The **simple** guide to urban design & development
If you can’t explain it simply, you don’t understand it well enough.

- ALBERT EINSTEIN
BE PART OF THE NEW FUTURE OF SOCIAL HOUSING IN NEW ZEALAND

WELCOME to the Simple Guide to Urban Design & Development for Housing New Zealand. This document is the starting point for a whole new approach to creating healthy mixed communities that have state housing within them.

Why is a new approach needed? Housing New Zealand has a long and proud history of delivering social housing to people who need it most, but we currently face unprecedented challenges that are transforming the world in which we live and require us to reframe the way we go about our work.

New Zealand society has changed considerably since the early days of state housing, and our approach is changing with it, although we are always mindful of the past and our legacy. The average state house today is 43 years old, not very energy or land efficient, and either too big or too small for the family or individual who lives in it. And today we are seeing unparalleled demand for affordable one- or two-bedroom properties and larger family homes in key areas, such as parts of Auckland. Simply put, we need to achieve much more with the resources we have.

MODERNISING TO UNLOCK OUR POTENTIAL

Housing New Zealand faces a major challenge to unlock the value in our land portfolio effectively and efficiently, reshaping our assets to intensify our land use and create the right housing options in the right places, at the same time as promoting community wellbeing and helping to create a new portfolio of attractive, enduring and sustainable environments.

For us to remain effective in delivering social and affordable housing solutions, we have to modernise. And this is what we are doing. In the next few years, Housing New Zealand will be investing billions of dollars in modernising and building new properties. This is a simply enormous investment, and we are dedicated to ensuring that every dollar is intelligently and effectively applied to create modern, warm and dry homes that are the right sizes and in the right places to meet the demands of the years ahead.

A POWERFUL NEW SENSE OF PURPOSE

Housing New Zealand has a powerful new sense of purpose, shaped by my belief in developing world-class, healthy and sustainable communities that are based on ‘blind tenure’ - so when you walk down a street of new developments of which state housing will be a part, you won’t be able to tell which are state houses and which are privately rented or owner-occupied.

EXPECTATIONS NOT OUTCOMES

To achieve this vision, we need to go about our work in new and different ways. In the past we have been prescriptive in the way we want products to be built and supplied, which may in some cases have frustrated innovation and good design. However, as our new Simple Guide to Urban Design & Development illustrates, we are transforming our approach. Rather than imposing prescriptive requirements, we are setting high, ambitious and challenging expectations. Whilst we will work with people to help them meet our expectations, we will not dictate how you are to do so. Instead, we are looking to engage with market partners who can bring innovative thinking and quality design solutions that meet these expectations and at the same time challenge our thinking, add value and help us deliver affordable, lasting and quality housing solutions for our community.

ACTIVE PARTNERS: MAJOR OPPORTUNITY

As we start to write the new chapters of New Zealand’s state housing story, our fires are lit by thoughts of what’s possible, and we want yours to be too. We are driven by ideas of ‘how we can’; we are simply not interested in ‘why we can’t’.

I now invite the industry to come to us with solutions to our challenges. We are looking for commercial partners to work with us who understand our vision and the need for change. Those who embrace our vision, demonstrate the passion and ability to add value and deliver the expectations we seek in an innovative, imaginative, cost-efficient way, are going to get the lion’s share of the work ahead.

We want you to be an active part of delivering our vision with us in the years ahead, inspired to do your best work, because the scale and scope of the challenge and the opportunity we face are huge; no less than creating the new future of social housing in New Zealand.

Glen Sowry
Chief Executive
Housing New Zealand Corporation
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Reimagine www.reimagine.co.nz
This Simple Guide to Urban Design & Development outlines our expectations for better-designed environments and highlights key design principles we consider to be fundamental to the creation of healthy and sustainable communities.

It is one of a number of tools in a wider framework we have established to help us and the people we work with understand our expectations around design, quality and cost, in order to deliver better-designed buildings and community environments that work well now and into the future.

This guide is not about lip service, it’s about good outcomes and self-assessment; creating an easy-to-use framework founded on good design principles, intending to help take the mystique away from urban design. It has been written to be easy to understand, and serves a number of functions:

• It is a briefing document for our staff, designers, development partners and local authorities, communicating our expectations as to how a site or development proposal needs to be dealt with, so that when proposals are presented, the key questions have been addressed and the designs can be defended in line with our expectations.

• It describes the minimum level of quality we are looking to achieve. It sets standards by describing the expectations that need to be met in order for development to proceed. The guide is not intended to be prescriptive - it should be seen as a basis for inspiring imaginative and practical solutions.

• It is a toolkit to help us to create results we will all be proud of and that we can use as showcases for the future. We will use it to ask the right questions: ‘…is this the right thing to do?’, ‘…does it look good?’, ‘…does it form a better place for people to live?’ and ‘…does it create appropriate and empathetic relationships with the surrounding land, community, buildings and environment?’.

While not in itself a statutory document, this Simple Guide to Urban Design & Development will form an integral part of our briefing and quality review processes. We will use it as the basis for discussions with designers, local authority planning teams and other key stakeholders for significant development proposals.

WHAT WE ARE LOOKING FOR

Three key things we are looking for are: equity, capacity and innovation. We want the best and the brightest minds to challenge and inform us on what’s possible. We seek development partners who will:

• Share our vision and passion – play a proactive part in building enduring and mutually rewarding, long-term partnerships with us and help us create the future of social housing in New Zealand

• Understand and empathise with our objectives, and join us in pioneering more creative, more adaptive, less process-driven ways of working in order to deliver mutually beneficial commercial outcomes

• Help us create places that are liveable, practical and affordable for our tenants to live in – vibrant, attractive and sustainable environments that are appropriate for people’s current and future changing needs

• Understand our drive for quality, cost-effective, large-scale construction. We need solutions that do a better job for less money while acknowledging that whole-of-life costs are always important

• Be open to innovative input and help us challenge the old paradigms. Provide thought leadership on how to create the outcomes we seek and challenge the thinking of ourselves and others about what’s possible.

And most importantly of all:

Apply your minds to it, respect our principles and respond to our expectations with imagination and integrity - and get a step ahead of the pack by aiming for world class!
**OUR VISION**

Our vision is to transform our portfolio - to redevelop, regenerate and intensify our landholdings to achieve attractive, liveable and enduring results: world-class, healthy, vibrant, sustainable, mixed-use communities into which quality state housing solutions are seamlessly integrated. In simple terms, we are writing the next chapter of the history of social housing in New Zealand.

**OUR STRATEGY**

Our strategy to implement and deliver on our vision covers five key areas:

<table>
<thead>
<tr>
<th>Area</th>
<th>Description</th>
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<tbody>
<tr>
<td>Unlock latent potential</td>
<td>Our desire is to unlock the latent value in our properties - to transform, regenerate and intensify our portfolio to create world-class, healthy, vibrant, sustainable and enduring mixed-use communities. To do this, we will apply a mixed-tenure model to fund our work going forward. We will sell more property than we keep, integrating state housing seamlessly with the surrounding built form and creating product that is of enduring value.</td>
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<tr>
<td>Healthy homes: healthy people</td>
<td>Our objective is for people to live healthily and happily in easily and well maintained properties - ensuring modern, warm, dry homes of the right size in the right places to meet demand in the years ahead. To do this, we will embark on a significant building programme around the country, working with a panel of partners who share our vision and approach, and will use our Simple Guide to Urban Design &amp; Development as the basis for our work.</td>
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<tr>
<td>Attractive, sustainable neighbourhoods</td>
<td>Our intention is to create attractive neighbourhoods that last for generations, ensuring that years after our properties have been built, ‘blind tenure’ is still that - our homes fit in with their environment and continue to make a positive contribution to their communities. We seek to work with people who can deliver enduring results, with supply chain innovations that get costs down and stand the test of time.</td>
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<tr>
<td>Positive partnering relationships</td>
<td>As an organisation, we want to be seen as the best partner in government, committed to long-term partnering relationships with forward-thinking market players to design and deliver innovative, attractive, affordable and commercial housing solutions. To do this, we will reframe our relationships with the development sector, moving from a directive approach to a much more collaborative relationship based on specific quality criteria and outcomes. We want to work with the right partners, tapping into their creativity to deliver the best for state housing and our tenants.</td>
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<tr>
<td>Quality expectations nationwide</td>
<td>Through a simple, consistent and single-minded philosophy based on expectations, we will ensure that the collective impact of our strategy is felt nationwide - that the quality of all our developments is consistent in respect of design, construction and community wellbeing. To do this, we have created this Simple Guide to Urban Design &amp; Development that is all about meeting expectations, not blindly obeying rules. It communicates our vision and the outcomes we seek. It explains where we are going and what we need to do together to get there.</td>
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SIMPLICITY IS THE ULTIMATE SOPHISTICATION.

