

The Aston Case Study



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1 Background

1.1 Development summary

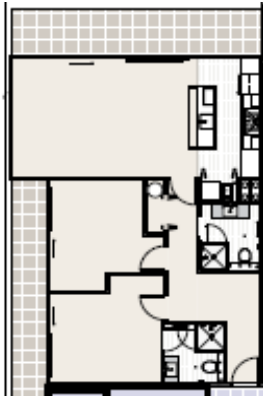
This paper summarises the results of resident and stakeholder interviews conducted in relation to The Aston. The Aston is a medium density development completed in 2008 on the site of a former car sales yard. Further details are summarised below:

<i>Topic</i>	<i>Information</i>
Developer	Holdem
Address of development	332 Great North Rd, Grey Lynn
Management	Body Corp; part time building manager (not on site)
Location type	Brownfields development. Mixed used commercial and residential block. City fringe
Demographics of residents	Residents are mainly singles and couples, with one or two families (baby and toddler age children). Ages of adults in the development are predominantly 20s to 40s.
Tenure mix	Approximately 60% owned, 40% rented.
Number of units	34 residential units - 10 single story two bedroom apartments - 22 double storey maisonettes (apartments); 11 of these apartments have a courtyard garden. - 2 fully detached villas (not included in the case study)
Parking ratio	All homes have garaging for one or two cars. Visitor parking is available at the rear of the development. Parking for commercial premises is also available, as is parking on the street.
Mix of unit sizes (number of bedrooms and or floor space areas)	Single story bedroom apartments – 80 m ² Double store maisonettes (apartments) – 95 m ²
Price range	Purchase: 2009 ~ \$450 to \$480 2011 ~ \$500 to \$530 Rent: \$550 to \$580 per week
Site area/density	
Stage of completion	Completed August 2008

The Aston includes:

- 11 double story apartments in the 'northern block' on the Great North Rd side of the development;
- 11 double story apartments in the 'southern block' on the Kingsland side of the development. Private courtyards are included with these apartments.
- Five single level apartments on the Bond St end of the development, and five on the Cooper St end of the development.
- No communal facilities except parking and circulation areas.

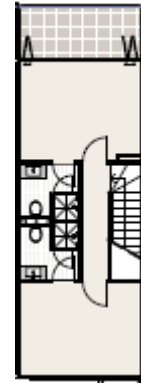
The three apartment layouts are shown below.



Single level apartment



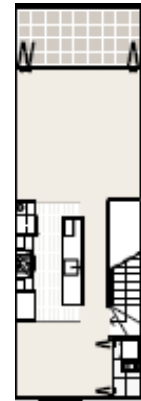
Northern block two level apartment
– ground floor



Norther block two level apartment –
upper floor



Southern block two level apartment
– ground floor



Southern block two level apartment
– upper floor

The northern and southern blocks are divided by an open air walkway.



1.2 Methodology

1.2.1 Residents

Ten interviews were conducted face to face with residents in their homes or in a nearby café. Respondents were recruited by means of a letter delivered to the 32 apartments with the offer of a \$100 incentive to take part. Individuals then called to make an appointment and the researchers visited the properties. One individual was also contacted via door-knocking.

Interviews typically lasted for one hour and were recorded and transcribed for later analysis. Details of the sample composition are outlined below:

- Gender: one couple interview, and 4 interviews with males and 5 with females;
- Age: ages range from 30s to 50s/60s; predominantly 30s to 40s;
- Household composition: three single person households, two families (baby or toddler aged children), one living with partner, two living with partner and a flatmate, and two flatting households;
- Working status: eight working, one looking for work, one at home mum (except one person who was looking for work);
- Tenure: five owners, five renters;
- Ethnicity and nationality: NZ European, Non NZ European, Asian.

Based on our interview questions about who lives at The Aston, we believe we have a good cross section of respondents.

A number of factors had prompted the owners to buy at the Aston. These included:

- Down-sizing to reduce maintenance and gardening;
- First home purchase;
- A good time to purchase;
- Starting a family so permanent base sought.

