



**SGS**  
Economics  
& Planning



## CITY OF WHITEHORSE STUDENT ACCOMMODATION STRATEGY

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Prepared for  
City of Whitehorse

Independent  
insight.



in partnership with:



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# 1. INTRODUCTION

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## 1.1 Study context

The Student Accommodation Strategy has been developed in the following context:

- There is a growth in population overall in Whitehorse which is projected to continue. The growth in the student population is expected to grow at a slightly higher rate than the rest of the population.
- Students have particular needs regarding housing and Council is concerned these needs are not being met.
- Students make an important contribution to the City of Whitehorse's social, economic fabric.
- There is a perception in some sectors of the community that there are amenity issues associated with student accommodation.

## 1.2 Purpose of report

This strategy intends to guide the development and management of student accommodation in the City of Whitehorse. In doing so, it acknowledges there are a range of stakeholders that play a role in ensuring students in Whitehorse have access to safe and legal accommodation.

This Strategy is supported by a Background report which covers the following:

- Analysis of the scale of the student population and its characteristics, the overall housing affordability context, and the development of a housing typology to help guide understanding of the various issues associated with managing student accommodation.
- Detailed policy review including comparison with mechanisms used by other councils to manage student accommodation
- Design review including case studies of student accommodation across the typology of accommodation
- Car parking and transport review and analysis, including tube count surveys, travel pattern interviews and parking demand assessments
- Community and stakeholder consultation, including with Council staff, an online survey and targeted interviews with key stakeholders.

These analyses have been drawn together and a range of key issues identified. The key themes of these issues are:

- Student welfare
- Regulation
- Traffic and transport
- Accommodation Design

In response, the following broad action areas are recommended:

- focus on student needs, including improved engagement with stakeholders
- better coordination across Council, including regulation and governance
- improve traffic and transport management
- improve the design of student accommodation.

These are outlined in more detail in the following section.

## 2. KEY FINDINGS

There is a significant student population in the City of Whitehorse, with students representing 10.9% of the total population and it is growing at a rate slightly faster than Whitehorse’s overall population. This is projected to continue, further enhancing the contribution students make to Whitehorse’s community. Students have particular accommodation and other needs, but are also impacted by overall issues such as declining housing affordability which is placing pressure the wider community and students.

Students live in a range of dwelling types. These have particular characteristics, challenges and issues. The various form of accommodation that students occupy include the following:

- On campus residential colleges
- Purpose built accommodation
- Rooming or boarding houses
- Open market housing
- Informal housing.

Many of the issues relate to specific categories within typologies. A detailed description of the typologies can be found in section 3 of the background report, and are summarised in the table below.

TABLE 1: STUDENT ACCOMMODATION TYPOLOGY

Category	Characteristics/ Description
1. On campus Residential Colleges	<p>Larger buildings located on university campus.</p> <ul style="list-style-type: none"> <li>▪ Larger communities, with significant shared facilities, including communal cooking, laundry, large common areas.</li> <li>▪ Each dwelling unit generally smaller with individual bathrooms but no cooking facilities within the dwelling.</li> <li>▪ Provide extensive pastoral care programs and social activities linked to the layout of the buildings.</li> <li>▪ Integrated with the campus and allows for the wider use of specialised facilities and easy access to the campus facilities.</li> <li>▪ Available exclusively to students.</li> </ul>
2. Purpose built	<p>Apartment style building, usually smaller than on campus. Typically constructed between two and four storeys but in principle could be larger, if allowed by policy.</p> <p>Generally located near campuses, transport nodes or activity centres</p> <ul style="list-style-type: none"> <li>▪ Typically smaller communities (20-30 units) but newer developments are larger (up to 200 units).</li> <li>▪ Units slightly larger than on-campus accommodation.</li> <li>▪ The quality of common areas varies greatly but generally smaller than on-campus accommodation.</li> <li>▪ Integrated into activity areas and general residential areas.</li> <li>▪ Available exclusively to students.</li> <li>▪ May include self-contained units (with kitchen and bathroom) or bedrooms with shared facilities, or a combination of these in the same building.</li> </ul>
3. Rooming or boarding house	<p>Typically configured as a large house, and potentially adapted from an older suburban house. Residents only have exclusive possession of their room with shared access to communal facilities, such as kitchens, bathrooms, laundries and living areas.</p> <ul style="list-style-type: none"> <li>▪ Should be no more than 12 people but can be larger (unlawfully).</li> <li>▪ Each room generally smaller – potentially only a bedroom with no private study area.</li> <li>▪ Very limited shared facilities – generally kitchen/dining and bathroom only.</li> <li>▪ Available to students and non-students.</li> </ul>
4. Open	<ul style="list-style-type: none"> <li>▪ Distributed across residential areas; standalone houses, apartments, townhouses. Available to</li> </ul>

