25 October 2021

Dear property owner

**Potential Special Charge Scheme to improve the Road and Drainage Infrastructure - Sunderland Bay and Surf Beach estates**

As a property owner in the Sunderland Bay and Surf Beach area, we would like to invite you to participate in community engagement (information gathering) as part of a potential future road and drainage upgrade.

In accordance with the Bass Coast Shire Council Urban Road and Drainage Improvement Policy, the Sunderland Bay and Surf Beach estates are the next areas on Council's priority list to investigate for a road and drainage upgrade project. As part of the preliminary planning works, Council will be gathering information from the community regarding the area, from 25 October to 22 November 2021. This includes collecting information on issues such as dust, flooding, erosion, dangerous traffic situations, pedestrian safety and lack of lighting.

Engagement will take place mainly via an online engagement platform. Feedback will also be collected via emails, letters and phone calls to provide opportunity for all property owners to talk to us about issues specific to your area.

The process of information gathering is not a formal vote about whether a road and drainage upgrade under a Special Charge Scheme will proceed or not in the area. The purpose of this stage of the planning is to provide an opportunity to identify the problems, then collate and share those concerns with the community as a whole.. Opportunity to consider the results and provide feedback on them will be part of the next steps.

Council's Urban Road and Drainage Program has delivered infrastructure upgrades in many areas over the years. The upgraded areas are delivered as a special charge scheme which is a legislated process under the *Local Government Act 1989*. The Act allows Council to pass on the cost of constructing sealed roads, kerb and channel, footpaths, underground drainage and other capital infrastructure to the owners of properties. In this case the residents of Sunderland Bay and Surf Beach estates that will receive a unique benefit from the construction works.

Detail on the next steps following this initial engagement are outlined below:

- Oct-Nov 2021: Information gathering from property owners
- Nov-Dec 2021: Sharing collated information with property owners and requesting a questionnaire to be undertaken.
- Feb-Mar 2022: Presenting information gathered and questionnaire results to a Council meeting to determine if more detailed planning and investigations will proceed based on level of support from the community to have the road and drainage upgrade works undertaken.

Please provide feedback for the community engagement (information gathering) stage via one of the following methods:

Online feedback

Please visit the website address below, click the 'Add your comments' button and follow instructions on the webpage.
https://www.basscoast.vic.gov.au/surfbeachroads

Email feedback

A map of the area has been provided to assist with documenting the location of issues. Please list any issues and note the locations on the attached plan, scan and send to the email sunderlandbayandsurfbeachupgrade@basscoast.vic.gov.au

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Please list any issues on the map provided and note the locations, then send back to Council in the self-addressed envelope provided.

Phone call feedback

Please call the Customer Service Team on 1300 BCOAST (226 278) or (03) 5671 2211 to arrange a preferred day and time for a member of the Asset Management team to return your call so your issues can be discussed in further detail.

A list of frequently asked questions has been attached to this letter to help answer any concerns you may have at this point in time.

Alternatively, visit our website https://www.basscoast.vic.gov.au/surfbeachroads and select the link to the Sunderland Bay and Surf Beach for regular updates.

Yours sincerely

Luke Bryant
**Senior Project Engineer**

# Surf Beach Sunderland Bay – Proposed Road and Drainage Improvement Project

## What is the Surf Beach Sunderland Bay Road and Drainage Improvement Project?

A road and drainage improvement project typically involves the construction of road and drainage upgrades, pathways and other associated works like traffic calming in urban areas of the Shire. Council has identified areas like Sunderland Bay and Surf Beach where the existing infrastructure does not currently meet the community's needs and expectations. These projects are typically funded through a Special Charge Scheme.

## What is a Special Charge Scheme?

A Special Charge Scheme is a funding method that allows Council to recover the cost of upgrade works from the property owners who will gain a special benefit from the works. Provision for schemes of this nature are made within the Local Government Act 1989. This has enabled many residential areas to have improved infrastructure for their communities. A Special Charge Scheme can also be considered for township development and traffic management projects.

The aim of this Road and Drainage Upgrade project is to ensure that people in Sunderland Bay and Surf Beach get the infrastructure that is expected in an urban residential area. The people who live there get the benefits that come with good quality infrastructure.

## How will Council decide on the appropriate standard of works?

Council has a standard of construction for various types of developments in both urban and rural areas. The construction of pavement and sealing works, underground and surface storm water drainage, kerb and channel, nature strip top dressing, speed humps and pedestrian pathways on selected streets is consistent with standards for urban areas.

## What is Councils and Community contribution to the Project?

The overall cost of the project would be split between Council and the local community receiving the special benefit. A large portion (yet to be determined) would be from the local community. Previous Special Charge Scheme projects have cost in a range of $1.5-$2.0M per km of road length constructed. The Sunderland Bay and Surf Beach estates consist of approximately 15.2km of road network. Therefore, placing the project at a broad range of $22.8-$30.4M.

A range is provided, as an exact cost cannot yet be determined. Detailed design of the drainage and road improvements has not been undertaken and quantified. Community engagement sessions will help determine the quality and style of the urban features preferred. For example:

- Will roads have footpaths on one side or both?
- Will there be additional street trees planted?
- Will lighting be included?
- Will traffic slowing devices be installed?
- How and where will wetlands be installed to improve water quality?
- Will underground service such as water pipes and Telstra cables require lowering so that kerb and channel and drainage pipes can be installed?

As a comparison only, a recent similar project (although smaller in scale) is currently now being constructed at Pioneer Bay. The total scheme cost is $4.6M and 230 residents are paying for 92 per cent of the costs, which equate to an average amount of $18.4k per property. Individual costs for each property are proportioned based on frontage to the road and property size.

## I pay rates, why do I have to pay for this upgrade?

Council provides a wide range of services including road maintenance from its rates revenue. The cost of maintenance does not include improvements such as the construction of an unsealed road, kerb and channel, footpaths or drainage, when they are not currently provided.

Council has adopted the Urban Roads and Drainage Improvement Policy, which states that the cost of significant residential road, drainage and/or footpath upgrades must be contributed to, by those properties which primarily benefit from the infrastructure improvements.