Those renting were moving for the following reasons:

- Couples wanting to move in together;
- Previous property no longer available;

1.2.2 Stakeholders

Stakeholders included the architect, Body Corp. officers, and real estate agents in the Grey Lynn area. Interviews were conducted at locations convenient to the respondents.

2 Inside the Aston

This section summarises the characteristics of the development divided between what works well and the concerns, as expressed by residents at The Aston.

2.1 What works well?

This section highlights what works well from the residents' point of view. Bullet point summaries of the comments are provided and illustrated with photographs where possible.

2.1.1 Internal Features

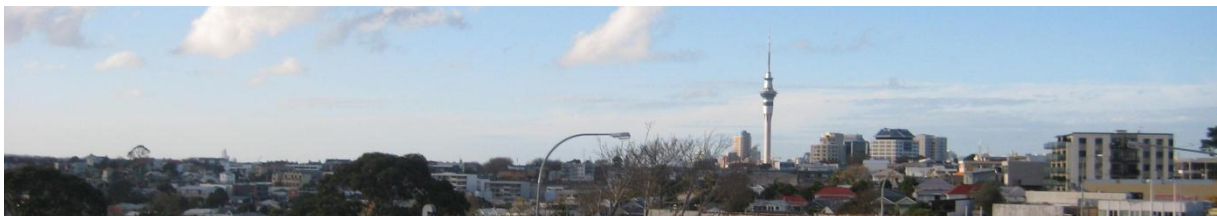
- Space. The apartments, particularly the two level units, are described as being a “decent size”. Contributing to this are a proper sized kitchen (not just a small galley kitchen, but a space two people can occupy with a reasonable amount of bench space and cupboard space), a separate laundry (a large cupboard), space for a dining table, high studs, bedrooms upstairs from the living area. The balconies also give a feeling of more space.

“I think that they are quite spacious. A lot of my friends ... they think it [apartment living] sounds awful. But when you actually come in here, they are actually quite big and you feel quite independent from everyone else. It doesn't feel like you are living in an apartment building.”

“The apartment is quite spacious and that's what drew me to it, the fact that I was coming from a suburban situation and ... I needed a certain amount of space.”

One resident spoke of looking for a two bedroom apartment of at least 85m².

- Modern and contemporary. The apartments offer contemporary décor, fixtures and fittings.
- Warm and dry. For many people the key benefit of a modern home is that it will be warm and dry. This contrasts sharply with expectations of older housing (e.g. villas).
- New build (or near new). People are attracted to cleanliness of new buildings that have not been lived in before.
- Design elements. These include the high stud and the floor to ceiling windows.
- Quality appliances e.g. Bosch ovens, granite bench tops, good quality tap ware, 10mm glass in the showers. Also adding to the quality perception is the inclusion of the Schindler lift rather than a cheap brand.
- Light and views. The development has been designed to capitalise on its ridge top position to capture sunlight and views for all apartments. This has been achieved by separating the northern block from the southern block thus allowing afternoon sun into the living areas of the apartments in the southern block. Views toward Mt Eden can be seen in the southern block, while views toward the city, the harbour and Waitakere's, are available in the northern block.





- Privacy. The apartments are well designed for private inside living. Little noise can be heard from neighbours when inside the apartment with the doors closed. The living areas in the northern apartments face away from the living areas in the southern apartments so that residents do not feel 'overlooked.' Obscured glass has been used to maximise privacy. The terraces are side by side so you don't see your neighbours.

"I think the architects have done an exceptional job in designing the terraces; because of the privacy – they've done a tremendous job of privacy."

- Quiet. The apartments in the southern block are very quiet.

"The Aston is in a noisy situation being on the intersection of two very busy roads and I think it affects the apartments at the front ... I chose the back because I didn't want to be on a busy road and that has paid off because I'm not affected by road noise."