market housing	<ul style="list-style-type: none"> <li>students and non-students.</li> <li>▪ May be a shared rental.</li> </ul>
5. Informal housing	<ul style="list-style-type: none"> <li>▪ Garages or other structures converted to living quarters</li> <li>▪ <b>No shared facilities</b> (may be sharing facilities/ services with main dwelling on an allotment)</li> <li>▪ Illegal housing.</li> </ul>

### Issues for student welfare

Share houses and illegal rooming houses generate significant issues in the City of Whitehorse; some operators of these accommodation buildings within Whitehorse repeatedly breach the Residential Tenancy Act which has major implications for students.

International students appear to be suffering the most significant consequences of this, in some cases being specifically targeted by share house and rooming house operators. Restrictive leasing arrangements with landlords cause stress to students and these conditions often go unreported, as International students often believe (or are told) that any complaint may have ramifications for their visa status. Cleanliness and maintenance issues of illegal rooming houses and share houses are also of significance for students, as raised both in consultation with stakeholders and in the Student Accommodation Survey. The living conditions and arrangements that many students endure are inappropriate.

International students often experience housing affordability issues, in part influenced by an inability to supplement their income via employment due to their visa status. The issue of housing affordability was raised through the Student Accommodation Survey by all responders. It is a key driver of housing choice and restricts students in living in preferred housing types.

Websites that advertise share houses and rooming houses often provide misleading information to students. International students are particularly vulnerable to this as they rely on these to find housing in the first instance. College run accommodation provides positive learning environments for students; however is cost prohibitive for many international students.

Local students do not seem to have as many issues with their tenancy arrangements. This is perhaps due to local students having more social networks to rely on to find accommodation and have a greater understanding of rental rights. However, there is a small population of local students who “couch surf” or “sleep rough”.

There can be waste management issues at the end of student accommodation tenancies, particularly when rental agreements are terminated or end abruptly. Unwanted furniture can be left for the landlord to dispose of if tenants are disgruntled by unlawful rental conditions, or if they need to leave abruptly if they feel unsafe. Rubbish being left on nature strips is not always due to student accommodation.

Overall, overcrowded or unacceptable living environments, unfair arrangements and conditions and student homelessness in the City of Whitehorse all have severe effects on the lives of students.

### Institutions have mechanisms to educate students (particularly international students) about rights, norms and costs of accommodation. Regulatory issues

The current governance and regulatory framework means that it is difficult to consistently or holistically assess student accommodation within the City of Whitehorse . The issues include:

- Most accommodation used by students doesn’t require a planning permit for use as student accommodation.
- The developer ‘opts in’ to student accommodation as it is an innominate (unlisted) term in the Scheme. This means that the Council’s Clause 22.14 Student Accommodation only applies where the developer has identified they are providing

Student Accommodation. All other accommodation, which may be used by students, isn't assessed against the policy.

- Most accommodation providing less than eleven bedrooms does not require a planning permit for the use as it is defined as shared housing
- The planning scheme definition for shared housing (eleven or less rooms) differs subtly from building regulations definition (twelve or less people).

These factors mean that it is difficult for Council to manage student housing consistently across the municipality. Rather than being assessed based on accommodation type (student accommodation), development is assessed based in the size of the facility and according to how the applicant has chosen to define the development. This means that policies relating to:

- Location,
- Provision for and adequacy of communal facilities,
- Requirements for a management plan,
- Support for student welfare, and
- Dispensations for carparking, storage and open space cannot be consistently applied.

This governance environment also means Council has no way of identifying all accommodation that is being used for student housing across the municipality. Further, the complexity means that oversight and regulation of student accommodation is dispersed across Council. This makes it difficult to manage student accommodation issues consistently. In particular there is a risk that consistent advice may not be provided to housing providers regarding the requirement for a sole building manager for purpose built accommodation.

### Traffic and transport issues

There is an evident reliance on personal car use for many students in accessing places of study and a range other activities. Students that own a car enjoy the relative comfort and reliability of travelling by car and this means alternative transport modes are not very attractive options. Some students opt for not taking public transport due to its unreliability and congestion during peak times. Walking and cycling are not seen as appropriate transport options for many students, predominantly due to the distance required to travel.