## What are Council's payment options for the Special Charge?

Although there is no payment required at this stage, if the project was supported by the community in due course and developed further as a project, there are typically three payment options as follows:

a) 'Payment Option 1 Lump Sum Discounted Payment' – payment of the Special Charge in full within 30 days of the issue of the invoice, with a 5% discount;

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If the special charge scheme was approved in the future and you believe that you may have difficulty paying, please contact Council's Revenue Services team on 5671 2211. Our officers are more than willing to confidentially discuss payment options with you, taking into account your current situation. Ratepayers who reside in the affected property and their only form of income is a Government pension may qualify for hardship assistance. A copy of Council's Hardship and Covid-19 Policies can be found on our website at https://www.basscoast.vic.gov.au/about-council/strategies-and-policies/policies

## What is the benefit of this upgrade to me?

The direct benefit to the property owner is enhanced amenity to the estate which includes improved access, reduced dust, better safety for vehicles and pedestrians, reduction in road noise or improved storm water control.

## When will construction of the project commence?

Construction is not approved or considered at this stage in time. There are several more legislative processes that require the project to be taken through before construction can occur. A timeline of these steps is shown on the website. Typically, it takes 3-4 years of planning, design and approvals before construction could be expected. Firstly community information gathering is

undertaken and then a questionnaire is sent out to property owners. It is later planned that the community feedback and questionnaire results will be brought to a Council meeting in February and a decision made whether to progress further detailed investigation and community engagement works into the potential special charge scheme.

## Who can I contact if I have any questions?

If you have questions relating to the construction or staging of the project, please contact Council's Infrastructure Delivery team.

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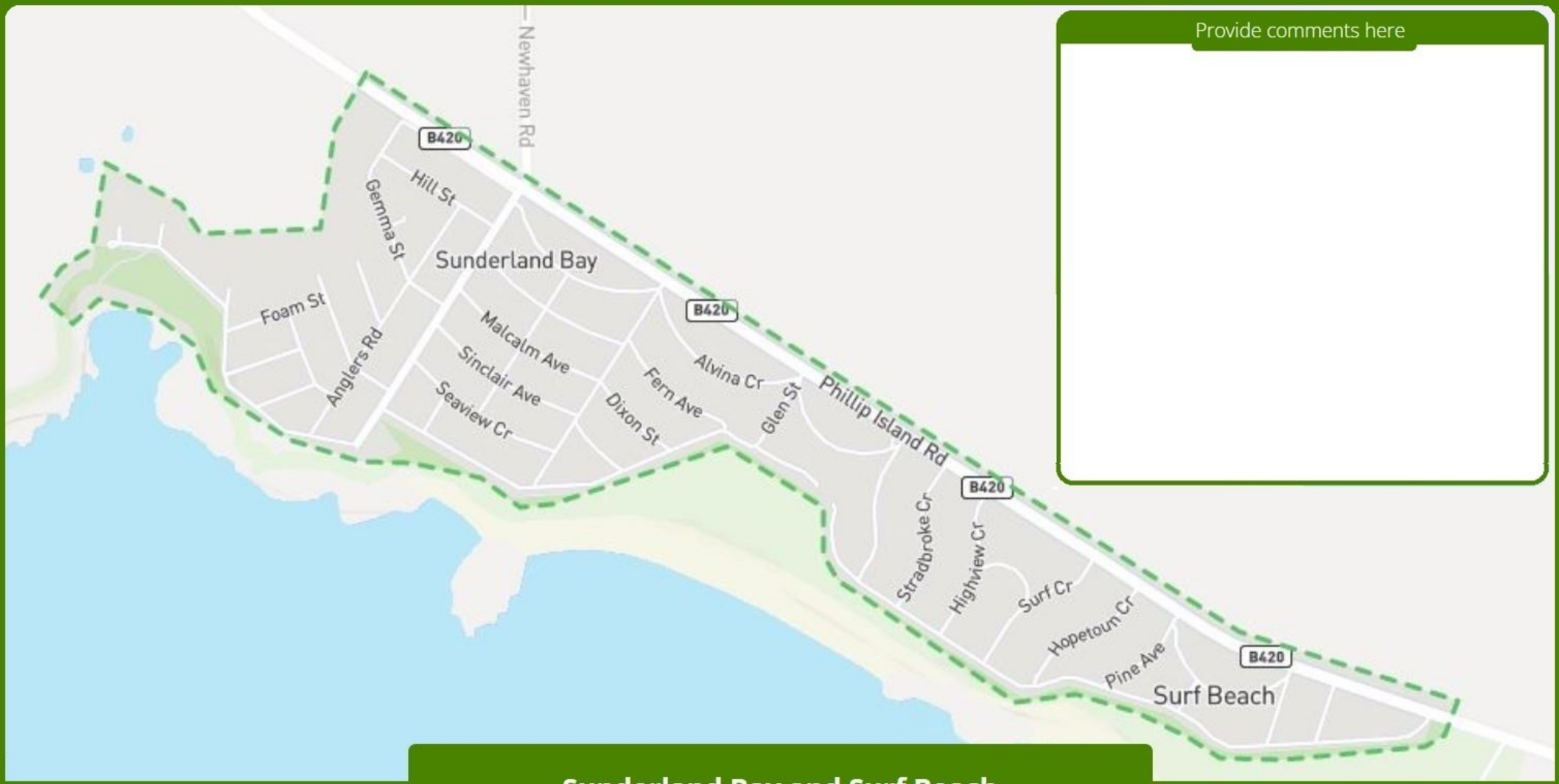
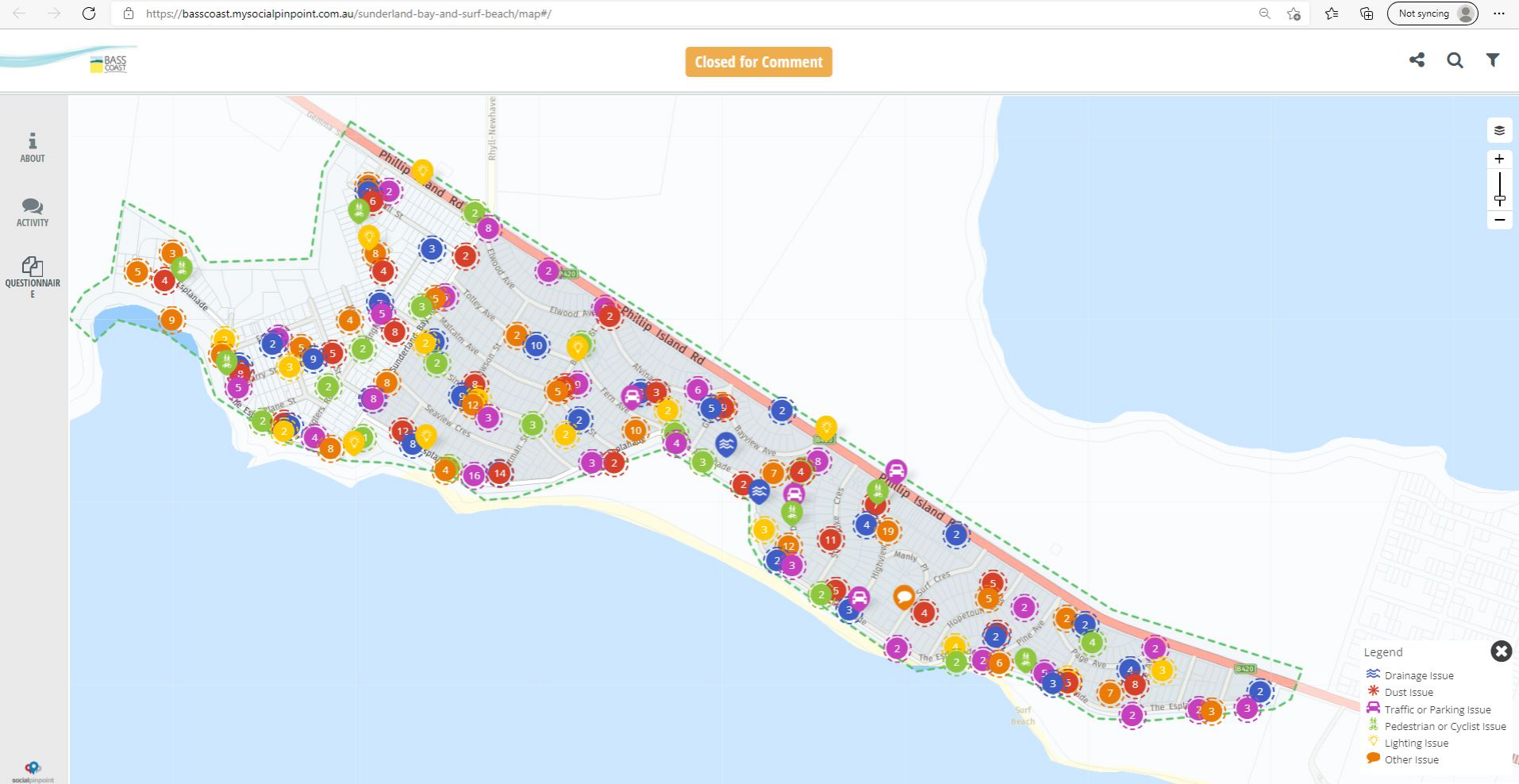