- Courtyards. The courtyards were highly valued by those who have them. They offer residents a private space sit outside, and a small garden space for growing plants (though they are not sunny). They also provide residents with an entrance way to their apartments that isn't on the main thoroughfare.



- Equality of bathrooms and bedrooms. This is important for flatmates who look for separate bathrooms, and bedrooms of approximately equal size.
- Prestigious development. The Aston is considered to be a good development due to the quality of its construction, its location, the space in the apartments and the limited number of apartments (i.e. only 32 units) in the development. It is anticipated that apartments in the Aston will continue to generate strong interest amongst potential buyers (and renters) in the future.

2.1.2 External Features

- Quality construction. The Aston is regarded as a building that is unlikely to experience 'leaky problems'. The masonry construction and avoidance of cheap construction materials was an important part of the decision to purchase for many of the owners.

"It was built after the leaky building fiasco."

"It's got concrete walls with a tin roof ... I think that's what's going to make this building last ... so I don't think you are going to get any problems with this building. That's why we bought it."

- No maintenance. Avoiding garden and house maintenance is a key motivator of apartment living.
- Car parking. Each apartment has two car parks (some tandem, some parallel) and there is plenty of parking for visitors in visitor car parks or on the street.
- Contemporary look and architectural features. The louvres, the use of cedar in the walkways and soffits, the industrial look of the stairwells, and the clean lines of the building, combine to give the building a contemporary look.



- The size of the development contributes to its appeal. There are a number of perceived advantages of smaller apartment buildings over large ones. These include:
 - People feel that while they may not know their neighbours they have gotten to recognise faces and that this would not have happened in a larger development.
 - People do not want to feel like they are living on top of one another. Not having people living above you or below means you are so less likely to experience noise and to have disputes over this.
 - Nor do people want to feel like they are one of hundreds.

"I wanted to be different. I don't want to be right in the city in a 25 story building."

"I think they're [large apartment blocks] usually kind of the blight on the landscape. You just have to go up Hobson Street to see how they've destroyed that part of the city; and while I do like the idea of intensive housing, I think it needs to be balanced with proper urban design and those buildings aren't ... whereas I like this because it actually has some architectural merit. I also don't like the idea of living in a development with a thousand strangers, whereas here you see the same people."

- There is also a feeling that apartments in smaller developments are slightly more prestigious and that future demand will be better for such apartments.

- Security is a key part of the appeal of apartments. People appreciate the additional sense of security and the lock up and leave nature of the apartments. However, there is recognition that residents need to be vigilant as it is quite easy for people to follow other people into the building.

2.1.3 Community Issues

- While people regard their neighbours as friendly and enjoy seeing the same faces from time to time in the circulation areas, for most there is no strong sense of community within the Aston. In fact, some feel that they can go weeks without actually bumping into anyone in the circulation areas. This means that many of the residents do not feel they know their neighbours. While some would like a little more interaction with neighbours, this is not considered to be a problem.
- Others, especially those in the Body Corp, have a sense of community that comes from owning and living in the building. This gives a shared commitment for maintaining the building and preserving its value. Others also speak of a passion for good design and appreciate the architectural features that are part of the Aston.
- Some residents have formed 'loose' friendship with others and occasionally 'pop over' to have a drink.
- There is also a shared responsibility in relation to security. Residents speak of challenging visitors to the complex who try to enter the building via 'tail-gating' rather than being 'buzzed in'.

2.2 What doesn't work so well?

This section summarises the concerns expressed by some residents.

2.2.1 Internal Features

- Street noise. The apartments along Great North Rd and Bond St experience noise from traffic. This is a significant issue for some residents and impacts their enjoyment of the apartment. One household interviewed had installed double-glazing to reduce the street noise.
- Mixed quality. Some residents feel that quality has been compromised in some areas in the finishing of the apartments. Examples include: poor quality loo seats, cheap laundry appliances, unable to open dryer door due to the size of the laundry, fixtures that rattle in the wind (e.g. gate, ventilation fan, blinds'), finish on some painted surfaces and the perceived use of cheap paint, leaks around windows and in circulation areas, and water in garage etc. Some attribute this downfall in quality to the developer; some to the tradespeople who did the work.
- Other issues mentioned by some residents were the need for:
 - more internal storage;
 - a toilet upstairs in the apartments in the southern block.