The majority of international students do not own a car or drive. Despite its perceived unreliability, there are high levels of public transport usage within the student community, with 94% of traffic survey respondents saying that they use public transport.

Traffic and transport surveys suggest that student parking demands are being accommodated on-street to varying degrees. The on-campus survey site showed the least on-street demand, at just 0.06 vehicles per student. Potential explanations for this include tighter on-street restrictions surrounding the campus and a lesser need to drive.

The purpose-built student accommodation facilities surveyed in Box Hill showed a slightly lower on-street demand (0.20 vehicles per student) than the Burwood sites (0.24 vehicles per student).

The overall level of car ownership amongst the student accommodation facilities (0.47 vehicles per student on average) is higher than the current parking provision rates suggested in the Student Accommodation Policy for preferred locations of between 0.1 and 0.25 spaces per bed. This does not necessarily indicate that an increase in car parking provision will address the issues that have been raised.

Addressing car parking and transport is a complex challenge, given the interplay between car parking, housing affordability, car use/ impacts on traffic congestion and alternative forms of transport.

### Design issues

The quality of student housing itself is highly variable; some have excellent internal amenity but others are very poor. The provisions of the Victorian Apartment Design Guidelines are not

enforced through planning approval for most developments, so there are limited controls protecting the internal amenity of student housing. Student housing is a specialised housing type that requires particular internal configurations to mitigate the smaller overall dwelling sizes.

Improved design quality for student housing will assist but not fully solve the issues of offsite impacts. Many offsite impacts are created or exacerbated through the non-compliance with minimum requirements of the building code or Council local laws. Issues such as dumping of hard rubbish, noise complaints and poor maintenance of buildings and gardens are best addressed through encouraging more intervention from the management of the facility and Council enforcement where this is not sufficient. It should also be noted that in many cases these issues are not solely due to students.

Managed typologies (i.e. typology category 1- college run and 2- purpose built) demonstrate fewer design issues as they are designed for the express purpose of student accommodation and assessed through the planning process. Adapted or open market housing used for student housing introduce potential issues arising from poor management and where buildings are not occupied as designed. Targeted policy intervention that encourages and incentivises the delivery of higher quality managed typologies in preferred locations will help reduce the risk of poor quality housing causing issues for the wider community.

Key design considerations that need to be addressed are as follows:

- Minimum levels of internal amenity need to be met and these should relate to the needs of the student cohort identified for the project. Specific floor area requirements are less useful than a performance based approach.
- Current policy requires individual kitchen and bathroom facilities for all dwellings. This means there is significant repetition of a relatively expensive portion of the dwelling. Small scale sharing of facilities (similar to ordinary housing) can be supported.
- The communal facilities in larger student housing developments risk being underutilised by being located in a single central position away from main circulation routes. The size needs to be linked to the proposed use and the number of residents served by the facility.
- Offsite impacts should be addressed through ensuring compliance rather than requiring substantial design changes.

# 3. DRAFT STRATEGY

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## 3.1 Introduction

A strategy to manage student accommodation, and various related issues, has been developed for the City of Whitehorse. This strategy is important, given both the unique needs of students, and the growing demand for student accommodation.

The strategy is structured as follows:

- The **vision** provides an overarching statement regarding the desired future of student housing in Whitehorse
- The **objectives** outline what is to be achieved
- The **strategies** identify how to meet the objectives
- The **actions** are the specific steps that need to be taken, including
  - changes to the Planning Scheme
  - other Council actions.

The strategy has been led by the Strategic Planning unit, but has included input from across Council, including:

- Traffic and transport
- Community development
- Investment and Economic Development
- Environmental Health
- Building
- Statutory Planning
- Sustainability
- Planning Enforcement
- Community Laws.

The actions reflect Council's range of roles across a number of business units in respect to student accommodation. These roles cover a range of activities, as depicted below in Figure 1.

FIGURE 1: POTENTIAL ROLES OF COUNCIL IN STUDENT ACCOMMODATION



There are also other key stakeholders who influence the experience students have, and the impact they have on the broader community. They include:

- Housing providers (rooming house managers, purpose built building managers)
- Universities/ Tertiary institutions
- Transport providers
- Social Welfare Providers.

The strategy does not allocate specific actions to these stakeholders but in implementing the strategy Council will need to engage with these groups.