- Leonardo da Vinci
Good design cannot be achieved by prescription or regulation, nor is it defined by a particular style or fashion. Good design is timeless, and Housing New Zealand promotes good design as a tool to add value to communities, development partners and investors. Our goal is to contribute to the creation of communities that are renowned internationally for their unique character, quality architecture, exciting public spaces, healthy natural environments and all-round functionality.

Promoting quality design outcomes involves more than just a checklist of parts, and each site has its own challenges and opportunities that must be explored as part of the design process. However, for ease of use the matters for consideration described in this Simple Guide to Urban Design & Development have been embodied in five design principles and articulated through expectations described in the ten design elements.
# DESIGN PRINCIPLES

<table>
<thead>
<tr>
<th>1</th>
<th>Planning</th>
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<tbody>
<tr>
<td>Well designed places weave buildings, networks and natural landscapes together to create seamlessly integrated, holistic environments.</td>
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<tr>
<td>The physical structure of the built environment, particularly the composition of buildings, spaces, landmarks, vistas and focal points combined with the street, transport and pedestrian networks, defines the urban pattern of every place. Development should embrace best-practice, integrated land-use and transport planning principles that enhance the urban character as well as exploit the potential to enliven and regenerate the built environment.</td>
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<tr>
<th>2</th>
<th>Placemaking</th>
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<tbody>
<tr>
<td>Placemaking is a people-centred approach to planning, designing and managing an area to enhance and celebrate the special qualities of a site and its community.</td>
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<tr>
<td>The design of the physical environment plays an important role in shaping the way people live, work and play, engendering a sense of belonging and pride in the community. How a place looks and feels and the manner in which new development reflects the rich tapestry of local stories and enhances character-defining buildings, features and natural landscapes are crucial to its identity. The form and location of buildings, the network of streets and the treatment of the public realm should seek to enrich urban environments by enhancing their particular characteristic or ‘sense of place’.</td>
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<th>3</th>
<th>Public Spaces</th>
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<tbody>
<tr>
<td>Public spaces should contribute to the creation of a high-quality environment for people of all ages to enjoy.</td>
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<tr>
<td>The pervading theme of public spaces between and around buildings should be one of Quality Space. The design of streets, parks, reserves, squares, boulevards, vistas and other public spaces – and the manner in which buildings interact with them – should ensure that they are attractive, animated, well used, well supervised and easily maintained for use by all members of the public.</td>
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<th>4</th>
<th>Community</th>
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<tbody>
<tr>
<td>Successful places reflect the diversity and rich lifestyles of the population and foster a sense of pride and stewardship in the community.</td>
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<tr>
<td>Successful places embrace a ‘cradle to cradle’ philosophy and promote diversity and community wellbeing throughout their social, environmental and economic dimensions. Successful community developments comprise a rich mix of uses, activities, cultures and demographics and provide for the old and the young as much as they do for the rich and the poor.</td>
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<th>5</th>
<th>Sustainability</th>
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<tbody>
<tr>
<td>Environmental, economic, social and cultural sustainability is integral to good design outcomes.</td>
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<tr>
<td>Sustainable design requires a holistic approach embracing environmental, economic, social and cultural outcomes that meet current needs without compromising the ability of future generations to meet theirs. The optimisation of any single dimension at the expense of others is likely to compromise overall development sustainability in the long term.</td>
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1.1 Location & Context

EXPECTATION
Site design proposals should reflect a comprehensive understanding of location and surrounding context.

EXPLANATION
Visually pleasing and well functioning developments require careful consideration in respect of the form, layout and location of buildings and other features.
Site design proposals should show a contextually informed response to the relationships between buildings, spaces, natural landscapes and parking and service areas, taking into account the people, amenities and uses of the area.

MEASURABLE
Consideration has been given to complementing or enhancing existing development patterns and the prevailing urban grain within the area.
Local and environmental factors such as wind and sun orientation, topography and the natural features and habitats of the area have been considered and responded to.
Consideration has been given to the location and context of the surrounding area including land uses, circulation networks and proximity to key services.

1.2 Relationship Between Buildings

EXPECTATION
Buildings and spaces should relate well to each other.

EXPLANATION
The scale, position and external appearance of new buildings must consider their settings and the relationships they have with nearby buildings and spaces.
Good developments respect privacy, are compatible with the surrounding environment, and reduce negative impacts of overshadowing and dominance.

MEASURABLE
Windows and balconies overlooking adjacent outdoor spaces and living areas have been avoided so as to respect the amenity and comfort of neighbouring properties.
Buildings are positioned so that sunlight, daylight and air admission are optimised and overshadowing from and to surrounding buildings is limited.
Amenity considerations relating to privacy, outlook and sunlight for both internal and neighbouring occupants are balanced through sensible location, orientation and internal design.
1.3 Building Height & Bulk

**EXPECTATION**

Building height and bulk should be carefully considered.

**EXPLANATION**

Good developments incorporate buildings of a height and bulk appropriate to the location and character of the site, including specific site circumstances and local microclimatic conditions.

Variety in the height of buildings in streets can add interest and reduce monotony and is generally acceptable in most established residential areas. However, significant height variations may not be appropriate in all instances.

**MEASURABLE**

Consideration has been given to the location, height and visual character of nearby streets and public and communal spaces when planning appropriate building heights.

Lines of sight to and from the development ensure that viewshafts relating to significant sites, landmarks and features in the vicinity have been protected or enhanced.

Dramatic height changes have been considered within the context of an appropriate long-term development framework or to provide high-quality landmarks in appropriate locations.

1.5 Infill Developments

**EXPECTATION**

Infill developments should positively enhance the urban environment.

**EXPLANATION**

Future development within the urban environment will increasingly comprise infill or ‘brownfield’ developments in established neighbourhoods and precincts.

The successful integration of infill developments depends on people understanding and respecting the existing and future-planned scale, grain, character and mixed uses of the area.

**MEASURABLE**

The existing and/or future-planned scale, quality and character of the area, including any relevant development or framework plans, is respected in infill development proposals.

New buildings and upgrades of or modifications to existing buildings make a positive contribution to a more cohesive, coherent and integrated urban environment.

Neighbouring amenity values including building form, circulation networks, streetscapes and public spaces are positively affected by development proposals.

1.4 Subdivision & Boundary Adjustments

**EXPECTATION**

Subdivision proposals should enhance the character and amenity values of an area.

**EXPLANATION**

Proposals involving subdivision and boundary adjustments should take into account local character and the amenity values of the surrounding area.

Boundary adjustments should not give rise to development opportunities that would undermine community wellbeing or have potentially adverse effects on the site or the surrounding area.

**MEASURABLE**

The area’s character and amenity have been considered, including its urban form, underlying land forms, natural features, civic amenity, circulation, connectivity and community wellbeing.

The predominant pattern of existing subdivisions has been acknowledged and the proposed form and layout are compatible with the area’s vision for future growth and development.

Subdivision proposals do not give rise to development opportunities that would undermine community wellbeing or have potentially adverse effects on the site or surroundings.

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“A HUNDRED YEARS AFTER WE ARE GONE AND FORGOTTEN, THOSE WHO NEVER HEARD OF US WILL BE LIVING WITH THE RESULTS OF OUR ACTIONS.”

- Oliver Wendell Holmes
2 ACCESS & CIRCULATION

DEVELOPMENTS SHOULD CONTRIBUTE TO A SAFE, INTEGRATED, SUSTAINABLE AND WELL MAINTAINED TRANSPORT AND CIRCULATION NETWORK THAT IS DESIGNED TO IMPROVE THE QUALITY OF LIFE OF THE COMMUNITY AND FACILITATE GOOD ACCESS FOR ALL TRAVELLERS, WHETHER THEY USE CARS OR PUBLIC TRANSPORT, WALK OR CYCLE.

2.1 Land Use & Transport Networks

EXPECTATION
A holistic approach that integrates land use and transportation is required.

EXPLANATION
Sustainable development requires a holistic approach to land-use and transport planning to better facilitate the integration of the built environment, vehicle and pedestrian networks, public reserves and green corridors.

Highly connected, permeable environments are more resilient in responding to future change than poorly connected environments that can exacerbate vehicle congestion, restrict public transport opportunities and aggravate antisocial behaviour and crime.