Provide comments here

**Sunderland Bay and Surf Beach**

Potential Special Charge Scheme to improve the Road and Drainage Infrastructure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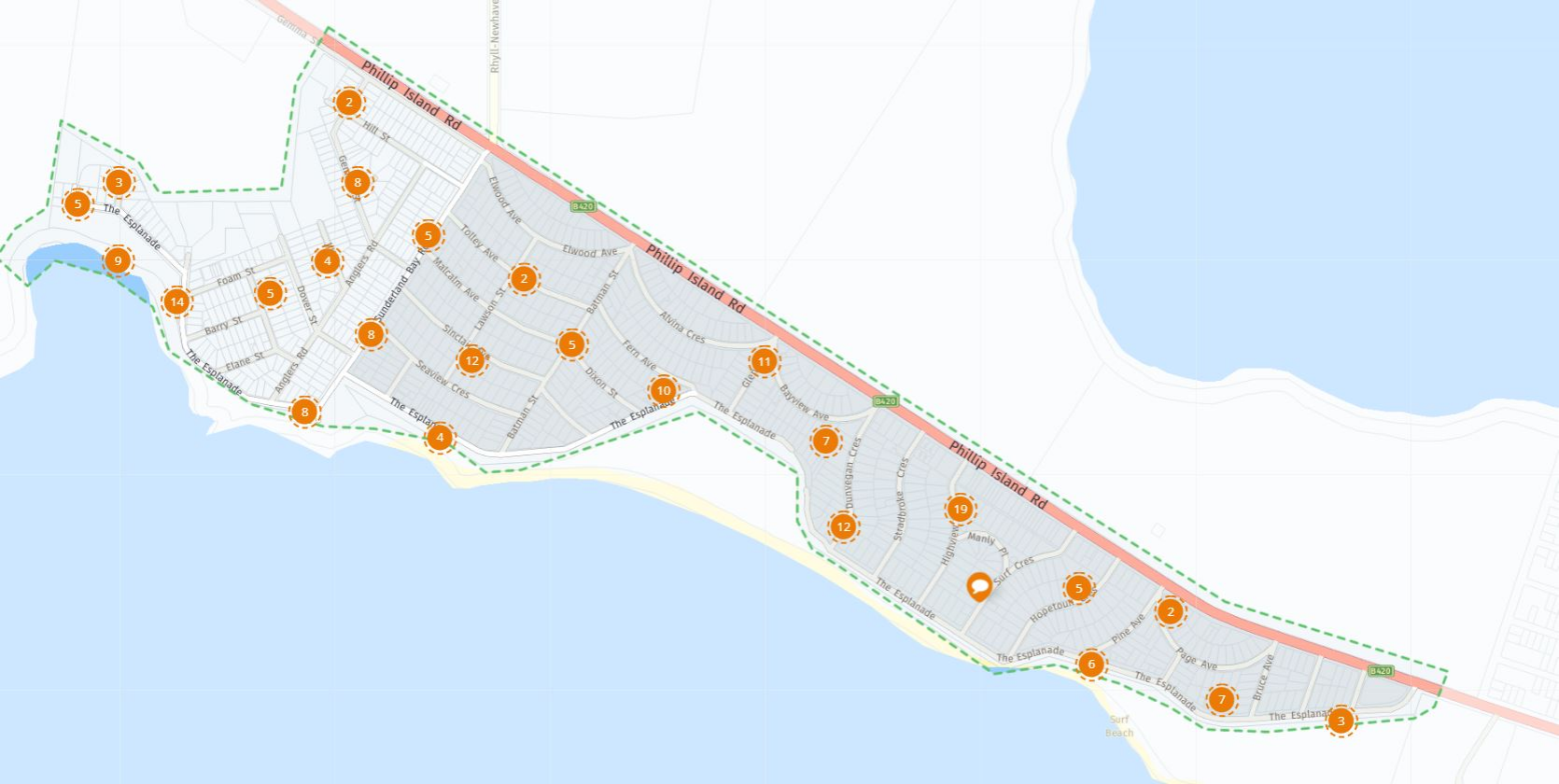
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Surf Cres
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Pine Ave
Page Ave
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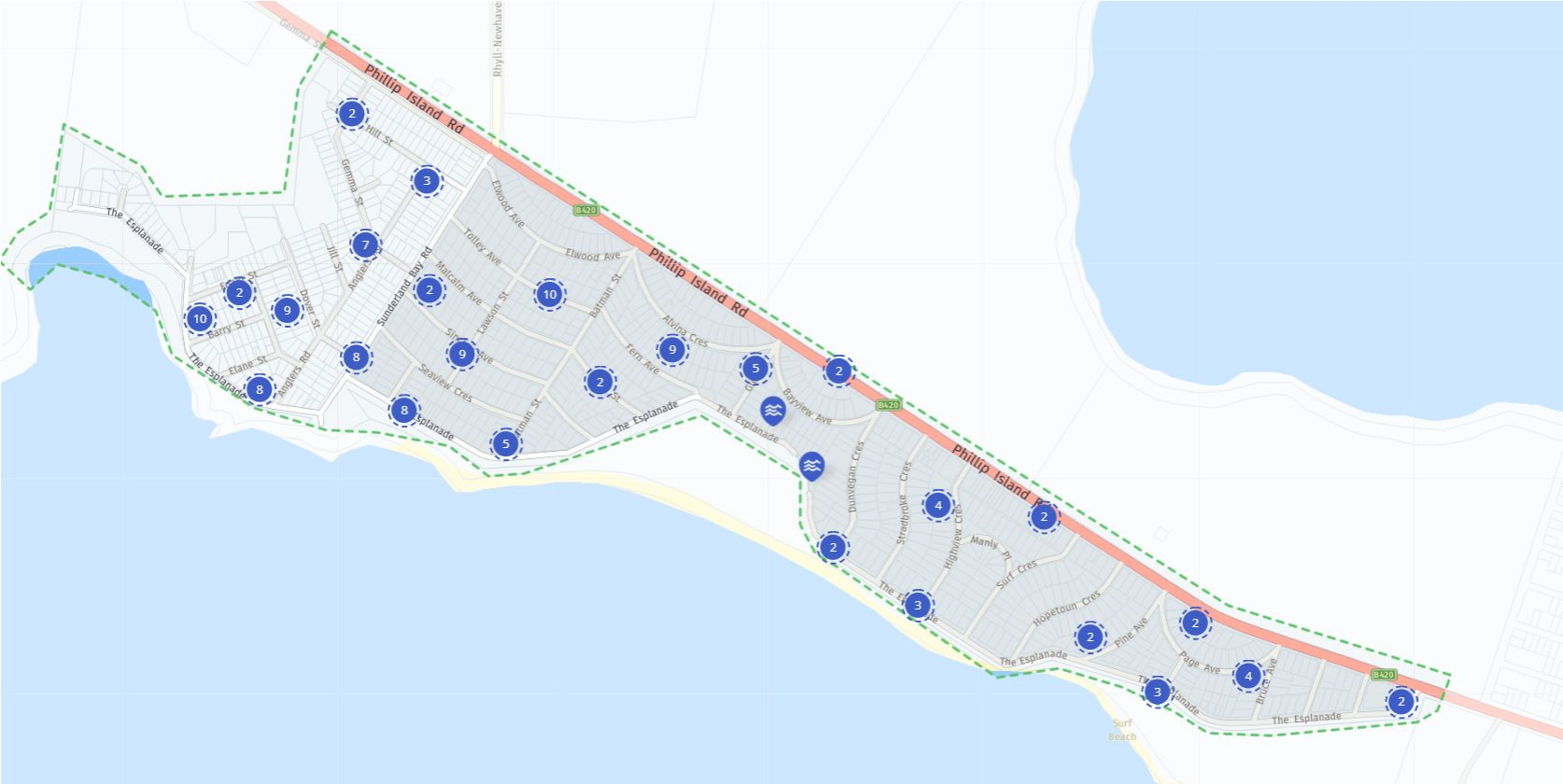