## 3.2 Vision Statement

The proposed Council **Vision** for student accommodation in Whitehorse is to:

‘Support the continued contribution of students to a healthy, vibrant, inclusive and diverse community by providing a sustainable and accessible student housing market for Whitehorse’s growing student population’.

This includes:

- Ensuring adequate supply of housing for students
- Ensuring housing is appropriate, safe, secure and well located
- Supporting the welfare of students, and
- Managing amenity impacts to the local community.

The proposed Vision for student accommodation in Whitehorse builds on the Council Plan Strategic Direction 1 which is to:

‘Support a healthy, vibrant, inclusive and diverse community’.

The structure of the strategy is informed by the vision statement, and in is structured around the four key elements from the proposed Vision:

- Element 1: Meeting demand for student accommodation
- Element 2: Ensuring student accommodation is appropriate, safe, secure and well located
- Element 3: Providing student welfare/support and access to the right services
- Element 4: Managing amenity impacts of student accommodation.

Each element contains objectives, strategies and actions.

### Element 1: Meeting demand for student accommodation

The overall supply of student accommodation is an important component of providing students with choices regarding housing.

#### Objective 1: To develop student accommodation that meets student needs

##### *Strategy:*

- Ensure a holistic approach to planning for the supply of student accommodation.

##### *Actions:*

- Consider student housing in any future review of the Whitehorse Housing Strategy. This includes potentially designating specific priority locations for Student Accommodation, close to transport and activity centres, and taking in to account the scale of forecast future student population in reviewing housing strategy.
- Incorporate demand for student accommodation in place specific planning (i.e. activity centre structure plans).

- Continue to liaise with tertiary institutions in Whitehorse regarding future expected enrolment, to understand the scale of future demand.
- Incentivise development of Student Accommodation through:
  - Having a differential car parking rate for rooming houses (higher) and apartments (higher) and student accommodation (lower) together with Management Plans.
  - Maintaining reduced storage requirements for Student Accommodation.

## Element 2: Ensure student accommodation is appropriate, safe, legal and well located

Student accommodation should:

- Be well located to campus and/ or public transport and services.
- Provide students with access to emotional, legal and practical support. For purpose built student accommodation there is the capacity for the student housing provider to offer this.
- Provide spaces to allow for student interaction and minimise feelings of social isolation.
- Provide suitable dwellings that are well designed and comfortable and provide enough living, sleeping and study space.
- Be relatively affordable, given limitations on earning capacity of students.
- Meet particular car parking and storage requirements of the resident students.

### Objective 2: Ensure increased supply of affordable housing

#### *Strategies:*

- Develop an overall approach to increasing supply of affordable housing.
- Investigate specific mechanisms in appropriate locations (i.e. value uplift) which could yield an increase in the supply of affordable housing.
- Continue to work with universities to deliver additional on campus accommodation.

#### *Actions:*

- Update the 2016 Affordable Housing Policy to:
  - Define affordable housing.
  - Investigate value uplift in land rezoning.
  - Investigate the granting of additional development rights in selected locations to increase supply of affordable housing.
- Establish protocols for regularly engaging with Box Hill Institute and Deakin University to build understanding of the needs of students and identify opportunities to support on campus accommodation.
- Investigate the inclusion of student accommodation requirements when rezoning land in appropriate locations. Consider the use of Development Plan Overlays to achieve this.

### Objective 3: Ensure dwellings and buildings which accommodate students meet relevant requirements

#### *Strategies:*

- Undertake advocacy with Government and housing providers to improve the overall standard and governance of student accommodation.
- Facilitate a range of safe and suitable accommodation choices to provide choice for students.
- Improve governance and enforcement of student accommodation.
- Amend Clause 22.14 to apply to all "accommodation" that requires a planning permit and provides exclusively for student accommodation, and require a statement as to how the development responds to student accommodation needs.

**Actions:**

- Strengthen relationships with stakeholders in student housing to advocate for better Government control of student accommodation.
- Expand the register of Section 173 agreements for purpose built accommodation to include a copy of the Management Plans for each property.
- Undertake a regular review of Management Plans associated with Section 173 agreements to ensure they are in place and working effectively and an inspection of properties.
- Amend Clause 22.14 as proposed.

**Objective 4: Ensure dwellings and buildings which accommodate students are designed appropriately**

**Strategy:**

- Support development of shared spaces in thoroughfare locations (such as kitchens, dining areas and recreation areas) to facilitate student interaction.