2.2.2 External Features

- Outdoor noise. The apartments in the southern block face into the development so that the balconies and living areas overlook the passageway and look out at the apartments in the northern block. This means that noise from people walking along the passageway 'bounces' into apartments when the doors are open.

"If you have your doors open and the person next door's got their [open], then you can hear their conversation."

"I hear the neighbours because you have 22 apartments all opening out into this common lane; so they're quite noisy and you do hear people coming and going ... you can hear people, but you never see them."

- Views from the southern apartments. There was some feeling that the decks should have been positioned on the southern side of the building for apartments in the southern block. This would have made better use of the views to Mt Eden. However, this would have reduced the privacy of residents living on Bond and Cooper Street. Louvres have been positioned over the windows on the southern side of the building, and

positioned (presumably) to protect the privacy of those living below. However, the position of the louvres funnels rain into the apartments if the windows are open when it rains.

- Car park security. The Aston car park has been targeted by thieves, with several break-ins to cars and storage lockers. Additional security measures have been introduced by the Body Corp to deal with this and residents are now more aware of security issues.
- Other issues mentioned by some residents included:
 - The need for bigger balconies.
 - Front doors of apartments in the northern block open directly onto the passageway. This reduces privacy.
 - The parking in the garage is described as tight.
 - Provision of tandem parks for some units. While the provision of two car parks for each unit was commended by residents, tandem parking is not popular.
 - Distance from the car park to the apartment quite a long way.

2.2.3 Community Issues

- Some residents are disappointed with the lack of strong community spirit at The Aston.

“A slight disappointment is that I want to talk to my neighbours [but hardly ever see them].”

- There are no communal facilities in the Aston. Many are happy with this as it minimises Body Corp fees; communal areas are often viewed as spaces that do not get well used but cost money to maintain. Another point view held by other residents was that communal facilities increase opportunities for socialising with neighbours. Residents site examples of other buildings where a pool (for example) is well used and allows neighbours to meet one another. These residents felt that a communal space, particularly a pool, would increase the sense of community in The Aston.
- Another approach suggested by some residents for increasing the sense of community at the Aston is to have the occasional social event e.g. once a year. It is recognised that not everyone will go to these, but that it will be useful for interested in getting to know their neighbours better.

2.3 The Neighbourhood

2.3.1 Neighbourhood Benefits

Location was a key reason for the decision to move to The Aston for most residents. The location offers great connectivity to the wider Auckland area, and access to lively local neighbourhoods.

The neighbourhood around The Aston includes the Great North Rd area, as well as Kingsland, Grey Lynn and West Lynn and Ponsonby. These suburbs give good access to cafés and bars for socialising, and are appreciated for their slightly gritty vibe. As such, the proximity to café and bar precincts a significant part of the attraction of The Aston.

“Most of the young people know that it’s [Grey Lynn] a good place to live.”

Many of the residents were already familiar with the area prior to moving to The Aston, having lived and socialised in the area previously.

The Aston is built on the busy intersection of Great North Rd and Bond Street. The area surrounding The Aston is characterised by old, rundown commercial buildings (e.g. car yards) along Great North Rd, and old residential character cottages on Cooper St and Bond St.

The following points summarise what residents like and use in the local neighbourhood. Not everyone uses all the facilities but these were all mentioned in the course of the interviews.

