

DIRECTOR SUSTAINABLE DEVELOPMENT SERVICES REPORT

14 June 2005

DSDS4	PROPOSED CUSTOMER FIRST CENTRE AND STAFF AMENITIES
FILE: T6-05-138	GGL

SUMMARY:

Reporting that a Development Application has been received to erect a Customer First Centre and staff amenities at Council's Civic Centre.

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Applicant: Kempsey Shire Council
Subject Property: Lot 1 DP 904753 Elbow Street, West Kempsey
Zone: 5(a) Special Uses "A" Zone

Description of Proposal

The proposal consists of a two stage development. Stage 1 is to demolish the existing lunch room, Councillors room and office space to erect the Customer First Centre. The Customer First Centre will replace the counters in Shire Services, Sustainable Development Services and switchboard with a single point of contact for all face to face and initial telephone and electronic enquiries to Council. Stage 2 is to erect a new lunchroom facility in the centre courtyard of Council's Civic Centre. [\(Appendix P\)](#)

Heads of Consideration

The proposal has been examined having regard for the Heads of Consideration identified under Section 79 C (1) of the Environmental Planning and Assessment Act 1979 with the following matters considered to be of particular relevance to the proposal.

Relevant Environmental Planning Policies

The proposal is not considered to be contrary to any State Environmental Planning Policy (SEPP) or North Coast Regional Environmental Plan (RCREP).

Kempsey Local Environmental Plan 1987

The objective of the 5(a) zone is to make suitably located sites available for community services and public utilities.

Clause 9 provides that the proposed development is prohibited unless Council is satisfied that the proposal is consistent with the objectives of the Zone.

It is considered that the proposed development is consistent with the zone objective.

Description of Works

Kempsey Shire Council proposes to construct a 'One-Stop' Customer First Centre and a new staff amenities facility at the existing Civic Centre site. Stage one of the two stage development proposal includes replacing the existing building fronting Tozer Street to erect the Customer First Centre and modifications to the existing carpark. Stage two is constructing a staff amenities building in the courtyard of Council's Civic Centre.

Fire Safety

Clause 94 of the Environmental Planning and Assessment Regulation applies to a development application for development comprising the rebuilding, alteration, enlargement or extension of an existing building where:

- (a) the proposed building work, together with any other building work completed or authorised within the previous 3 years, represents more than half the total volume of the building, as it was before any such work was commenced, measured over its roof and external walls, or
- (b) the measures contained in the building are inadequate:
 - (i) to protect persons using the building, and to facilitate their egress from the building, in the event of fire, or
 - (ii) to restrict the spread of fire from the building to other buildings nearby.

In determining a development application to which this clause applies, a consent authority is to take into consideration whether it would be appropriate to require the existing building to be brought into total or partial conformity with the Building Code of Australia.

The proposed development is not expected to represent more than half volume of the building, however in accordance with the provisions of the Building Code of Australia the measures contained in the existing building are considered non-compliant with the current requirements of the BCA to protect persons against the event of fire as there is no emergency lighting, exit signs and hose reels and means to restrict the spread of fire between buildings.

Access, Transport and Traffic

The proposed Customer First Centre will create an additional floor space area of 86m². The proposed staff amenities building will create a floor space area of 78.32 m². Over all the new buildings will create an additional floor space area of 164.32m². In accordance with Council's Car Parking Code an additional five (5) car parking spaces are required for the proposed two stage development.

Currently there are seventy one (71) offstreet carparks provided. Council proposes to create additional carparks through reorganisation of the carpark, which will satisfy the requirements outlined in Parking Code.

The proposal is expected to generate traffic to a single point in Tozer Street. The proposal does not provide for "customer only" off street parking and no provisions have been made for disabled carparks to access to the proposal. Deletion of the in only access of Tozer Street will create three additional kerbside spaces, which could be nominated as disabled parking spaces.

The traffic flows at the intersection of Tozer and Elbow Streets are expected to increase as a result of the customer first centre.

Staff accessing the Council car park from Tozer Street is not expected to significantly increase traffic movements at the intersection of Tozer and Elbow Streets or along Tozer Street. However it is expected that traffic conflict at the intersection of Harold Walker Avenue and Elbow Street may result from the increased use from Council vehicles due to closure of the exit to Tozer Street from the carpark. Harold Walker Avenue will also experience an increase in traffic movements. There is adequate space to provide two way access off Tozer Street, which would result in no significant change to existing traffic loads.

Currently, a right of way exists between the amenities building and Council offices. This should be extinguished to allow construction of the new building.

Stormwater Drainage

The nett impervious area created from the proposed customer first centre is not expected to increase, however, construction of the proposed lunch room will increase stormwater discharged into Council's stormwater table on Tozer Street. The current stormwater provisions on the western side of Tozer Street are inadequate and ponding of water occurs due to a series of gutter bridges to the north of the site preventing stormwater escaping during heavy rain events. Further stormwater details are required to be submitted detailing the stormwater disposal methodology which should be incorporated in conditions of consent to form part of the plans for the required Construction Certificate.

Planning Comment

The proposed erection of the Customer First Centre and staff amenities are permissible on the subject allotments. Any necessary fire upgrades of existing buildings need to be satisfied pursuant to Clause 94 of the Environmental Planning and Assessment Act. A plan of management needs to be submitted indicating the process in staging the development, relocation of the Macleay Water offices, Councillors room, employee amenities, parking and traffic.

Kerb and guttering in Tozer Street is currently inadequate to disperse stormwater during storm events and would impact on accessing the customer first centre.

It is likely that the proposal may impact on traffic flow intersecting Elbow Street at Tozer Street and Harold Walker Avenue.