**Actions:**

- Amend Clause 22.14 to:
  - Include welfare considerations in Management Plans for student accommodation.
  - Provide opportunities for communal interaction (including relaxing requirements on separate kitchens and bathrooms).
- Advocate to State Government to include a definition for Student Accommodation in the planning scheme.

**Element 3: Providing welfare and support**

**Objective 5: To recognise and support the significant economic, cultural and social contribution that students bring to Whitehorse.**

**Strategy:**

- Ensure the role of students in contributing to the broader community is reflected in key Council documents and across various platforms.

**Actions:**

- Publish information regarding the role of students in the community and economy, including in the Council Plan.
- Adopt the proposed Vision for this strategy and include in relevant Council plans.
- Amend Clause 22.14 as proposed.
- Develop a 'Welcome to Whitehorse' resource targeted at both students and all housing typology providers that identifies the value of students to the local economy and the special needs that students have, particularly welfare related.
- The Welcome to Whitehorse resource to include information on the rights and responsibilities of tenants, information on the booking and collection of hard rubbish and information regarding Council's waste education program.

**Objective 6: To prioritise the welfare of students, particularly international students.**

**Strategy:**

- Articulate the special needs that international students have because of:
  - Family isolation
  - Social isolation
  - Cultural barriers
  - English as a second language

- Lack of Australian citizenship.
- Facilitate the development of more accommodation for students that provides support for student welfare.

***Actions:***

- Engage in regular communications with stakeholders with an interest in students including:
  - Tertiary institutes
  - Student housing providers
  - Local residents and community.
- Reallocate resources within Council to enable a contact point within Council and ensure a consistent Council response to student issues in Whitehorse. This function to include:
  - Implementing Council's policy in relation to student accommodation.
  - Coordinating internal responses to issues where necessary (complex cases).
  - Networking with other stakeholders including consumer affairs, legal services, tertiary institutions and student housing providers, including and advise institutions when rogue operators of rooming houses are identified.
  - Encouraging tertiary institutions to include a furniture exchange on their share housing websites, particularly at the end of semester periods and at the end of the school year.
  - Advice and routine compliance checks on Section 173 agreements, particularly around building management requirements.
  - Regular monitoring of management plans associated with purpose built student accommodation.
  - Advocating to State Government and other stakeholders.

**Objective 7: Ensure understanding across Council of issues associated with student accommodation in Whitehorse.**

***Strategies:***

- Ensure Council understands and champions the issues and opportunities associated with student accommodation and wellbeing.
- Ensure Council shares information internally regarding issues associated with student accommodation.
- Ensure Council engages with other key stakeholders who influence on student accommodation.
- Improve use of existing information available through Council and other organisations to monitor student accommodation issues in Whitehorse.

***Actions:***

- Reallocate resources within Council to enable a contact point within Council and ensure a consistent Council response to student issues in Whitehorse.
- Modify the Customer Request Management System (CRMS) so all student accommodation issues can be tracked and easily reported.
- Develop indicators to help monitor student accommodation issues effectively.
- Provide Council with a regular update on Student Accommodation issues via the Corporate Plan reporting process.

**Element 4: Managing amenity impacts**

**Objective 8: Minimise the impact of student accommodation on the environment and the local neighbourhood.**

### ***Strategies:***

- Support student use of sustainable modes of transport.
- Align student accommodation policy with integrated transport planning and activity centre policies
- Continue to address issues such as waste management in the context of overall Whitehorse community.