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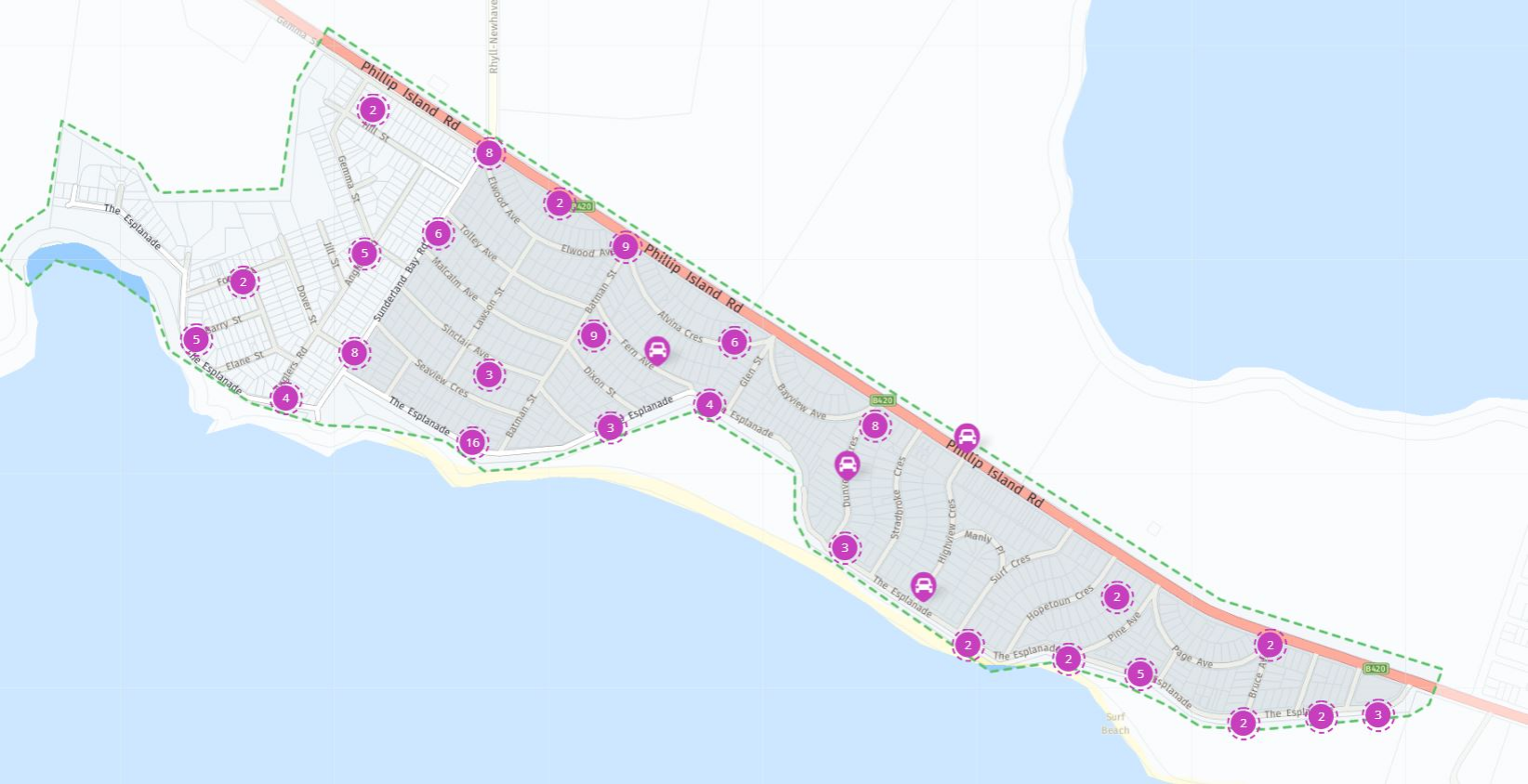

