

Victoria Towers Development Consultations

Tuesday, 13 December 2022
Council

Council Member
Councillor Noon

Public

Contact Officer:
Iliia Houridis, Director City
Shaping

QUESTION ON NOTICE

Councillor Noon will ask the following Question on Notice:

'Can Administration please advise:

1. Councils role in communicating with impacted stakeholders during construction, such as the residents of UCity on the Victoria Towers development?
2. What options are there to mitigate disruption for stakeholders during construction of a major development?

REPLY

1. By their very nature, major developments will cause varying levels of disruption during the construction phase to neighbours and the surrounding environment.

Communication with Stakeholders

2. For City of Adelaide works, Council takes an active role in communicating to stakeholders, which may include letter drops, emails, face-to-face engagement or other means (e.g. signage). Communication is not limited to residents but also other stakeholders who may be impacted by works such as SAPOL, Metro Adelaide and others. The communication tools and extent of communication is assessed ahead of the works being delivered.
3. For all other construction activities, communicating with stakeholders is the responsibility of the contractor undertaking the works.
4. Council requires contractors to undertake stakeholder communication as part of the City Works Permit application process, with the level of consultation or notification dependant on the size and scope of works. Should the works be deemed to impede 'traffic to a material degree' (wording as per the *Local Government Act 1999*), a formal public notification process is required as per Council's Community Consultation Policy. Whether this level of impact exists forms part of the assessment undertaken by Council staff during the permit process.
5. As a guide, the level of stakeholder engagement required is outlined on the City of Adelaide website at <https://www.cityofadelaide.com.au/business/permits-licences/city-works>, also copied below:

5.1. Level of consultation required

Notification

You are required to notify adjoining owners and occupiers as well as any other local stakeholders in the area who would be affected by your work activity in the following instances:

If street occupation is required in front of a property other than the primary address where associated work activity is being carried out.

If the work activity affects the local environment of a property, including access, noise, dust and visibility.

As directed by an officer of the City of Adelaide.

Notification letters must be provided to all impacted stakeholders at least 24hrs prior to the commencement of works.

Notification letters must contain all relevant details about the work including a site map of the work area, a description of the work activity, dates/times and a site contact (including 24 hour if applicable).

Consultation

If a proposed work activity cannot be undertaken without directly impacting a neighbour or other stakeholder and all reasonable alternatives have been considered, you will be required to consult with the impacted stakeholders and provide them an opportunity to raise concerns. If the impacted stakeholders agree to the works being carried out as proposed, we will request confirmation of this in writing, to be provided by the applicant before the application can be approved.

Stakeholder consultation is required when:

- vehicle or pedestrian access to a business or residence will be restricted for any period
- transport infrastructure or access to it will be restricted or required to be relocated
- as directed by an officer of the City of Adelaide.

Stakeholder consultation letters must be provided to all impacted stakeholders at least 48 hours prior to the commencement of works. A copy of the letter and all confirmation replies are to be forwarded to the City of Adelaide for the application to be approved. Consultation letters must contain all relevant details about the work including a site map of the work area, a description of the work activity, dates/times and a site contact (including 24 hour if applicable).

Public Consultation

In accordance with Section 223(1) of the Local Government Act 1999 and the City of Adelaide [Community Consultation Policy](#) (see Table 1, column 14) if proposed works are to impede traffic to a 'material degree', then the City Works application will be subject to public consultation for a minimum of 21 days.

We will manage the consultation process, which will include an advert in the newspaper and appearing online. Applications open for consultation can be viewed on our [Your Say Adelaide](#) page.

6. For this development and UCity in particular, communication has commenced via letters, emails and verbally.
7. The construction company is not obligated to share every piece of communication issued to stakeholders throughout a project with the City of Adelaide, however in this instance a copy of the initial letter issued to stakeholders was sighted by City of Adelaide as part of the permit assessment process.
8. The construction company is in contact with Property Managers from UCity, providing notification to the Property Managers and reception prior to works commencing.

Mitigation options

9. As part of the City Works Permit process, Council works closely with developers and construction companies to mitigate impacts and balance the needs of stakeholders.
10. This can be achieved through a range of measures specific to the work and location, including:
 - 10.1. effective traffic management,
 - 10.2. site set up,
 - 10.3. times of working,
 - 10.4. stakeholder communication, and
 - 10.5. other means, such as coordination of specific construction activities around known local issues. For example not operating heavy machinery for a prescribed period of time if it coincided with a community event.
11. Council monitors construction sites throughout the City to ensure works are undertaken safely and in line with agreed permit conditions, along with investigating enquiries received from impacted customers or stakeholders.

12. The majority of breaches identified are quickly rectified through Council staff engaging with the construction company about what is required. In instances where this is not effective or there are risks to public safety present, formal enforcement powers such as expiations or directions to 'stop work' can be and are implemented. Council is also able to modify or withdraw permits issued for use of the public realm.

Staff time in receiving and preparing this reply	To prepare this reply in response to the question on notice took approximately 4.5 hours.
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