Shopping, restaurants, cafes and bars

- Foodtown on Williamson Ave and Countdown on Richmond Rd. Foodtown is a 5-10 minute walk, while Countdown is a 5 minute drive. Some residents use supermarkets located near the city (Victoria Park New World) on their way home from work, or Nosh on Ponsonby Rd.
- Cafés and bar areas within walking distance include a café across the road on Great North Rd, the Grey Lynn shops and Kingsland. Residents also use other nearby areas such as Ponsonby.
- The Starmart on Great North Rd was mentioned as a local store for buying bread, milk and the weekend paper.
- Nearby shops at Grey Lynn (and Kingsland and Ponsonby).

Other

- Grey Lynn Park, situated two blocks walk from the Aston, is a 5-10 minute walk. The park offers a playground, sport fields and a paddling pool. There is also a reserve and walkway alongside the North Western Motorway at the bottom of Cooper Streets. Some residents make regular use of the parks in the area while others do not.
- Residents who run talked about enjoying a running circuit around the streets of Ponsonby.
- The area is regarded as relatively safe as it is busy and well lit.

"I'm happy to run by myself in the dark. I actually feel quite safe around here."

- Having said this, residents are aware of some areas of Grey Lynn that are not as good; an example of this is the area towards the Grey Lynn shops where sometimes "strange" characters are encountered.
- Residents like the old character cottages along Cooper St and Bond St, and the residential and heritage feel of these areas.
- As a central and popular suburb, the area is expected to perform well in delivering good capital gains.

2.3.2 Neighbourhood Disadvantages

Some neighbourhood issues less popular with residents included:

- Great North Rd is considered to be a very busy road with a lot of run down commercial buildings. It is felt to be more of a road for commuter traffic rather than being a place you would visit. It is hoped that future development along Great North Rd will improve area and attract people to the area. In doing this the area will become more vibrant and attract businesses.
- The commercial premises at the Aston are mostly vacant. Residents are generally disappointed by this. They looked forward to having shops such as a wine shop, a deli, a café, located in their building. This would not only be extremely convenient, but would attract people to the area and give the location a better vibe.
- Residents need to use their cars to purchase takeaways, wine, videos etc as the Aston is a 5-10 minute walk to the nearest town centre.

"One thing about the Aston is that the area nearby is pretty barren for buying anything, and that's been a disappointment ... the other two [apartments] I looked at had a dairy much closer."

3 Connectivity

The Aston offers great connection with the CBD and with other areas of Auckland. It is situated 3.8km from the CBD and provides quick access to the North Western motorway via Bond St (travelling west) or via Great North Rd (travelling east). The Southern is accessible from Symonds St, while the Northern can be accessed via Curran St.

For many of the residents spoken to, proximity to work was the key factor in determining what areas they were prepared to live in. When searching for somewhere to live they considered the CBD and city fringe areas such as Ponsonby, Freemans Bay, St Mary's Bay, Grey Lynn, Parnell, Grafton, Eden Terrace and Westmere. Most were already living in one of these areas.

Work locations amongst residents interviewed included:

- CBD
- Parnell
- Kingsland
- Milford/Takapuna
- Ponsonby-Grey Lynn area

Working couples and flatmates tended to carefully select the location based on easy access to work for both parties. For example, for one partner might work on the North Shore and the other in Kingsland. Grey Lynn worked well for both by being situated close to Balmoral, and allowing the other partner travel 'against the traffic'.

Some residents indicated that they chose the area to be close to friends and/or family. For most, friends and family were distributed across the Auckland area and the Grey Lynn area provided a great central location for meeting and socialising.

Public transport to the CBD is considered to be very good. Bus stops for buses to the downtown area are located directly outside the building. Some residents do not have a car and use buses for getting to work.

Public transport to other areas is not quite as direct. For example, one resident sometimes uses the train to get to work in Parnell. This requires a 12 minute walk to the Kingsland train station and a 12 minute walk to work from the Grafton station. Catching bus involves changing to the LINK service at Britomart. As a result, the resident often take his/her car to work. Public transport access to Newmarket and St Lukes is thought to be quite poor given their proximity.

Most trips taken by residents were made by car (or by taxi after an evening out).