### ***Actions:***

- Consider the various transport needs of students (including access to retail, employment and transport) in Council strategic planning exercises.
- Facilitate adequate car parking for developments through a combination of on site and on street parking. The current parking provision rates for student accommodation in the existing policy should be maintained:
  - At least 0.1 spaces per bed for student accommodation developments within a metropolitan activity centre.
  - 0.25 spaces per bed for student accommodation facilities within major or specialised activity centres, within 500 metres of a tertiary education institution or on a site abutting the Principal Public Transport Network.
  - Higher rates as deemed appropriate as the distance from the preferred locations increases. Indicatively, 0.25 – 0.50 spaces per bed for other locations, subject to an assessment from a suitably qualified Traffic Engineer.
- Consider additional parking controls, where appropriate for the management of the public parking supply throughout the municipality, particularly in areas with high student populations where there are reported issues of parking demand.
- Remove eligibility for new multi-dwelling developments (including student accommodation facilities) to access parking permits.
- Encourage car share companies to establish in areas around areas of high student populations in partnership with tertiary institutions and at no cost to Council.
- Provide on-site car share spaces as a supporting measure in student accommodation developments that seek reduced parking rates.
- Provide on-site bike share as a supporting measure in student accommodation developments that seek reduced parking rates and include in management plan.
- Continue regular parking enforcement services through the municipality, particularly in areas with high student populations around the Box Hill Institute and Deakin University.
- More strongly enforce the s173 policy requirement that “the number of students residing on site who own cars must not exceed the number of on- site car spaces provided by the development”.
- Advocate for improved public transport to campuses, including approaching bus services that run between Box Hill Institute, Deakin University and major shopping centres/ train and tram stations and advocate that they run more frequently throughout the semester/ trimester periods.
- The Welcome to Whitehorse resource to include information on the booking and collection of hard rubbish.
- Amend Clause 22.14 to strengthen requirements for waste management, including end of lease disposal.

The following table provides an overview summary of the strategy actions, aligned in response to the roles of Council.

TABLE 2 STRATEGY OVERVIEW -

Research/ Advocacy	Engagement	Policy Direction	Regulator/ Statutory planning	Planner	Capital expenditure projects (Enabler)	
				Location / Strategic planning	Design	Transport
<ul style="list-style-type: none"> <li>Advocate to State Government to include a definition for Student Accommodation in the planning scheme</li> <li>Advocate for improved public transport to campuses, including approaching bus services that run between Box Hill Institute, Deakin University and major shopping centres/ train and tram stations and advocate that they run more frequently throughout the semester/ trimester periods.</li> <li>Establish relationships with stakeholders in student housing to advocate for better Government control of student accommodation</li> </ul>	<ul style="list-style-type: none"> <li>Continue to liaise with Universities in Whitehorse regarding future expected enrolment, to understand the scale of future demand</li> <li>Establish protocols for regular engaging with Box Hill Institute and Deakin University to build understanding of the needs of students and identify opportunities to support on campus accommodation.</li> <li>Engage in regular communications, including a forum, with stakeholders with an interest in students including: <ul style="list-style-type: none"> <li>Tertiary institutes</li> <li>Student housing providers</li> <li>Local residents and community</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Publish information regarding the role of students in the community and economy, including in the Council Plan</li> <li>Adopt the Vision for this strategy and include in relevant council plans</li> <li>Modify CRMS system so all student accommodation issues can be tracked and easily reported.</li> <li>Develop indicators to help monitor student accommodation issues effectively.</li> <li>Provide Council with a regular update on Student Accommodation issues via the Corporate Plan reporting process.</li> <li>Develop a 'Welcome to Whitehorse' resource targeted at both students and all housing typology providers that identifies the value of students to the local economy and the special needs that students have, particularly welfare related.</li> <li>The 'Welcome to Whitehorse' resource to include information on the rights and responsibilities of tenants, and information on the booking and collection of hard rubbish.</li> <li>Reallocate resources within Council to enable a contact point within Council and ensure a consistent Council response to student issues in Whitehorse</li> </ul>	<ul style="list-style-type: none"> <li>Expand the register of Section 173 agreements for purpose built accommodation to include a copy of the Management Plans for each property.</li> <li>Undertake regular review of Management Plans associated with Section 173 agreements to ensure they are in place and working effectively and an inspection of properties.</li> </ul>	<ul style="list-style-type: none"> <li>Consider student housing in review of overall housing strategy. This includes designating specific priority locations for Student Accommodation, close to transport and activity centres, and taking in to account the scale of forecast future student population in reviewing housing strategy</li> <li>Incorporate demand for student accommodation in place specific planning (ie activity centre structure plans)</li> <li>Update the 2016 Affordable Housing Policy to: <ul style="list-style-type: none"> <li>define affordable housing,</li> <li>investigate value uplift in land re-zonings,</li> <li>investigate the granting of additional development rights in selected locations to increase supply of affordable housing</li> </ul> </li> <li>Investigate the inclusion of student accommodation requirements when rezoning land in appropriate locations. Consider the use of Development Plan Overlays to achieve this.</li> <li>Amend Clause 22.14 to: <ul style="list-style-type: none"> <li>Include welfare considerations in Management Plans for student accommodation.</li> <li>Prioritise the opportunities for communal interaction (including relaxing requirements on separate kitchens and bathrooms).</li> <li>Strengthen requirements for waste management, including end of lease disposal.</li> </ul> </li> <li>Consider the various transport needs of students (including access to retail, employment and transport) in Council strategic planning exercises.</li> </ul>	<ul style="list-style-type: none"> <li>Incentivise development of Student Accommodation through: <ul style="list-style-type: none"> <li>Having a differential car parking rate for rooming houses (higher) and apartments (higher) and student accommodation (lower) together with Management Plans.</li> </ul> </li> <li>Maintaining reduced storage requirements for Student Accommodation.</li> </ul>	<ul style="list-style-type: none"> <li>Facilitate adequate car parking for developments through a combination of on site and on street parking. The current parking provision rates for student accommodation in the existing policy should be maintained: <ul style="list-style-type: none"> <li>At least 0.1 spaces per bed for student accommodation developments within a metropolitan activity centre.</li> <li>0.25 spaces per bed for student accommodation facilities within major or specialised activity centres, within 500 metres of a tertiary education institution or on a site abutting the Principal Public Transport Network.</li> <li>Higher rates as deemed appropriate as the distance from the preferred locations increases. Indicatively, 0.25 – 0.50 spaces per bed for other locations, subject to an assessment from a suitably qualified Traffic Engineer.</li> </ul> </li> <li>Consider additional parking controls, where appropriate for the management of the public parking supply throughout the municipality, particularly in areas with high student populations where there are reported issues of parking demand.</li> <li>Remove eligibility for new multi-dwelling developments (including student accommodation facilities) to access parking permits.</li> <li>Encourage car share companies to establish in areas around areas of high student populations in partnership with tertiary institutions, at no cost to Council.</li> <li>Provide on-site car share spaces as a supporting measure in student accommodation developments that seek reduced parking rates.</li> <li>Provide on-site bike share as a supporting measure in student accommodation developments that seek reduced parking rates and include in management plan.</li> <li>Continue regular parking enforcement services through the municipality, particularly in areas with high student populations around the Box Hill Institute and Deakin University.</li> <li>More strongly enforce the s173 policy requirement that “the number of students residing on site who own cars must not exceed the number of on- site car spaces provided by the development”.</li> </ul>