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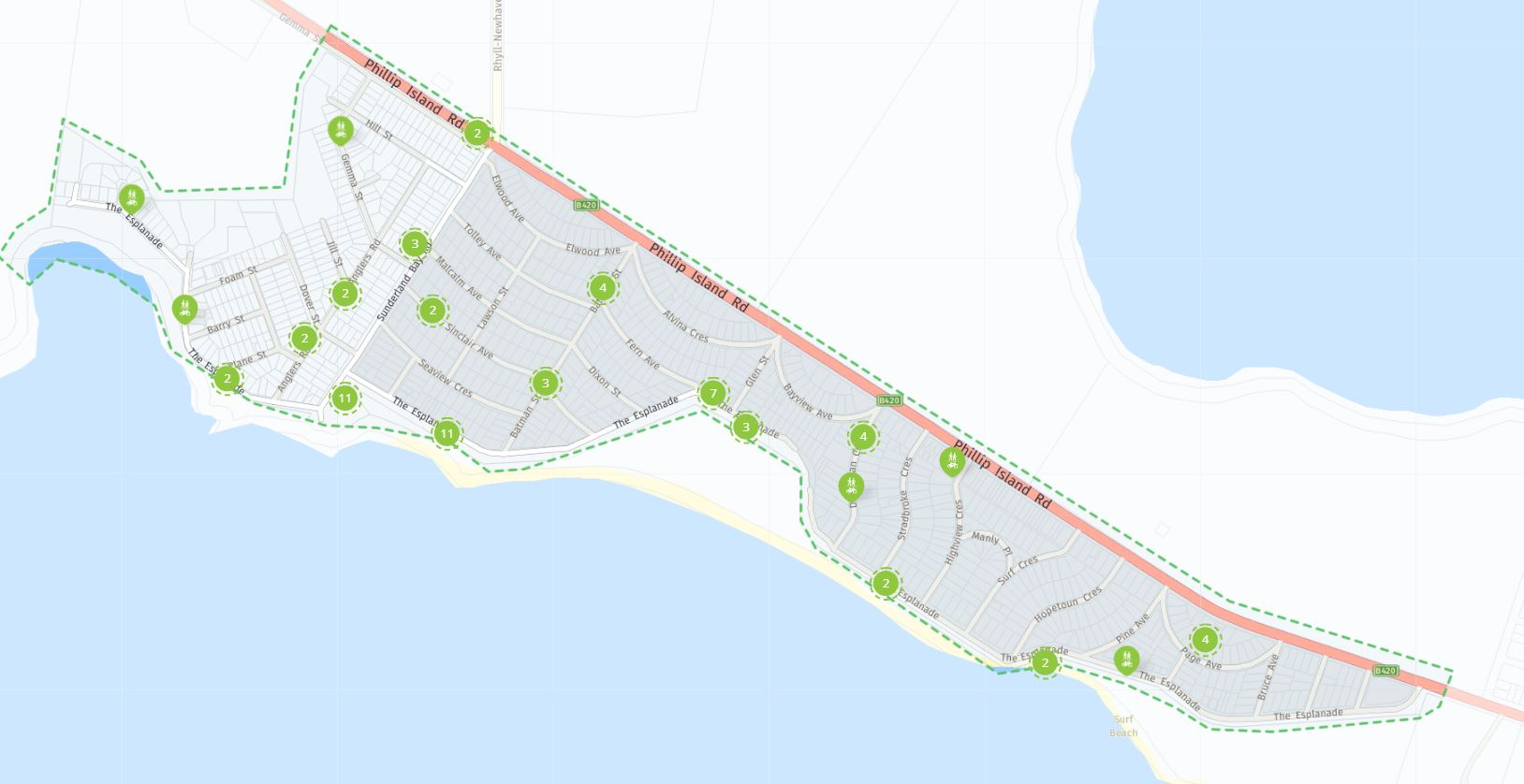
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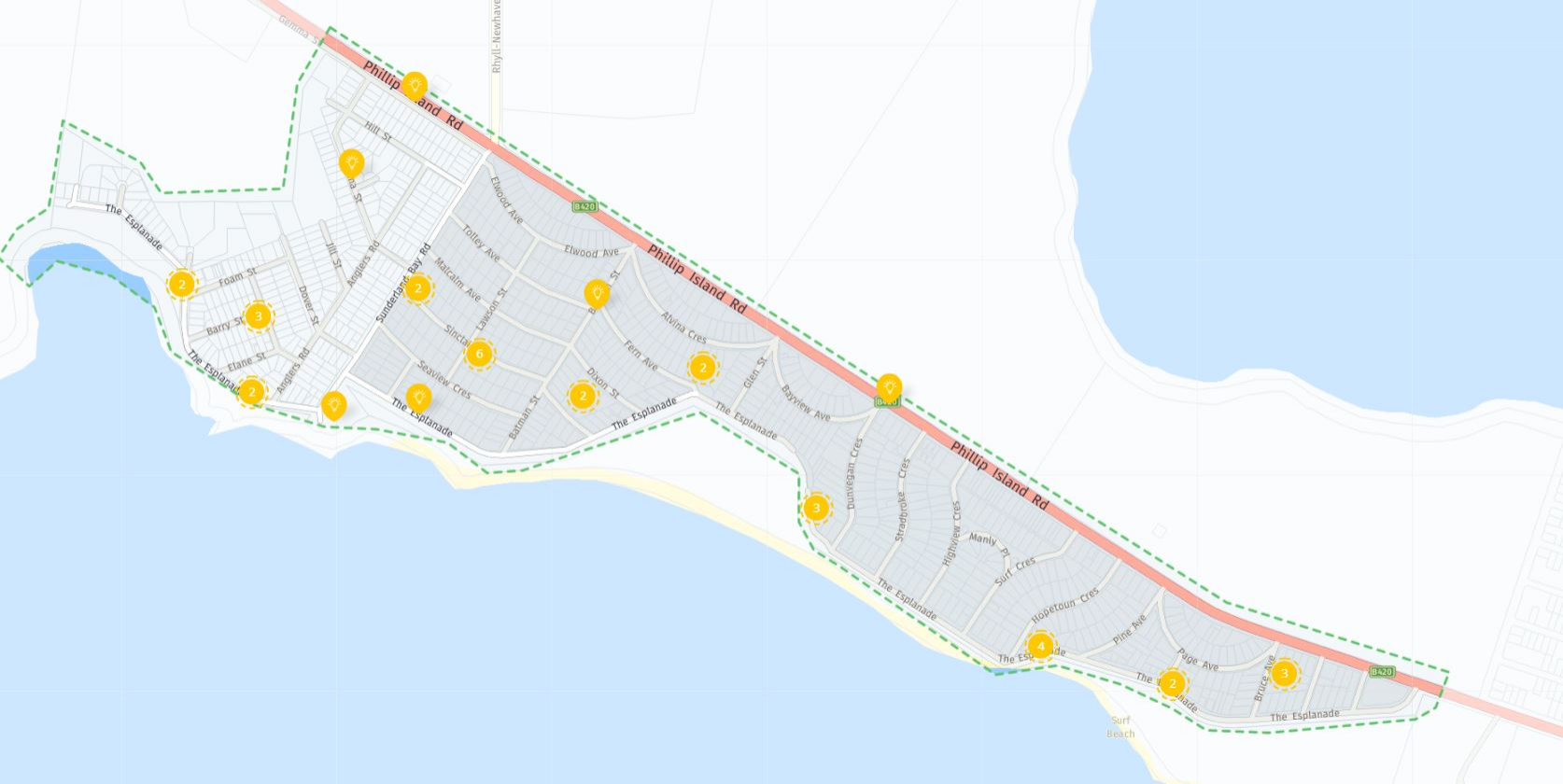
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23 November 2021

Dear Property Owner

**Potential Special Charge Scheme to improve the Road and Drainage Infrastructure - Sunderland Bay and Surf Beach estates**

In accordance with our Urban Road and Drainage Improvement Policy, the Sunderland Bay and Surf Beach estates are the next areas on the priority list to investigate for a road and drainage upgrade project. As part of the preliminary planning works, we are carrying out community consultation to collect information on issues such as dust, flooding, dangerous traffic situations, pedestrian safety and lack of lighting.

We would like to thank everyone who has participated in the community consultation so far. Due to an anomaly in the letter distributions, some letters were not received, so this initial consultation period has been extended until Monday, 20 December. This will provide property owners with more time to have their say.

Engagement for this initial consultation period will mainly take place via an online engagement platform. Feedback will also be collected via emails, letters and phone calls to provide opportunity for all property owners to talk to us about issues specific to your area. More information about providing feedback is included later in this letter.

This engagement process is not a formal vote about whether or not a road and drainage upgrade under a Special Charge Scheme will proceed in the area. Once this initial consultation period is complete, we will collate and share the feedback received with the community as a whole.

Our Urban Road and Drainage Program has delivered infrastructure upgrades in many areas over the years. The upgrades are delivered as a Special Charge Scheme, which is a legislated process under the *Local Government Act 1989*. The Act allows councils to pass on the cost of constructing sealed roads, kerb and channel, footpaths, underground drainage and other capital infrastructure to the owners of properties. In this case the residents of Sunderland Bay and Surf Beach estates that will receive a unique benefit from the construction works.