Other regular destinations in Auckland, including locations important for family or friends, exercise, non food shopping were:

- Parnell
- Newmarket
- South Auckland
- Middlemore
- Les Mills on Victoria St West
- St Lukes
- Takapuna
- Mt Eden
- The Viaduct

4 Tradeoffs made in dwelling selection

The development was completed in August 2008. While some apartments had sold off plans, many were sold after the market dropped. This resulted in the developer having to drop prices dramatically. Apartments that had been originally listed at high \$500s to low \$600s sold for mid to high \$400s. This created value in the apartments that added to their attractiveness.

There is some feeling that apartments do not make as good capital gains as detached homes with their own land. Residents had different reactions to the importance of capital gains in their decision making:

- Some felt that as they were buying well, gains could be expected as the market recovered.
- Others felt that the apartment would offer the right lifestyle for them; capital gains, while important, were a secondary consideration.

“That [capital gains] wasn’t a big factor; I mean ... it was a place to live I was looking for ... but I felt that because I got it at quite a low price ... it would be a good investment.”

- Other residents felt that buying in a good area provided security that the property would perform well.

Residents made a number of trade-offs when choosing to live at The Aston. The following summarise trade-offs made by different residents.

Owners:

- Preference for a centrally located home with character e.g. warehouse conversion or small character cottage. However, these properties are scarce. The Aston offered good quality (construction, space, design), was quiet, well located for work and socialising and available at a very good price. As such the property is expected to provide a good gain in the future.
- Preference for a townhouse in a smaller complex with parking directly under the home in the Ponsonby/Grey Lynn/Parnell areas. Prices for these properties too high so opted for the large town house style apartment at The Aston rather than buy further out. A key trade-off was the distance of the car park from the apartment. Also preferred freehold rather than unit title ownership.
- Preference for a large, quiet, centrally located apartment, in a prestigious building near the train and a town centre. It was important that the building have a certain standard/level of prestige, and an outdoor area. The Aston was further from a town centre than really wanted, but did offer the outside area.
- Would have preferred a house on a small section in the Grey Lynn (or central) suburb. However, prices for these very high to obtain a “do-up”. Found out about the Aston and decided to buy it as it offered warm and dry, modern, sunny, views. Traded-off backyard space for these things and a lower mortgage. Will have the house with backyard, just not yet.

Renters:

- Couple who would like to buy their own home, with a section, privacy and the opportunity to ‘make it their own’. Due to affordability they have opted for apartment living. Other apartments rejected due to being small and lacking parking for two cars and/or visitors. The Aston is considered pricey, but offered opportunity to live in Grey Lynn, two car parks, plenty of visitor parking, and a spacious, modern, warm apartment.
- This resident would have liked a centrally located apartment with a pool, gym and/or sauna, and equal sized bedrooms with separate bathrooms. While The Aston did not have these facilities, it did offer two bedrooms of equal size and two separate bathrooms (as ensuites).
- The Aston had been identified as a building which would be good to live in due to its location, and the look and construction of the building. The Aston appealed as it was close to work with good PT connections to

the CBD, in Grey Lynn, offered a separate bathroom, a decent sized kitchen and parking, and was sunny, modern and secure. This resident would consider buying at The Aston but has concerns about the ability of an apartment to provide good capital gains.

- Wanted a warm, sunny, central home that is reasonably sized and has bedrooms of equal size. Older homes considered did not get sun; other apartments were too small. Paid extra to have a quiet apartment with a courtyard and parallel parks (rather than a tandem park).

5 Post construction governance issues

- The Body Corp is felt to generally be working well. Those on the Body Corp put this down to having knowledge people on the committee who understand building and design matters. This means issues are dealt with quickly and efficiently. It also means that those on the committee have a shared passion about the building, as a building that has been well designed and as their home.
- All residents (both tenants and owners) were able to contact either their landlord or the building manager to address building issues if they arose. The property manager is well regarded as friendly, very willing to help and accessible.
- The Body Corp rules are thought to be standard and part of apartment living. Residents agree that there need to be rules so that everyone knows what is and what is not ok. The only rule mentioned as having been enforced, was the request to apartments in the northern block not to hang their washing on their balconies as this is visible from the road and detracts from the visual appeal of the building. Residents spoken too appreciated the reason for the request and were relatively happy to comply.

