres from the rear boundary</td>
<td>▪ Over 11m buildings should be setback a minimum of 5 metres from the ground floor building footprint (at the rear)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Where the rear of the lot abuts a lane:</td>
<td>None specified</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ None specified</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>SIDE BOUNDARY</td>
<td>SIDE BOUNDARY</td>
</tr>
<tr>
<td></td>
<td></td>
<td>▪ None specified</td>
<td>Where the side of the lot abuts a residential property or street:</td>
</tr>
</tbody>
</table>

#### Note:

- NB Where the property abuts a residentially zoned property, all measurements of height should be taken from the abutting residential property boundary.
NAC BUILT FORM GUIDELINES

category 3/

large car based centre on a wide main road

NACs IN THIS CATEGORY:

Brentford Square Shopping Centre, Forest Hill (46)*
Vermont South Shopping Centre, Vermont South (56)
Burwood One, Burwood East (57)

*Numbers in brackets refer to the Neighbourhood Activity Centre Map overpage.

| FORMAT | Large car focussed centre with large car parking areas |
| EXISTING BUILT FORM | Generally 1 to 3 storeys |
| SIZE | Large |
| ACCESS TO PUBLIC TRANSPORT | Located on a bus route |
| | Some located on a tram route |
| | Not located within 400m of a train station |
BUILT FORM GUIDELINES

<table>
<thead>
<tr>
<th>MAXIMUM HEIGHT</th>
<th>MAXIMUM STREET WALL HEIGHT</th>
<th>MINIMUM GROUND LEVEL SETBACK</th>
<th>BUILDING SETBACKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>21.5m (6 storeys)</td>
<td>14.5m (4 storeys)</td>
<td>FRONT BOUNDARY</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Buildings should be built to the front boundary (zero metre front setback)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>SIDE OR REAR BOUNDARY</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Where the side or rear of the lot abuts a residential property or street:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Buildings should be set back a minimum of 5 metres from the side or rear boundary</td>
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</tr>
<tr>
<td></td>
<td></td>
<td>• The setback area should be heavily landscaped</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Where the side or rear of the lot abuts a lane:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Buildings should be set back a minimum of 3 metres from the side or rear boundary</td>
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<td>• The setback area should be heavily landscaped</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FRONTAL BOUNDARY</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Over 14.5m buildings should be setback a minimum of 3 metres from the ground floor building footprint (at the street frontage)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>SIDE OR REAR BOUNDARY</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Over 14.5m buildings should be setback a minimum of 5 metres from the ground floor building footprint (at the side or rear)</td>
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NB Where the property abuts a residentially zoned property, all measurements of height should be taken from the abutting residential property boundary.