The information received from the community so far has helped us to determine any existing issues and the expectations for the proposed road and drainage improvement project. The issues of dust, flooding, vehicle speeds and pedestrian safety are widespread across the estates. We have also received many comments highlighting the importance of retaining the unique characteristics of the community, being predominantly a holiday home area/retreat from the urbanisation of Melbourne, as well as connectivity to the foreshore, beach and native wildlife.

The next step is to hear from the community on what improvement works they would support through a potential upgrade project, by completing the attached questionnaire. This will provide us with an indication of community expectations and where to focus the next round of community consultation, if there is general support. It will also determine the number of property owners who may need access to financial assistance if any potential road and drainage project was to proceed.

We ask all property owners to take the time to read the supporting information provided and **only fill out the questionnaire once** per property address. Please fill out the questionnaire online or return the attached copy by Wednesday, 22 December. We will consider the results of this questionnaire at a Council meeting in early 2022.

This stage of consultation is only the first step in engaging with the community about potential improvements to roads and drainage in this area. The next step will be to develop treatment options and concept plans, which will involve further community consultation.

The next steps are outlined below:

- **Nov-Dec 2021:** Continue initial consultation and sharing of information with property owners, both via the online platform and through the questionnaire
- **Early 2022:** Present information gathered and questionnaire results to a Council Meeting to determine if more detailed planning and investigations will proceed, based on level of support from the community
- **2022-23 (year two - three):** Continue community consultation sessions to develop detailed design options and studies as required. Confirm the recommended treatment option extent and type that is largely supported by the community. Confirm overall costs and proportioning of costs between Council and properties owners. Give notice of intention to declare a special charge scheme at a Council Meeting, which will provide the community with the opportunity to formally support or object to the project.
- **2024+ (year four onwards):** If supported by the community, a special charge scheme will be declared by Council and the construction phase will commence. This is when payments from the community would be required.

You can provide your feedback via one of the following methods:

Online

Please visit www.basscoast.vic.gov.au/surfbeachroads and click the 'add your comment' button.

Email

If you cannot access the online feedback, please fill out the attached questionnaire and add comments to the attached map and send to: sunderlandbayandsurfbeachupgrade@basscoast.vic.gov.au

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A list of frequently asked questions has been attached to this letter to help answer any concerns you may have at this point in time.

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Yours sincerely



Luke Bryant
**Senior Project Engineer**

# questionnaire

BASS COAST

## Sunderland Bay / Surf Beach Estates
## Potential Road and Drainage Improvements

The purpose of this questionnaire is to indicate initial support for road and drainage improvements in the Sunderland Bay and Surf Beach estates. It will also determine the number of property owners who may need access to financial assistance if any potential road and drainage project was to proceed.

Please note that your response is not binding and does not in any way remove your rights to make future submissions/objections to any proposed works. All information supplied is confidential and will be kept in accordance with the *Privacy and Data Protection Act* 2014 (VIC).

Name: _____ Telephone Number: _____

Property Address: _____

Email Address:_____

**Signed:** _____ **Date:** _____

**Please return this questionnaire by Wednesday, 22 December 2021.**

| Please indicate your preference by placing a tick in the appropriate boxes. | YES | NO |
|---|---|---|
| 1. Do you think there is a need for road improvements? Such as sealing roads. | ❒ | ❒ |
| 2. Do you think there is a need for drainage improvements? Such as installing an underground drainage network to reduce the likelihood of flooding. | ❒ | ❒ |
| 3. Do you think there is a need for pedestrian safety improvements? Such as installing concrete footpaths in various locations. | ❒ | ❒ |
| 4. Do you think there is a need for traffic safety improvements? Such as installing speed humps and local area traffic management treatments. | ❒ | ❒ |
| 5. Do you think there is a need for street lighting improvements? Such as more or less street lights or lower carbon emission / less bright lights? | ❒ | ❒ |
| 6. In order to fund road and drainage improvements, abutting property owners are likely to be asked to contribute to a significant proportion of the costs. Knowing this, would you support road and drainage improvements in Sunderland Bay / Surf Beach estates? This is not a formal vote, just an indication. | ❒ | ❒ |
| 7. Having read the information regarding potential payment terms on the frequently asked questions attachment, would you be likely to require additional financial assistance due to financial hardship. | ❒ | ❒ |

# Surf Beach Sunderland Bay – Proposed Road and Drainage Improvement Project

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The aim of this Road and Drainage Upgrade project is to ensure that people in Sunderland Bay and Surf Beach get the infrastructure that is expected in an urban residential area. The people who live there get the benefits that come with good quality infrastructure.

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# information

## Do we need a drainage upgrade?

There are some significant drainage issues within Sunderland Bay and Surf Beach that were raised by the community.

### Typical Drainage Issues

These issues include:

- water flowing from the road onto their property
- water flowing from adjacent properties
- water unable to get away and becoming stagnant within the roadway and within properties



### Drainage Upgrades

Typically drainage infrastructure upgrade projects include:

- road side drainage which collects the property stormwater as well as the road water
- additional drainage to connect storm water at rear of properties into an underground system, rather than it laying or flowing onto adjacent properties

Existing drainage at the rear of properties can also be used to collect surface water in flatter areas.



### Kerb and channel

The benefits are that it:

- collects and then directs stormwater runoff into underground drainage
- protects properties on the low side of the road from storm water runoff from the road way and properties located upstream
- removes the need for open drains along the road side which means there is no water lying along the nature strip in flatter areas, or really deep drains which scour out along the steeper areas



### Future drainage strategy

It is anticipated that a number of other drainage actions will be identified as part of the overall estate drainage strategy. These may include:

- large wetlands in downstream waterways and / or
- water quality treatment infrastructure within the estates

These treatments will improve the overall quality of the water entering the system and onto Westernport Bay. These works would not be part of the special charge scheme costs, however could be undertaken at the same time.