“I think it’s kind of necessary ... living in a development like this, because if you don’t have those rules it would tend to run riot and it’s kind of easier to have [behaviour] established in the rules that everyone knows.”

- At about \$3k per year, the body corp fees at the Aston are considered to be low.

“... when I saw that they [the body corp fees] were projected to be low, then I saw that as a plus and I could see the reason for it – that there was no swimming pool, no gym.”

- Recent security issues in the car park have contributed to an increase in the fees. The possibility of introducing CCTV is also under discussion, and this could further increase fees. Balancing the right level of security and body corp fees is a challenge.
- Some residents commented that they felt the Body Corp could improve communication. This was in relation to repairs happening around the building and plans to address issues being experienced in some areas (e.g. leaking windows, sealing, car parking leaking etc). This communication could take the form of a newsletter or a Facebook page.
- One resident also commented that they would like to see the Body Corp organise a social event, maybe one a year, to provide a way of neighbours getting to know one another.

6 Development difficulties and possible solutions

This section considers ways in which the interests of the local community, developers, land owners and new occupants could be reconciled through better communication, design and closer attention to spill-over third party effects.

Consent process

- Given the scale of the building, efforts were made to reduce the building's impact on the nearby homes. The building was designed so that it 'steps down' at the back.
- The 'villas' built as part of the development were originally designed as new townhouses. In response to requests from Council these were redesigned as 'villas' to blend with the surrounding homes.
- The Consent process delayed the project for one year. This ultimately delayed the project so that it was completed around the time that the market declined. The developer was forced to sell apartments far below the original asking price.
- The delay in the Consent is perceived to be due to a politician who insisted on wide notification of the project to approximately 15 houses on Bond St and Cooper St. Eventually, the consent was granted (after the developer bought some properties from residents of nearby properties) and provided others with compensation (e.g. heat pumps, skylights etc).

Infrastructure

- The Council required a new sewer line from the development onto street and down Bond St (i.e. well beyond boundary of property). The Developer paid for this.

Quality

- The plans used for the tender process for selecting the construction company was did not include all final specifications. This impacted the final budget for the building and some reduced some aspects of the building's anticipated quality finish (e.g. stairwells).

Timing

- The development was completed August 2008, though some apartments had sold off plans. Prices initially ranged from \$550 to \$670. When many of the apartments did not sell, the developer was forced to reduce prices. Many residents paid between \$445 and \$480 for their apartments.
- It is unlikely that the developer obtained a return on this project.

7 Lessons from The Aston

The following bullet points summarise the main lessons from The Aston case study:

- Risk for developer of delays to the consent process.
- Lack of connection between the need for more intensive housing and political will (and NIMBISM).
- Importance of good quality construction and design in attracting residents. Good design and use of floor to ceiling windows to maximise light in all apartments. Importance of providing living spaces that are not, and do not, overlook others.
- Two bedroom, centrally located, near café and bar precincts cater well for young urban professionals, but also caters for families with small children and retired people.
- Connectivity to wider city is important.
- People, especially younger people, are mobile in their attitudes to apartments; even though who ultimately want a detached home are happy with their apartment lifestyle.
- Better sound proofing for apartments facing busy roads. Avoid having bus stops right outside apartment blocks (one block away to reduce noise nuisance is better).
- Polarised attitudes in relation to communal facilities; some residents want communal space for 'light' socialising while others do not.
- Importance of ensuring good security for the development as it may be targeted repeatedly by burglars.
- Importance of "place". Commercial premises and further development on Great North Rd needed to realise the full potential of the area.
- Consider role of Facebook (or other communication channel) for keeping residents up to date with building maintenance. This is likely to be particularly important in the early years of a development.