MEASURABLE
The nature and scale of proposed development activities are in appropriate locations, giving regard to travel demand and transport management considerations.

Development proposals show high levels of efficiency, connectivity and permeability, with particular emphasis given to pedestrian routes, cycleways, public reserves and green corridors.

Any adverse amenity effects on sensitive land-use environments through transport and circulation network proposals have been carefully considered and avoided or mitigated appropriately.

2.2 Parking Demand & Provision

EXPECTATION
Proposals should address both current and future parking needs.

EXPLANATION
Current and future parking needs are considered through on-site parking provision, including car parking, loading and service areas, accessible parking, motorbike spaces and cycling facilities.

Options for alternative parking solutions, the availability of appropriate public transport and pedestrian/cycling access provisions should be considered when assessing parking requirements for a development.

MEASURABLE
On-site parking proposals are appropriate for the proposed activity given regard to location and context, current and future demand and the ability of the adjacent transport network to accommodate on-road parking for visitors and peak-use activities.

Where appropriate, a holistic travel demand and management plan, including options for passenger transport services, shared parking and proximity criteria for local services and facilities, has been undertaken.

Provisions that promote alternative modes of transport, including access to public transport, secure cycle parking and useful end-of-journey facilities, are included in parking proposals.
2.3 Parking Design & Layout

**EXPECTATION**
Parking areas should be designed to enhance visual amenity.

**EXPLANATION**
An area’s character and amenity can be significantly affected by the location, design and treatment of parking spaces, driveways and service areas.

The design of parking areas should complement the urban form and enhance and complement the quality and amenity of public spaces.

**MEASURABLE**
The quality and amenity of streets and public spaces are protected through convenient, safely accessed parking that is located at the side of, rear of and below buildings, instead of in front of buildings.

Adverse effects on streetscape amenity, including fragmentation of street frontages, pedestrian routes and landscapes, have been reduced through well designed parking and access proposals.

Design proposals incorporate layouts and landscape treatments that reduce potentially negative impacts on the safety and amenity of streets, pedestrian routes and public spaces.

2.4 Access & Servicing

**EXPECTATION**
Access and servicing should be effective, functional and sensitive to amenity values.

**EXPLANATION**
Effective, convenient access for emergency vehicles and furniture removal trucks that does not undermine pedestrian safety or the amenity of the surrounding environment should be considered at an early stage.

Development proposals should have regard to the impacts that a new development may have on the local traffic network and on the nature and number of movements arising from it.

**MEASURABLE**
Provision has been made for appropriate and easily accessible goods handling, storage, waste and recycling areas, including access and service management arrangements.

Efficient access and circulation plans are designed to minimise adverse impacts on the quality and functionality of transport networks.

Access and service areas are designed to reduce negative effects on the quality and amenity of the local environment and are located away from site and building fronts.

2.5 Pedestrian Priority

**EXPECTATION**
Pedestrian safety and amenity are vital to successful developments.

**EXPLANATION**
Successful streets are public spaces that depend on high levels of pedestrian activity to create vitality, support non-residential activities and promote community stewardship.

Development proposals should enhance the amenity values of the environment, promote low vehicle speeds, give priority to pedestrians, cyclists and the mobility impaired, including people with pushchairs, and promote the use of public transport.

**MEASURABLE**
Pedestrian access and safety is prioritised over vehicle movements through clearly defined footpaths and cycleways, and any shared pedestrian/vehicle spaces are designed to give preference to pedestrians.

Pedestrians and cyclists have simple access to and around developments, with convenient and safe links to surrounding street networks, public spaces, reserves and natural landscapes.

Safe links to and from residential units - that bypass driveways and service areas when possible - are provided for pedestrians of all ages, including those who are mobility impaired and people with small children and pushchairs.
3.1 Land Utilisation

EXPECTATION
Land capacity should be optimised in respect of density and use.

EXPLANATION
Land is a precious resource. Promoting compact, pedestrian-friendly environments that retain high standards of amenity and liveability – in respect of communal and/or public space and community wellbeing – is critical to sustainable development.

Optimising land uses involves balancing the benefits of density increases with the maintenance of local character and amenity and the long-term vision for the neighbourhood.

MEASURABLE
The form, nature and density of the proposal optimise the development potential of the site and are considerate of the future vision and sustainable growth of the area.

The site’s development capacity is optimised and the proposed land-use and development profile are compatible with the scale and amenity values of adjoining land uses.

The benefits of density increases are balanced with the maintenance of local character and amenity values and the long-term evolution and sustainability of the neighbourhood.

3.2 Employment & Mixed-Use Environments

EXPECTATION
Sustainable mixed-use development is encouraged.

EXPLANATION
Successful mixed-use developments help meet the changing demands of society by shortening journeys and bringing uses that cater for employment, shopping, community activities, recreation and leisure closer to residential areas.

A mix of uses can be provided for within different parts of a neighbourhood or development, in nearby buildings, or in buildings accommodating multiple uses. Clustering of uses can encourage increased activity within streets and spaces and at focal points in an area.

MEASURABLE
Mixed-use proposals provide employment, shopping, community, recreation and leisure opportunities close to residential areas in a way that reduces the potential for reverse-sensitivity effects on residents.

Building forms in mixed-use environments provide for adaptive future use in respect of building orientation, floor heights, street interfaces, parking, access and servicing.

Employment-generating development and activities are enabled through location, form and site layout, including safe, convenient pedestrian and public transport access.
### 3.3 Local Neighbourhood & Retail Centres

**EXPECTATION**

Proposals should enhance local neighbourhood and retail centres.

**EXPLANATION**

People-orientated developments with vitality and good pedestrian amenity are essential to creating successful local neighbourhood and retail environments.

Continuous building frontages that help define public and pedestrian spaces enhanced by quality landscaping, street furniture and creative lighting are essential ingredients for successful people-orientated environments.

**MEASURABLE**

Pedestrian amenity is enhanced through the provision of continuous footpath routes unfragmented by vehicle road-crossings, and supported by good-quality landscaping, street furniture and lighting and the careful design and location of parking and service areas.

The quality of streets and public spaces is enhanced by continuous building frontages that incorporate verandahs, entrances, glazing and safe, sheltered areas, creating an enjoyable experience for pedestrians.

Neighbourhoods and centres are designed to be attractive and actively used by both residents and visitors. They exhibit a clear vision and purpose and foster a strong sense of community and civic pride.

> GROWTH IS INEVITABLE AND DESIRABLE, BUT DESTRUCTION OF COMMUNITY CHARACTER IS NOT. THE QUESTION IS NOT WHETHER YOUR PART OF THE WORLD IS GOING TO CHANGE. THE QUESTION IS HOW.

- Edward T. McMahon

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### 3.4 Network Utilities

**EXPECTATION**

Development and network utility infrastructure should be integrated.

**EXPLANATION**

The interrelationship between network utility infrastructure and development is an important consideration that requires an integrated and future-thinking approach.

Network utility solutions should reduce or mitigate adverse impacts on amenity values through undergrounding and careful siting of structures including landscaping design or screening.

**MEASURABLE**

Landscaping design or screening has been used to reduce or mitigate adverse effects on amenity values arising from network utilities.

Underground services have been installed so as to allow ongoing maintenance and operations without disrupting or damaging the formation of pedestrian and vehicle crossings and access.

The integrated coordination of below-ground services and mitigation of visual clutter relating to overhead line services and façade-mounted installations including meter boxes have been managed through thoughtful design and the co-location of services infrastructure.

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### 3.5 Waste Management, Refuse & Recycling

**EXPECTATION**

Proposals should manage waste and provide for recycling.

**EXPLANATION**

Proposals should effectively manage the provision and impacts of waste management and outdoor storage areas in a manner that is consistent with neighbourhood amenity values.

Opportunities to reduce and minimise waste should be incorporated wherever possible, including provision for segregated waste and recycling.

**MEASURABLE**

Visual, nuisance and residential amenity impacts relating to waste and outdoor service areas are reduced through smart design including size, appearance, location and access.

Refuse and outdoor service areas are located such that they are functional, accessible, appropriately screened and located away from designated open, communal and public spaces.

Facilities to separate refuse for recycling are provided, including sufficient space for their collection in a manner consistent with neighbourhood amenity values.
4.1 Sense of Place

EXPECTATION
Developments should celebrate the special qualities of a place and its people.

EXPLANATION
Good developments enhance and celebrate the unique identity and special qualities of a place and its people.
Buildings and spaces are opportunities to give meaning to a place through imagination, creativity and the involvement of artists, designers and local communities.