### 3.3 Implementation

This section prioritises and groups the actions in terms of the role of Council, and indicatively allocates actions to various business units within Council. Responsibilities for actions will require further discussion.

#### Research/ Advocacy

	Action	Potential Responsibility	Priority	Timing
1	Advocate to State Government to include a definition for Student Accommodation in the planning scheme	Strategic Planning	High	Ongoing
2	Advocate for improved public transport to campuses	Strategic Planning, Traffic and Transport	High	Ongoing
3	Establish relationships with stakeholders in student housing to advocate for better Government control of student accommodation	Strategic Planning	High	Ongoing

#### Engagement

	Action	Potential Responsibility	Priority	Timing
4	Continue to liaise with Universities in Whitehorse regarding future expected enrolment, to understand the scale of future demand	Community Development	Medium	Ongoing
5	Establish protocols for regular engaging with Box Hill Institute and Deakin University to build understanding of the needs of students and identify opportunities to support on campus accommodation.	Community Development	High	1-3 years
6	Engage in regular communications, including a forum, with stakeholders with an interest in students including: <ul style="list-style-type: none"> <li>▪ Tertiary institutes</li> <li>▪ Student housing providers</li> <li>▪ Local residents and community</li> </ul>	Community Development	High	1-3 years

#### Policy Direction

	Action	Potential Responsibility	Priority	Timing
7	Publish information regarding the role of students in the community and economy, including in the Council Plan	Economic Development	Medium	1-3 years
8	Adopt the proposed Vision for this strategy and include in relevant Council plans	Strategic Planning/ Corporate	High	1-3 years
9	Modify CRMS system so all student accommodation issues can be tracked and easily reported.	Customer Service	High	1-3 years
10	Develop indicators to help monitor student accommodation issues effectively.	Corporate/ Strategic Planning	High	1-3 years
11	Provide Council with a regular update on Student	Corporate/	High	1-3 years

Accommodation issues via the Corporate Plan reporting process. Strategic Planning

12	Develop a 'Welcome to Whitehorse' resource targeted at both students and all housing typology providers that identifies the value of students to the local economy and the special needs that students have, particularly welfare related. Welcome to Whitehorse resource to include information on the rights and responsibilities of tenants, and information on the booking and collection of hard rubbish	Community Development/Sustainability	High	1-3 years
13	Reallocate resources within Council to enable a contact point within Council and ensure a consistent Council response to student issues in Whitehorse	For discussion	High	1-3 years