REPORT IMPLICATIONS:

- ***Environmental***

The proposed construction and use of the new buildings are not expected to have any significant adverse environmental impacts. Traffic and parking impacts can be managed through appropriate conditions of consent.

- ***Social***

An improved customer service centre is likely to provide a social benefit to the community. Stormwater design improvements are recommended to be included in the detailed design to the proposal.

- ***Economic (Financial)***

An improved customer service centre is expected to improve economic efficiency for Council and the local development and business community.

- ***Policy or Statutory***

The application as submitted has been assessed under Section 79 (c) of the Environmental Planning and Assessment Act 1979.

Public Exhibition

The proposal was advertised in accordance with Council's Policy with no objections received.

RECOMMENDATION:

That consent be granted subject to the following conditions:

- 1 The development referred to in this application is to be carried out substantially in accordance with the approved development plans as modified by any conditions of this consent.
- 2 This consent has been issued on the basis that Council has been appointed as the Principal Certifying Authority and Council has accepted the appointment and will be issuing the construction certificate.
- 3 This consent does not permit commencement of any works. Works are not to commence until such time as a Construction Certificate has been obtained and the appointment of a Principal Certifying Authority.
- 4 A Construction Certificate shall not be issued until all relevant conditions of this consent have been complied with.
- 5 Details are to be submitted of the methodology of staging the development. Details are to include the relocated staff offices, Councillors' room, employee amenities, access, traffic and parking. The details are to be submitted for approval prior to the release of the Construction Certificate.
- 6 All lots containing Council's offices and the carpark are to be consolidated into one lot including dissolving the right of way in Council's carpark from Tozer Street. The Subdivision Certificate is to be submitted for approval prior to the release of the Construction Certificate with registration completed prior to issue of an Occupation Certificate.
- 7 Detailed architectural plans drawn to a nominated scale that include elevations of the proposed development are required to be submitted. The details are to be submitted for approval prior to the release of the Construction Certificate.
- 8 A hydraulic assessment of the proposal detailing stormwater disposal onsite and demonstrating no significant effects will result from the proposed development in relation to disposal of stormwater including the need for on-site detention, or infiltration or reuse. The details are to be submitted for approval prior to the release of the Construction Certificate.
- 9 Prior to the issue of the Construction Certificate details are to be submitted to provide adequate measures within the existing buildings to protect persons using the building and to facilitate their egress from the

building in the event of fire and to restrict the spread of fire from building to other buildings.

- 10 Provision of a total of no less than 76 off street carparking spaces.
- 11 Provision and appropriate signposting of at least two disabled parking spaces in the road reserve in Tozer Street.
- 12 The accessway from Tozer Street to be widened to allow for two way traffic.
- 13 All internal parking areas, access ways, turning areas, driveways and ramps are to be constructed in accordance with Council's Parking Code, Engineering Guidelines for Subdivision and Development and Australian Standard 2890.1 – Off Street Car Parking before occupation of the building. All such areas to be paved.
- 14 Engineering design plans to be submitted with the Construction Certificate showing parking and circulation to comply with Conditions 10, 11, 12 and 13.
- 15 Any redundant footpath crossings or access culverts to be removed and reconstructed at the applicant's expense, and footway access restored to the satisfaction of Council, prior to occupation of the premises.
- 16 Two days prior to commencing work Form 7 under Environmental Planning and Assessment Act Regulations, Notice of Commencement of Building or Subdivision work and Appointment of Principal Certifying Authority is to be submitted to Council.
- 17 The building is not to be occupied until all conditions of Council's consent have been complied with to the satisfaction of Council and an Occupation Certificate has been obtained.
- 18 Before the commencement of site works, demolition or building, the following activities must be completed:
 - a Installation of soil erosion and sedimentation control devices.
 - b Installation of safety fencing/hoardings between the property and the street
 - c Protection barriers for existing trees
 - d Installation of builder's toilets
 - e Installation of signage in prominent, visible position including -

- "Unauthorised site entry is prohibited"
 - Name and phone number of builder or other responsible person for contact outside working hours.
- 19 Before work commences, the Council must be informed in writing of the name and contractor licence number of the licensee who has been contracted to do or intends to do the work.
 - 20 All building work must be carried out in accordance with the provisions of the Building Code of Australia.
 - 21 The hours of operation of the demolition and construction activity are to be confined to 7.00 a.m. to 6.00 p.m., Mondays to Fridays, and 7.00 a.m. to 12 noon, Saturdays.
 - 22 All loading and unloading in connection with the construction shall be carried out wholly within the subject property.
 - 23 Building materials are not to be stored within the road reserve.
 - 24 All demolition work shall be carried out in accordance with the approved plans and the provisions of the relevant Australian Standards including AS 2601-1991.
 - 25 All material in the building which contains asbestos shall be removed in accordance with the guidelines of Work Cover Authority and requirements of Environmental Protection Authority.
 - 26 A builder's toilet complying with Clause 78I of the Environmental Planning and Assessment Regulation, and connected directly to the sewer is required on site throughout the entire building operation.

Note: Clause 78 I requires that the toilet must be provided before any work is commenced.
 - 27 Access to the site shall be restricted to Authorised Persons Only and the site shall be secured against unauthorised entry when the work is not in progress or the site is otherwise unoccupied.
 - 28 The burning of any demolished material on site is not permitted.
 - 29 All loading and unloading of vehicles shall occur on site.

- 30 Demolition procedures shall maximise the reuse and recycling of demolished materials in order to reduce the environmental impacts of waste disposal.**

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R B Pitt
DIRECTOR SUSTAINABLE DEVELOPMENT SERVICES