MEASURABLE
Consideration has been given to how people understand and connect with the location’s ecological heritage, natural history and the story of human settlement.
Features that reflect, enhance and celebrate the area and its people’s unique sense of place, character and personality are included.
Local identity and insight into the rich tapestry of local stories, history and heritage are enhanced through the incorporation of artworks and design features.

4.2 Context & Character

EXPECTATION
Design should respect and be informed by local context and character.

EXPLANATION
Buildings and developments that reflect their purpose and respect their location are an essential characteristic of high-quality environments.
Developments in iconic locations such as coastal and natural environments, urban centres, character neighbourhoods and gateway locations require a particularly sensitive design response.

MEASURABLE
The existing character of the area is complemented and/or enhanced through built form, colours, materials, roof pitches and landscape features.
Local context and heritage including landmarks, gateways, vistas, civic buildings, public spaces and natural landscapes are shown respect in the design proposals.
The quality and amenity of the public realm, including streetscapes, civic spaces, reserves, linkages and natural landscapes, is positively affected by the development.
4.3 Heritage Areas, Buildings & Structures

EXPECTATION
The integrity of heritage sites and places should be maintained.

EXPLANATION
The rich heritage and the distinctive qualities of character and historic neighbourhoods, buildings, structures and natural environments create a strong sense of place.

The integrity, character and features of historic heritage sites and places should be respected, and their heritage values should not be adversely undermined by developments.

MEASURABLE
Site layout, building form, architectural style, materials and landscape are sympathetic to nearby heritage buildings, structures and precincts.

Key elements of style, character and heritage significance are identified, protected or restored as needed, and potentially adverse effects on heritage values are mitigated.

Impacts on heritage sites or places are consistent with identified heritage values, and any development, excavation or subdivision conforms with appropriate conservation principles and standards.

4.4 Natural Wayfinding

EXPECTATION
Character-defining features are essential to natural wayfinding.

EXPLANATION
The best way to determine whether you live in a memorable place is to tell people the story of how to get to your house.

Wayfinding through storytelling requires character-defining features that help people locate buildings and places without relying on maps, enabling them to move confidently between different parts of the city or neighbourhood area.

MEASURABLE
Existing character-defining features within and around the site have been identified, protected and enhanced.

The development’s identity and the area’s distinctiveness are reinforced through character-defining features including buildings, spaces, lighting, art installations and landscapes.

Natural wayfinding is evident; sites and buildings in key locations have been enhanced so people can move confidently through the area without using street maps or signposts.

4.5 Gateways, Landmarks & Vistas

EXPECTATION
Proposals should enhance gateways, landmarks, views and vistas.

EXPLANATION
Gateway features, landmarks and vistas create visual interest, enliven streetscapes, assist wayfinding and contribute to the identity of an area.

Opportunities to protect, enhance and create character-defining features including buildings, gateways, viewshafts, corners, landmarks and civic spaces should be exploited wherever possible.

MEASURABLE
Character-defining features that enhance areas of the site or parts of a building that can be seen from and/or interface with public spaces have been considered and maximised.

Consideration has been given to maintaining, protecting and enhancing the visibility and views of prominent natural and built landmarks and features.

Key civic and gateway locations - including prominent corners and viewshafts - have been enhanced through appropriate built forms and design features.
5.1 The Public Realm

EXPECTATION
The public realm should promote a high-quality urban environment.

EXPLANATION
The public realm – the ‘spaces between buildings’ – represents a person’s first impression of a city and its neighbourhoods and communities. The design of public spaces – big or small, hard or soft – should add to a high-quality, vibrant and attractive environment that people can enjoy.

MEASURABLE
Buildings should be configured so as to create good spatial arrangements of public and communal space and promote positive relationships between buildings, streets, civic spaces, walkways and natural landscapes.

The design of the public realm fosters community pride by creating a good first impression of the neighbourhood through landscape, lighting, boundary treatments, street furniture, architectural form and materials.

A wide range of special events and community celebrations has been accommodated for and encouraged through the design of public and communal spaces.

5.2 Public & Private Spaces

EXPECTATION
Public, private and communal spaces should be clearly defined.

EXPLANATION
Public, private and communal spaces should show a clear intended use which is informed by context, location, circulation networks and natural environments.

Interfaces and connections between public, semi-public and private spaces should be clearly defined in order to promote positive social etiquette within the community.

MEASURABLE
Public spaces have a clear purpose and quality of amenity that are appropriate to their location, function, climate and surrounding context.

Communal spaces are clearly defined and framed by streets, natural features or the front faces of buildings.

Public spaces are clearly delineated from private spaces and are designed so as to mitigate loss of privacy or amenity for adjacent residents and neighbours.
5.3 Streetscapes

EXPECTATION
Streetscapes define the quality and identity of a neighbourhood.

EXPLANATION
Streets are more than just roads for moving vehicles; they are public spaces and showrooms for the city that effectively define the quality and identity of individual neighbourhoods.

Streets designed for people enhance the social vitality and energy of an area, reinforce its character and result in a better-quality urban environment for residents and visitors.

MEASURABLE
Public streets are clearly defined by the fronts of buildings with active ground floors that promote activity and a sense of community connectivity.

Streets and civic spaces are designed to promote neighbourliness and include spaces specifically set aside for people to sit, interact, play, observe and enjoy.

Walking is encouraged and pedestrian amenity is improved through people-focused street design and the selection of street furniture, planting, lighting, public art and paving materials.

5.4 Active Lifestyles

EXPECTATION
Buildings should face streets and have their activities spill out onto them.

EXPLANATION
In well planned urban areas, buildings frame the edge of open spaces and add activity by offering active ground floors and presenting their ‘front faces’ and principal points of access to the public domain.

Active frontages - defined as frontages with high numbers of pedestrian entrances - are essential in promoting safe, pedestrian-friendly, human-scale environments and enhancing pedestrian amenity.

MEASURABLE
Buildings including ground-floor residential units present their public faces and pedestrian entrances to the principal street in a way that contributes to its vitality, interest and safety.

Visual surveillance of streets and public spaces, particularly at ground-floor level, is maintained through the positioning of active areas such as pedestrian entrances and useable rooms.

Direct street access for visitors is enabled through well designed entrances to buildings, facilities and common spaces, in a way that respects the privacy and security of residents.

5.5 Landscape

EXPECTATION
Development proposals should enhance landscape amenity.

EXPLANATION
The quality and amenity of a place can be significantly enhanced through aesthetic, functional and ecological opportunities explored through landscaping.

Landscaping contributes to an area’s local ecology, culture and community wellbeing, and can also soften hard surfaces, enrich bleak areas and reduce unwanted visual impacts.

MEASURABLE
Site layout relates to the natural land form and landscape character of the area; existing trees and vegetation have been retained wherever possible and enhanced through additional trees and planting in streets and public spaces.

Proposed landscaping enhances the site’s natural character and amenity values and reduces parking and servicing impacts in a way that is easy to maintain in the long term.

Landscape design proposals including planting, structures, materials, street furniture and art installations are ecologically sensitive and enhance local character, identity and sense of place.
6.1 **Visual Amenity**

**EXPECTATION**
Proposals should improve the quality and amenity of the environment.

**EXPLANATION**
The health and wellbeing of the residents and their communities can be improved through development activity when attention is given to high-quality design, visual amenity and detail.

Health and wellbeing improvements are supported through places that enhance local townscapes, animate streetscapes, are intuitively understandable, and combine natural and built environments.

**MEASURABLE**
The character and amenity of the surrounding area are respected through the design and location of buildings, with consideration given to form, scale, rhythm, materiality, colour and landscape.

Transitional elements and contrasts of form, colour and materials are applied to control and modulate the mass of large buildings and frontages, and to reduce the impacts of building scale.

Visual interest is created through architectural features including facade depth, wall openings, entrance porches, balconies, rooflines and a variety of materials and colours, which also reduce excessive repetition of building forms.

6.2 **Residential Amenity**

**EXPECTATION**
Developments should provide a high standard of residential amenity.

**EXPLANATION**
Developments should provide a high standard of residential amenity with reasonable space standards, and include provisions to enable people to stay in their homes as they grow older or become disabled.

Dwellings should be positioned and orientated to make the most of natural light, ventilation and views of attractive and pleasing spaces.

**MEASURABLE**
Dwellings are designed, positioned and orientated so as to optimise solar gain, thermal performance, natural light and ventilation to ensure warm, dry and healthy interior environments.

Design proposals include options for residents to have views of streets, gardens and aesthetically pleasing spaces.