## Regulator

	Action	Potential Responsibility	Priority	Timing
14	Expand the register of Section 173 agreements for purpose built accommodation to include a copy of the Management Plans for each property.	Statutory Planning	High	Ongoing
15	Undertake a regular review of Management Plans associated with Section 173 agreements to ensure they are in place and working effectively and an inspection of properties.	Statutory Planning/Enforcement	High	Ongoing

## Planner – Location

	Action	Potential Responsibility	Priority	Timing
16	Consider student housing in review of overall housing strategy. This includes designating specific priority locations for Student Accommodation, close to transport and activity centres, and taking in to account the scale of forecast future student population in reviewing housing strategy	Strategic Planning	Medium	1-3 years
17	Incorporate demand for student accommodation in place specific planning (i.e. activity centre structure plans)	Strategic Planning	High	Ongoing
18	Update the 2016 Affordable Housing Policy to: <ul style="list-style-type: none"> <li>▪ define affordable housing,</li> <li>▪ investigate value uplift in rezonings,</li> <li>▪ investigate the granting of additional development rights in selected locations to increase supply of affordable housing</li> </ul>	Community Development	High	1-3 years
19	Investigate the inclusion of student accommodation requirements when rezoning land in appropriate locations. Consider the use of Development Plan Overlays to achieve this.	Strategic Planning	High	1-3 years
20	Amend Clause 22.14 to: <ul style="list-style-type: none"> <li>▪ Include welfare considerations in Management Plans for student accommodation</li> <li>▪ Prioritise the opportunities for communal interaction (including relaxing requirements on separate kitchens and bathrooms</li> <li>▪ Strengthen requirements for waste</li> </ul>	Statutory Planning	High	1-3 years

management, including end of lease disposal.

21	<ul style="list-style-type: none"> <li>consider the various needs of students (including access to retail, employment and transport) in Council strategic planning exercises</li> </ul>	Strategic Planning	High	1-3 years
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### Planner – design

	Action	Potential Responsibility	Priority	Timing
22	<ul style="list-style-type: none"> <li>Incentivise development of Student Accommodation through: having a differential car parking rate for rooming houses (higher) and apartments (higher) and student accommodation (lower) together with Management Plans, and maintaining reduced storage requirements for Student Accommodation.</li> </ul>	Statutory Planning	High	1-3 years

### Planner – Transport

	Action	Potential Responsibility	Priority	Timing
23	<p>Facilitate adequate car parking for developments through a combination of on site and on street parking. The current parking provision rates for student accommodation in the existing policy should be maintained:</p> <ul style="list-style-type: none"> <li>At least 0.1 spaces per bed for student accommodation developments within a principal activity centre.</li> <li>0.25 spaces per bed for student accommodation facilities within major or specialised activity centres, within 500 metres of a tertiary education institution or on a site abutting the Principal Public Transport Network.</li> <li>Higher rates as deemed appropriate as the distance from the preferred locations increases. Indicatively, 0.25 – 0.50 spaces per bed for other locations, subject to an assessment from a suitably qualified Traffic Engineer.</li> </ul>	Statutory Planning/ Traffic and transport	High	1-3 years
24	Consider additional parking controls, where appropriate for the management of the public parking supply throughout the municipality, particularly in areas with high student populations where there are reported issues of parking demand.	Traffic and transport	High	Ongoing
25	Remove eligibility for new multi-dwelling developments (including student accommodation facilities) to access parking permits.	Traffic and transport/ Community laws	High	1-3 years
26	Encourage car share companies to establish in areas around areas of high student populations, at no cost to Council.	Traffic and transport	High	1-3 years
27	Provide on-site car share spaces a supporting measure in student accommodation developments that seek reduced parking rates.	Statutory Planning/ Traffic and transport	High	1-3 years
28	Provide on-site bike share as a supporting measure in student accommodation developments that seek reduced parking rates and include in management plan.	Traffic and transport	High	1-3 years

29	Continue regular parking enforcement services through the municipality, particularly in areas with high student populations around the Box Hill Institute and Deakin University.	Community laws	High	Ongoing
30	More strongly enforce the s173 policy requirement that “the number of students residing on site who own cars must not exceed the number of on- site car spaces provided by the development	Community laws	High	Ongoing