Residential design proposals comply with identified benchmark guidelines including the Decent Home Provisioning Standards, the Universal Access Guidelines, Driveway Safety Programmes and Environmental Design Criteria.
6.3 Private Outdoor Spaces

EXPECTATION
Residents should enjoy convenient access to good outdoor amenity space.

EXPLANATION
All residents should have easy access to useable outdoor spaces for private, common and communal use that are fit for purpose and are unencumbered by parking, vehicle access and service areas.

Private outdoor spaces should include spaces used for different functions, receive adequate levels of sunlight and be protected from extreme climatic conditions.

MEASURABLE
Private outdoor spaces including balconies, terraces and gardens are directly accessible from residents’ main living areas and are not compromised by parking, vehicle and service access or driveway safety considerations.

Private outdoor spaces get adequate levels of sunlight and are protected from extreme weather conditions so they can be enjoyed in all seasons.

Design proposals for private outdoor spaces make use of existing natural and landscape features, including trees where possible.

WHEN I AM WORKING ON A PROBLEM, I NEVER THINK ABOUT BEAUTY. I ONLY THINK ABOUT HOW TO SOLVE A PROBLEM. BUT WHEN I HAVE FINISHED, IF THE SOLUTION IS NOT BEAUTIFUL, I KNOW IT IS WRONG.

- Buckminster Fuller

6.4 Boundary Treatments & Fences

EXPECTATION
Boundary treatments should enhance amenity values and public safety.

EXPLANATION
Boundary treatments should provide a clear definition between public and private spaces. The quality and amenity impacts of site boundaries must be taken into account and incorporated into the design of new developments.

Well designed treatments, such as low walls, fences, railings, hedges and boundary trees, can maintain enclosure and contribute to the quality of the environment without compromising the natural surveillance of public spaces.

MEASURABLE
Boundary treatments enhance the amenity values of the area and maintain good visual surveillance of streets and other public areas.

Public, semi-public and private areas, including fenced play areas, are clearly and attractively defined with appropriate boundary treatments, screening, landscaping and natural and topographical features.

Landscaping and associated built form elements clearly define entrances including vehicle and pedestrian access points, and soften parking and service areas and side boundaries.

6.5 Signage

EXPECTATION
Signage design and location should enhance character and visual amenity.

EXPLANATION
Signs contribute to a sense of vibrancy but can also have the potential to create unwanted effects, particularly in places where there is an expectation of visually attractive amenity standards.

Inappropriate signs can detract from the character and values of an area, including the visual amenity of neighbourhood character, public spaces, heritage buildings, natural landscapes, views and vistas.

MEASURABLE
Any proposed signage is appropriate in regard to scale, design, number, location and impact on visual amenity.

Signage proposals are compatible with the character and visual amenity of an area including civic, heritage, landscape and general amenity values.

Potential adverse effects from signs on views, vistas, visual amenity, light spill and safety have been avoided, reduced or mitigated through smart and attractive design.
7.1 Sustainable Neighbourhoods

EXPECTATION
Development should help to sustain local neighbourhoods.

EXPLANATION
Lively neighbourhoods, effective facilities and community wellbeing are enhanced through sustainable community development. Developments should be socially inclusive and have a scale and density that optimise the economic use of land, sustain local facilities and deliver an appropriate diversity of housing choices.

MEASURABLE
Development proposals are ‘inclusive’ and seamlessly integrated into their surrounding neighbourhood.
Residential developments provide a variety of dwelling typologies for an appropriate range of living choices, tenures and occupancies. Proposed occupant densities are such as to make optimal and economic use of land and sustain the provision of community, neighbourhood and passenger transport services.

7.2 Housing Quality

EXPECTATION
Residential proposals should seek to improve housing quality.

EXPLANATION
Residential developments should incorporate a range of housing typologies and demonstrate high standards of design, external appearance and construction quality.
Occupants and building owners get long-term benefits from well constructed houses that use resilient building technologies and reduce maintenance and repair costs.

MEASURABLE
Architectural design and technical specifications have considered whole-of-life cost, value and potential future risks, including long-term technical performance, management and maintenance.
Residential proposals provide good residential amenity including internal space standards, storage, universal accessibility provisions and in-dwelling and on-site amenities.
External cladding, roofing materials and systems are designed to be attractive, durable and low maintenance and will be unaffected by external moisture ingress over time.
7.3 Diverse Needs

EXPECTATION
Buildings should provide for diverse needs, including for older people and those with disabilities.

EXPLANATION
People have varying needs in regard to physical access during their lives and families have members of different ages and physical abilities whose mobility and sensory requirements change with time.

Well designed dwellings can accommodate people with a wide range of physical and sensory needs and abilities comfortably, and allow people with mobility requirements to negotiate their way around easily.

MEASURABLE
Consideration has been given to facilitating a barrier-free path of travel to the main entrance of all dwelling units, preferably including on-grade access.

Universal Access Guidelines have been considered and, where briefed, dwelling units facilitate pushchair and wheelchair access within the ground-floor plan and/or are fully accessible.

In the event that level access is not provided to the main entrance of dwelling units, consideration has been given to the retro-installation of ramp or lift access as appropriate to the dwelling unit typology.

7.4 Children & Young People

EXPECTATION
The interests of children and young people must be considered.

EXPLANATION
All development proposals should consider and prioritise the safety, wellbeing and specific needs of children and young people.

Identifying and accommodating the needs of older children and teenagers in the design of public buildings and facilities and areas of public space are particularly important.

MEASURABLE
Safe pedestrian routes to schools and other areas used by children and young people are integral to new development schemes.

Adequate play areas are available, including fenced play areas, formal play spaces, places where children can explore, and places where they simply meet up in safety.

The needs of young people, particularly older children and teenagers, have been considered and provided for in the design of public buildings, facilities and areas of public open space.

7.5 Active Lifestyles

EXPECTATION
Designs should explore opportunities to promote active lifestyles.

EXPLANATION
Where practical, developments should promote active lifestyles, with pedestrian and cycling routes prioritised over vehicle routes.

Safe and pleasant pedestrian and cycling routes, and good-quality facilities for cyclists in public buildings, workplaces and neighbourhood centres are important active lifestyle considerations.

MEASURABLE
Active lifestyles are promoted in design proposals where practical, including the prioritisation of pedestrian and cycling routes over vehicle routes.

Development proposals provide ample options for - and easy access to - leisure and recreation spaces and activities including suitable activity spaces for children and young people.

The design and amenity values of public buildings and spaces encourage active lifestyles including the provision of facilities for cyclists, joggers and other non-vehicle users.
SAFETY & STEWARDSHIP

DEVELOPMENT PROPOSALS SHOULD INSPIRE A SENSE OF WELLBEING BY CREATING SAFE ENVIRONMENTS THAT REFLECT THE DIVERSITY AND THE RICH LIFESTYLES OF THE POPULATION, ENCOURAGE A VIBRANT MIX OF PEOPLE, AGES, USES AND ACTIVITIES, AND PROMOTE A SENSE OF CIVIC PRIDE, NEIGHBOURLINESS AND COMMUNITY STEWARDSHIP.

8.1 Crime Prevention Through Environmental Design

EXPECTATION
Design should prevent crime and promote a safe environment.

EXPLANATION
The design of the built environment can have significant impacts on matters relating to personal safety, security, crime and social behaviour within a community. New developments will be expected to promote safe environments and exhibit good CPTED (Crime Prevention Through Environmental Design) principles.

MEASURABLE
Proposals exhibit good CPTED principles including site layout, avoiding areas of entrapment, and thoughtfully designed entrances, boundaries and landscaping. Informal surveillance of public areas within and near the development, including streets, pedestrian and cycling routes, public open spaces and parking areas, is ensured. Doors, windows and other openings overlook and actively connect with public and communal spaces, enabling informal surveillance of people and places.

8.2 Care & Maintenance of the Public Realm

EXPECTATION
Developments should enable effective care of the public realm.

EXPLANATION
The design of street, squares and other areas of soft and hard landscaping should enable easy and cost-effective long-term maintenance and care. Robust, replaceable materials that fit with the profile of the space and are easy to look after should be used in areas that require regular maintenance.

MEASURABLE
The design of street public spaces enables effective long-term maintenance including specified materials that are robust and proportionate in quality to their location and intended use. Landscape design features attractive plants and trees that enhance local amenity, promote a distinctive sense of identity and are easily cared for and maintained. The future care and maintenance of common spaces and natural landscapes have been considered, including service access and the potential for shared management and maintenance costs.
8.3 Community Stewardship

**EXPECTATION**
Design of buildings and spaces should promote community pride.

**EXPLANATION**
Great neighbourhoods look after themselves - they are lively, socially inclusive environments where people show pride in their area and care for community facilities and resources.

Local identity, community engagement, pride and stewardship are supported and enhanced through the design of buildings, streets, public spaces and landscapes.

**MEASURABLE**
- Design proposals are inclusive and provide for the physical and emotional wellbeing of all members of the community, including children, those with impaired mobility and the elderly.
- Main frontages and building entrances face and interact with primary streets, helping to activate and energise public spaces within the development.
- Local identity, community ownership and civic pride are enhanced through site design, building form, architectural detail, streetscapes, landscaping and art and cultural installations.

8.4 Lighting & Night-Time Environments

**EXPECTATION**
Lighting should provide night-time security and aesthetic enhancement.

**EXPLANATION**
As urban environments develop, closer attention needs to be given to how places function and offer a high quality of amenity and convenience at all hours of the day, particularly after dark.

Lighting should be functional, provide safety for users, and enhance the amenity and beauty of the built environment, including the night-time character of buildings and public spaces.

**MEASURABLE**
- Lighting designs and specifications provide for the wellbeing and security of all users and enhance the safety of buildings, streets and communal spaces.
- Lighting proposals have been considered as part of an integrated night-time amenity plan and any effects in respect of light pollution have been effectively mitigated.
- The area’s beauty, identity and character have been enhanced through creative lighting proposals that include buildings, civic spaces, landscapes, gateways, landmark views and vistas.

8.5 Safe Environments

**EXPECTATION**
The health, safety and wellbeing of occupants and visitors are paramount.

**EXPLANATION**
The health and safety of residents, occupants and visitors when they engage in daily activities, special events, construction and maintenance are of paramount importance.

Special attention must be paid to the health, safety and wellbeing of vulnerable community members, particularly children, the elderly and people with impaired mobility.

**MEASURABLE**
- All on-site and off-site hazards and any health and safety issues have been identified, avoided and/or mitigated including in construction and future maintenance plans.
- Areas likely to be used by children and young people enjoy high levels of natural surveillance, embrace driveway safety design principles and are separated from health and safety risks such as roads, service areas and open waterways.
- Occupants are enabled and empowered to avoid antisocial behaviour through well connected developments that offer a choice of visible, safe and well lit paths and circulation routes.
ENVIRONMENTAL WELLBEING

A SUCCESSFUL DEVELOPMENT MUST CONSIDER ENVIRONMENTAL SUSTAINABILITY AS AN INTEGRAL PART OF GOOD PLANNING AND URBAN DESIGN PRINCIPLES; IMPROVING THE WELLBEING OF OUR ENVIRONMENTS IS A KEY CONSIDERATION FOR A CITY’S LONG-TERM SUCCESS AND GROWTH.

9.1 Environmental Design

EXPECTATION
The impacts of development on the global environment should be reduced.

EXPLANATION
A committed and ongoing approach to the sustainable design of built environments can make a significant contribution to reducing the global environmental impacts of development.

Developments should incorporate low-impact and energy-efficient features, maximise solar gain and minimise energy costs in a way that provides people with warm, dry, ventilated and healthy internal environments.

MEASURABLE
Open common, communal and public spaces are sheltered from wind and receive maximum solar gain in winter through smart site layout, orientation, landscaping and the relationships between building fronts. The need for artificial lighting and space heating is mitigated through low-energy, passive and active environmental design features including window orientation, decks and skylights.

Low-impact urban design and site-wide energy-efficiency features are incorporated in development design wherever possible.

9.2 Stormwater Management

EXPECTATION
Proposals should manage stormwater and optimise site permeability.

EXPLANATION
Development should mitigate or reduce effects on stormwater disposal and avoid making substantial changes to water movement and natural hydrological conditions.

Development should minimise impermeable surfaces including buildings, parking and manoeuvring areas and incorporate stormwater conservation measures wherever possible.

MEASURABLE
The site’s natural characteristics and open space networks have been used to help facilitate ground water soakage, provide overland flow paths or create natural surface ponding areas.

The site layout minimises impermeable areas including buildings, parking and service access and uses on-site measures to reduce, treat or re-use stormwater run-off wherever possible.

Environmentally sensitive features that mitigate natural water contamination, including green roofs and landscape treatments such as rain gardens and wetland treatments, have been incorporated.
9.3 Existing Natural Environments

**EXPECTATION**
Development should enhance natural landscapes and biodiversity.

**EXPLANATION**
Natural green spaces and rich biodiversity play an important part in enhancing people’s quality of life.

Development should adopt a holistic approach to nature conservation that conserves, protects and enhances an area’s biodiversity, including plant species appropriate to the location and the provision of wildlife habitats.

**MEASURABLE**
Development and landscape proposals are sympathetic to local ecology, and existing vegetation and natural features have been retained and enhanced wherever possible.

Biodiversity, existing landscapes and significant natural areas are protected or enhanced through design, and any adverse effects have been mitigated.

A holistic strategy to protect and/or enhance natural habitats, landscapes and ecologies has been used to guide and assess any significant changes to, or removal of, existing vegetation.

9.4 Three-Waters Management

**EXPECTATION**
Development should consider effects on three-waters management.

**EXPLANATION**
Sustainable water use and the effective management of three-waters infrastructure (water supply, wastewater, stormwater) are important considerations in ensuring an area’s environmental wellbeing.

Proposals should consider ways of minimising a reliance on reticulated municipal systems and facilitate the disposal of stormwater and wastewater without adversely affecting the surrounding environment.

**MEASURABLE**
Development proposals have considered the capacity and availability of three-waters infrastructure and available water supply and adopted this knowledge into management plans.

Proposals are consistent with the provisions of any relevant integrated catchment management plan for the area.

Techniques are used to protect water supply, and the health and integrity of water courses, including land stability, wastage, erosion and sedimentation, have been incorporated wherever necessary.

9.5 Sustainable Use of Resources

**EXPECTATION**
Developments should actively promote the sustainable use of resources.

**EXPLANATION**
More efficient buildings using less energy and/or water demonstrate significant savings in operating costs over the lifetime of the built development.

Best-practice ‘green building’ or ‘low-impact urban design’ features should be considered at the outset of the design process and incorporated wherever possible.

**MEASURABLE**
Low-impact urban design and energy-saving features have been incorporated wherever possible in resource plans.

Building and external spaces use materials from specified renewable sources, have a low embodied energy content, generate low levels of construction waste and, as far as practicable, can be produced and replaced locally.

Durable, long-lifespan materials and/or inert claddings requiring low maintenance are used in the design and specification of buildings and landscape features.
CITIZENSHIP

Places are not shaped as much by designers as they are by leaders and citizens, whether they be politicians, business people, professionals, statutory organisations or community groups. The principles that guide our actions and the expectations we place on each other have a profound impact on our environment and effectively define the ‘urban etiquette’ of a place.

10.1 Improved Housing Supply

**EXPECTATION**
Development should deliver housing of the right size, type, quality and location.

**EXPLANATION**
To improve housing supply, we need to promote a more diverse range of social and affordable housing models and providers and better facilitate the involvement of third-sector providers.

Housing New Zealand is committed to the refresh and reconfiguration of its assets and landholdings to bring its housing portfolio in line with regional and local demand.

**MEASURABLE**
Development proposals are consistent with a thoroughly informed and integrated planning strategy that acknowledges funding, land supply and infrastructure.

Development proposals include the provision of new housing stock that can be made available for innovative social, third-sector and private housing markets.

Development proposals help promote growth in the overall quantum of social and affordable housing, including increased provision for community housing providers.

10.2 Improved Housing Choice

**EXPECTATION**
Development should deliver a greater range of housing choices to reflect people’s changing needs and lifestyles.

**EXPLANATION**
Housing New Zealand is seeking to better match the provision of housing to people’s changing needs and demographic requirements.

In simple terms, development proposals should be designed to deliver housing of the right size, type and quality in the right location to meet changing demands.

**MEASURABLE**
Proposals offer a range of dwelling types, with improved housing choices that are better aligned with customers’ demand profile and demographic requirements.

Proposals are designed to deliver the right kind of housing, of the right quality and in the right location, to meet present and future demands.

The form and nature of the development are appropriate for its location and consistent with local and regional strategies relating to landholding and portfolio optimisation.
10.3 Improved Housing Quality

EXPECTATION
Residential development should contribute to the creation of world-class, healthy and sustainable living communities.

EXPLANATION
To improve housing quality, aged housing stock needs to be replaced with modern, fit-for-purpose homes where the quality of living amenity is better aligned with people’s needs. Development proposals should contribute to a comprehensive urban design and placemaking strategy designed to deliver world-class, healthy and sustainable living communities.

MEASURABLE
Proposals enable the replacement of aged housing stock with modern, fit-for-purpose homes that offer a quality of living amenity that is more appropriate to people’s needs. Proposed redevelopment activities and outcomes follow good-practice, urban design-led, quality residential design and development controls. Development proposals contribute to a comprehensive urban design and placemaking strategy designed to deliver world-class, healthy and sustainable living communities.

10.4 Improved Housing Affordability

EXPECTATION
Development should facilitate the delivery of active, sustainable and affordable housing solutions.

EXPLANATION
To improve housing affordability, financial investment in residential developments needs to be optimised by driving for and achieving better efficiencies and value for money. New development proposals should support the alternative provision of social housing by promoting appropriate public, private and third-sector involvement.

MEASURABLE
Affordability is key: development proposals are designed to optimise quality housing provision and delivery, enabling rent and ownership at affordable price points. Initiatives that enhance social capacity and improved access to home ownership have been provided for within development proposals. Development proposals incorporate innovative design, procurement and delivery solutions that help reduce the cost of building by up to 25%.

10.5 Improved Social Wellbeing

EXPECTATION
Development should deliver high-quality urban design outcomes that promote community wellbeing.

EXPLANATION
Housing New Zealand is committed to reducing existing patterns of social deprivation associated with areas of high state housing concentration. The delivery of quality housing on brownfield land that is already serviced with good urban design outcomes that promote community wellbeing should be prioritised.

MEASURABLE
Development proposals support the provision of mixed-tenure communities with quality urban design outcomes that promote community wellbeing. Development prioritises the strategic intensification of key sites alongside strategic divestment to help descale social deprivation by reducing state housing concentrations. Development delivers economic and socially sustainable development densities that facilitate comprehensive social, affordable and market-based housing solutions.

“SIMPLE CAN BE HARDER THAN COMPLEX: YOU HAVE TO WORK HARD TO GET YOUR THINKING CLEAN TO MAKE IT SIMPLE. BUT IT’S WORTH IT IN THE END BECAUSE ONCE YOU GET THERE, YOU CAN MOVE MOUNTAINS.”

- Steve Jobs
IF YOU WANT TO BE SUCCESSFUL, IT’S JUST THIS SIMPLE. KNOW WHAT YOU ARE DOING. LOVE WHAT YOU ARE DOING. AND BELIEVE IN WHAT YOU ARE DOING.

- WILL ROGERS
ADDITIONAL DESIGN GUIDANCE

The following pages include references to additional design tools and guidance.

URBAN DESIGN TOOLKIT

The Urban Design Toolkit is one of several supporting resources developed by the Ministry for the Environment to help signatories to the New Zealand Urban Design Protocol, including Housing New Zealand and others involved in urban design, to create high-quality urban design outcomes.

A number of the tools included in the Urban Design Toolkit are of particular relevance to expectations described in this Simple Guide to Urban Design & Development. A summary overview of these tools has been included in the following pages.

SIMPLE DESIGN GUIDES

A supplementary range of Simple Design Guides covering key issues and expectations described in this guide will be made available via the Housing New Zealand website.

DEVELOPMENT STANDARDS

Relevant or applicable development standards and guidelines such as the Decent Home Provisioning Standards, the Universal Access Guidelines, the Environmental Design Criteria and Housing New Zealand’s Driveway Safety Programme will be made available on the Housing New Zealand website.

GLOSSARY OF TERMS

The Glossary provides definitions and meanings relating to some of the technical terms used in the Simple Guide to Urban Design & Development.
The Urban Design Toolkit has been developed by the Ministry for the Environment to help those involved in every stage of the design process to work together more effectively, by describing a wide variety of tools used commonly in urban design, and by providing a common vocabulary for talking about urban design issues.

For each tool, there is a detailed explanation of what it is, what it’s useful for and how it’s done. References and examples are provided where the actual tool has been applied in a project. These include references to websites, articles and publications that describe the tool, the theory behind it, and examples related to its application.

A comprehensive list of tools can be found on the Ministry for the Environment website: www.mfe.govt.nz/publications/urban/urban-toolkit-2009

A number of the tools included in the Urban Design Toolkit are considered to be of particular relevance to expectations described in this Simple Guide to Urban Design & Development, including:
ASSESSMENT OF ENVIRONMENTAL EFFECTS
WHAT IT IS
A process of identifying and evaluating the positive and negative impacts that a proposal may have on the environment.
WHAT IT'S USEFUL FOR
Identifying the effects of a proposal and provides information on how measures can be incorporated to reduce or mitigate adverse effects.

CHARACTER APPRAISAL
WHAT IT IS
An identification of typical development patterns that illustrate established urban neighbourhoods.
WHAT IT'S USEFUL FOR
Identifying older or character-defining neighbourhoods that have retained a high degree of authenticity in form and character.

CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN (CPTED) SAFETY AUDIT
WHAT IT IS
A safety audit that identifies the safety and crime-prevention issues and concerns of a community within a specific area.
WHAT IT'S USEFUL FOR
Assessing and proposing practical design changes to fix the actual and perceived safety issues of a group or organisation in an area.

ACCESSIBILITY ACTION PLAN
WHAT IT IS
A plan to promote the movement of people from disadvantaged groups or areas to essential employment and services.
WHAT IT'S USEFUL FOR
Assessing whether people can get to homes and to places of work, healthcare, education, shops and other destinations that are important to local residents.

CONSERVATION PLAN
WHAT IT IS
A document that identifies why a place is important and how it should be conserved in the future.
WHAT IT’S USEFUL FOR
Informing design-related decisions affecting historic places by increasing people’s understanding of the characteristics that contribute to making a place important.

LOW-IMPACT DESIGN
WHAT IT IS
A holistic site design approach that protects and incorporates natural site features into erosion and sediment control and stormwater management plans.
WHAT IT’S USEFUL FOR
Helping to minimise sediment and pollutant run-off and reduce impervious areas. It also reduces energy, infrastructure, maintenance and site development costs.

STREETScape PLAN
WHAT IT IS
A design plan that details development, improvements or regeneration proposals for a single street or open space.
WHAT IT’S USEFUL FOR
Guiding the refurbishment of specific streets and spaces in the city, often as part of a wider public space enhancement strategy.

TRAVEL PLAN
WHAT IT IS
A package of practical steps the individuals can take to promote sustainable modes of transport.
WHAT IT’S USEFUL FOR
Helping to reduce the impacts of traffic congestion and air pollution and promoting the health benefits of active forms of transport, such as walking and cycling.

URBAN DESIGN FRAMEWORK
WHAT IT IS
A document that describes an overarching vision and the intended outcome for an entire urban area.
WHAT IT’S USEFUL FOR
Used in areas undergoing change to provide a vision and flexibility to guide large, complex projects that are implemented over time.

WALKING AND CYCLING STRATEGY
WHAT IT IS
A strategy that aims to promote walking and cycling as alternative modes of transport.
WHAT IT’S USEFUL FOR
For projects that want to promote both walking and cycling for shorter journeys and the public health, fitness and environmental benefits of active transport.

LIFE-CYCLE COST ANALYSIS
WHAT IT IS
A calculation of the expected future operating, maintenance and replacement costs of a development to help provide a realistic design and budget estimate.
WHAT IT’S USEFUL FOR
Encouraging sustainable development and where a developer is required to take a long-term interest in a project or initiative.

PUBLIC–PRIVATE PARTNERSHIP
WHAT IT IS
A formal collaboration between public and private sector interests to ensure the delivery of a project where there is a clear public benefit or need for regeneration in an area.
WHAT IT’S USEFUL FOR
Producing a mutually beneficial result that neither the public nor the private sector could achieve alone.
There is no greatness
where there is not simplicity,
goodness, and truth.

- Leo Tolstoy
GLOSSARY

A

AIR ADMISSION
How fresh air gets into a building or space.

AMENITY SPACE
Common or private, on-site indoor or outdoor spaces designed for active or passive recreational use.

AMENITY VALUES
Attributes and characteristics of a development that make it more desirable to a community, and improve its appeal to the public.

ARCHITECTURAL STYLE
The main look of a building, usually the outside appearance. Architectural styles and designs often take cues from art and literature and can sometimes adopt the names of periods in history (such as Classical, Gothic or Victorian).

B

BUILDING BULK
Also known as massing, the combined effect of the arrangement, volume and shape of a building or set of buildings.

BOUNDARY ADJUSTMENT
A subdivision where the boundary or boundaries between two or more properties is altered and no additional lots are created.

C

CIRCULATION
The movement patterns of natural systems, pedestrians and vehicular traffic through a space.

CIRCULATION NETWORKS
The system and movement patterns of pedestrians and vehicular traffic in a space.

CIVIC AMENITY
People want to experience pleasant, high-quality public spaces; civic amenity can be seen as the combined effect of favourable/agreeable touch points in a public space.

CIVIC SPACE
A stage for community expression and activities including events, celebrations, and social, economic and cultural exchange.

COMMON SPACE
A space or area of a building or site accessible by tenants, owners and visitors, including parking and service areas, access routes, lifts etc.

COMMUNAL SPACE
A space or area of a building or site designed for the exclusive shared use by people in a development.

COMMUNITY STEWARDSHIP
When community ownership and atmosphere are present, people will look after and enhance their surroundings, whether through purposeful design, natural creation, personal expression or active social engagement.

COMMUNITY WELLBEING
The level of morale, health and value that is fostered and shared by - and within - a community.

CONNECTIVITY
The ability to link to and communicate with other systems.

CONSERVATION PRINCIPLES AND STANDARDS
Standards and guidelines relating to the safeguarding of heritage, historic or character-defining places, buildings, features and landscapes.

CPTED (CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN) PRINCIPLES
Using smart design to reduce or eliminate areas that attract criminal and/or antisocial behaviour, or areas that make people feel unsafe.

D

DECENT HOME PROVISIONING STANDARDS
The social housing requirements to achieve safe, healthy, warm, dry, fit-for-purpose, cost-effective homes with features and spatial components that suit their intended use.

DELINEATED
A design feature, principle or boundary used to signify and enhance spaces, buildings or forms of importance.

DRIVEWAY SAFETY PROGRAMME
Design guidelines and initiatives to help make driveways safe and reduce the risk of young children being run over.

E

ECOLOGICAL HERITAGE
Ecological features such as wetlands and biodiversity that encourage and/or require protection.

END-OF-JOURNEY FACILITIES
Showers, changing rooms and locker rooms are all end-of-journey facilities.

ENVIRONMENTAL DESIGN CRITERIA
Criteria that designers should meet so buildings, spaces and systems are environmentally sustainable.

EXTERNAL MOISTURE INGRESS
When moisture finds its way into a structure, due to a fault in the construction or design of the external envelope (often found in walls, joinery and roof areas).
**F**

**FAÇADES AND FRONTAGES**
The outside walls of a building seen by the public, or any wall viewed by a person not within the building.

**FENESTRATION**
The arrangement of windows and related architectural features in a building.

**FORM**
The layout (structure and urban grain), density, scale (height and massing), appearance (materials and details) and landscape of a development.

**FORM (UNDERLYING/URBAN)**
The arrangement of a built-up area, made up of many components including building and use proximity, location and types of use, and how much of the natural environment is integrated with the built-up area.

**FRAGMENTATION**
The manner or pattern in which the building grain or mass is broken up or divided.

**G**

**GATEWAY**
A site, junction, building, monument or landscape feature that marks an entrance, arrival point or significant threshold to a city, district or neighbourhood.

**GREEN CORRIDORS**
Ecological corridors or eco-friendly paths and lanes used for movement of people and/or natural habitats (this term can also be used to refer to a green belt).

**H**

**HEIGHT VARIATIONS**
Differences in, modulations to and tapering of building heights or their respective ridge-lines or eave-heights.

**I**

**INFILL/BROWNFIELD DEVELOPMENTS**
Developments within established, built-up urban areas, usually on land that has previously been used for development.

**INFORMAL SURVEILLANCE**
When people are seen, or believe they can be seen, by others – i.e. through windows – they are less likely to carry out criminal or anti-social behaviour (also known as passive surveillance).

**INTERFACES**
Where two different functions, activities, buildings or objects meet.

**L**

**LANDMARKS**
Buildings, structures or spaces that act as clear and distinct orientation points, and provide a sense of location or identity for residents and visitors.

**M**

**META-STORY**
The collective story of a people or a place – past, present and future.

**N**

**NATURAL WAYFINDING**
How easy it is to find your way around an area without using a map. Facilitated by distinctive landmarks, grain, nodes and features that are easily recognised and differentiated from the general surrounding area.

**O**

**OPEN SPACE**
Land that is undeveloped (has no buildings or other built structures) and is accessible to the public, including parks, reserves and natural landscapes.

**OVERSHADOWING AND DOMINANCE**
These are influenced by building height and aspect, and are usually calculated and tested as part of the design process because they influence the environment and surrounding buildings and public spaces.

**P**

**PERMEABILITY – CONNECTIVITY**
The degree to which an area is permeable or well connected. Includes the provision of multiple choices in the form of a variety of pleasant, convenient and safe routes.

**PERMEABILITY – STORMWATER**
The degree to which an area is permeable in respect of surface treatments that are able to soak up stormwater.

**PRIVATE SPACE**
Spaces or areas of a building or site only accessible to the tenants and/or owners.

**PROXIMITY CRITERIA**
Criteria that measure the proximity and accessibility of key features and services to a development or site. These may include schools, public transport facilities, reserves, work spaces and retail and neighbourhood centres.

**PUBLIC REALM**
The public and semi-public spaces that form most people’s ‘first impression’ of a city or neighbourhood. Primarily, the public realm comprises the street space between the faces of buildings (including the façade, front yard, sidewalk and streets) and open spaces like parks and squares.

**PUBLIC SPACE**
Spaces or areas of a site or neighbourhood available for use by all members of the public.
RESILIENT BUILDING TECHNOLOGIES
Designs and specifications that are robust and low maintenance and have the ability to maintain their technical integrity and withstand deterioration over time.

REVERSE-SENSITIVITY EFFECTS
When an established activity is adversely affecting the local environment, for example when the introduction of a new, benign activity such as housing would mean the established activity may be compromised or need to be restricted.

RHYTHM
The repetitive pattern of a given material, shape, style or feature or the pattern of building forms and the spaces between them.

SENSE OF PLACE
Feelings and memorable qualities tied to a particular location, based on its unique character, environment, identity, culture or history.

SOCIAL SPACE
Spaces where people gather and interact including civic squares, parks, social centres and other community facilities.

STREETSCAPES
The visual elements of a street, including the road, adjoining buildings, street furniture, trees and open spaces, etc, that combine to form the street’s character.

SUSTAINABLE MIXED-USE DEVELOPMENT
Where development includes a mix of activities and functions that provide vibrancy and activity at different times of the day or week and are able to respond to changing needs and lifestyles over long periods of time.

TENURES
The different types of ownership model, which can include social housing, rental homes and privately owned accommodation.

THREE-WATERS MANAGEMENT/INFRASTRUCTURE
The effective and sustainable management of water supply, stormwater and wastewater.

TOPOGRAPHY
The precise description of the physical form of an area, including natural and man-made land forms and relief features.

TREATMENTS (LAYOUTS AND LANDSCAPES)
The visible surface finishes or decorations of elements of the urban and natural landscape.

UNIVERSAL ACCESS GUIDELINES
Guidelines developed to ensure that environments and buildings are designed to suit a range of needs and abilities throughout the life of the users.

UNIVERSAL ACCESSIBILITY PROVISIONS
Features and provisioning that make homes useable for a wide range of users with a focus on accessibility, adaptability to changing needs, functionality and safety. Typical features may include level access entries and doorways, wide hallways, level access showers and lever control doors.

URBAN GRAIN
The balance of open space to buildings, and the nature and extent of subdividing an area into smaller parcels or blocks. For example a ‘fine urban grain’ might constitute a network of small or detailed streetscapes. Urban grain includes the hierarchy of street types, physical linkages and movements between locations, and modes of transport.

VIEWSHAFT
A clear line of sight that is maintained for the purpose of views into, from and between a development (shafts are usually axes/cones).

VISTA
A line of vision from buildings or landscapes to a building or other feature that ends the view (similar to a skyline).

VISUAL AMENITY
A generic and agreeable character or feature that could make a place more appealing and an attractive place to be, work and live.

VISUAL CHARACTER
The ‘look’ and aesthetics that define a place.

WHOLE-OF-LIFE COST
The expense and return on the life of an asset or development, which includes initial capital costs, maintenance and durability.