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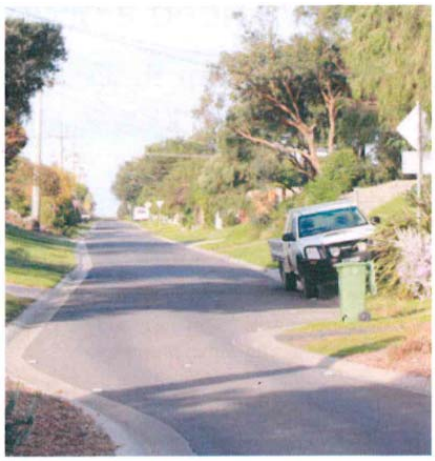
# information

## How will our streetscape look?

**What type of works would be included in a road and drainage upgrade?**
All streets within the Sunderland Bay and Surf Beach would be considered in any road and drainage improvement project. These types of projects generally include:

- sealed roads with kerb and channel
- underground drainage within the road reserve and within easements at the rear of properties
- concrete footpaths
- some form of traffic calming
- landscaping within the nature strips



**Do we need footpaths?**
Footpaths provide elderly, visually impaired, young children or pedestrians with walking difficulties, a safe environment to walk away from vehicles. The extent of footpaths, if any would be determined through the development of a concept plan.



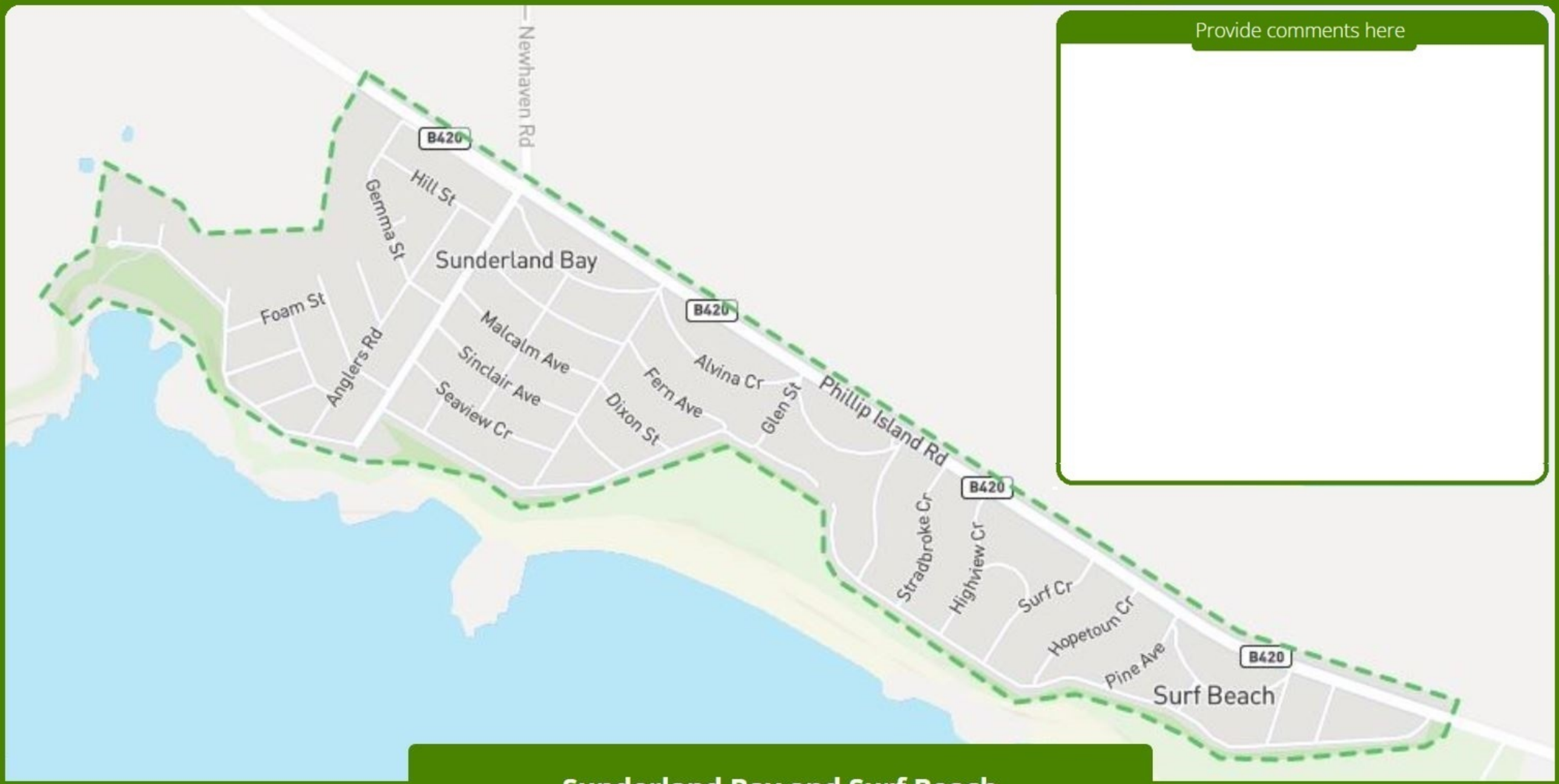
**Do we need traffic calming devices?**
As part of any road and drainage improvement project, various types of traffic calming devices are often included, such as:

- reduce vehicle speed limits
- shared spaces
- reducing long straights
- narrowing road pavements and
- speed humps

Devices considered most favourable are single lane slow points, which restrict the road width back to a single lane so vehicles have to "zig zag" through.



**Do we need landscaping?**
The existing amenity and feel of the area does not have to be adversely impacted because roads are to be upgraded. Improving the estate's roads and drains, whilst maintaining the existing amenity of the estate, can be achieved through good streetscape design. Additional landscaping can supplement and enhance the existing remaining indigenous vegetation within this estate.
The development of a range of concept plans would include different landscape options for consideration.
The extent and type of landscaping to be implemented can be further informed through community consultation and developed as part of a concept plan.




Provide comments here

**Sunderland Bay and Surf Beach**

Potential Special Charge Scheme to improve the Road and Drainage Infrastructure

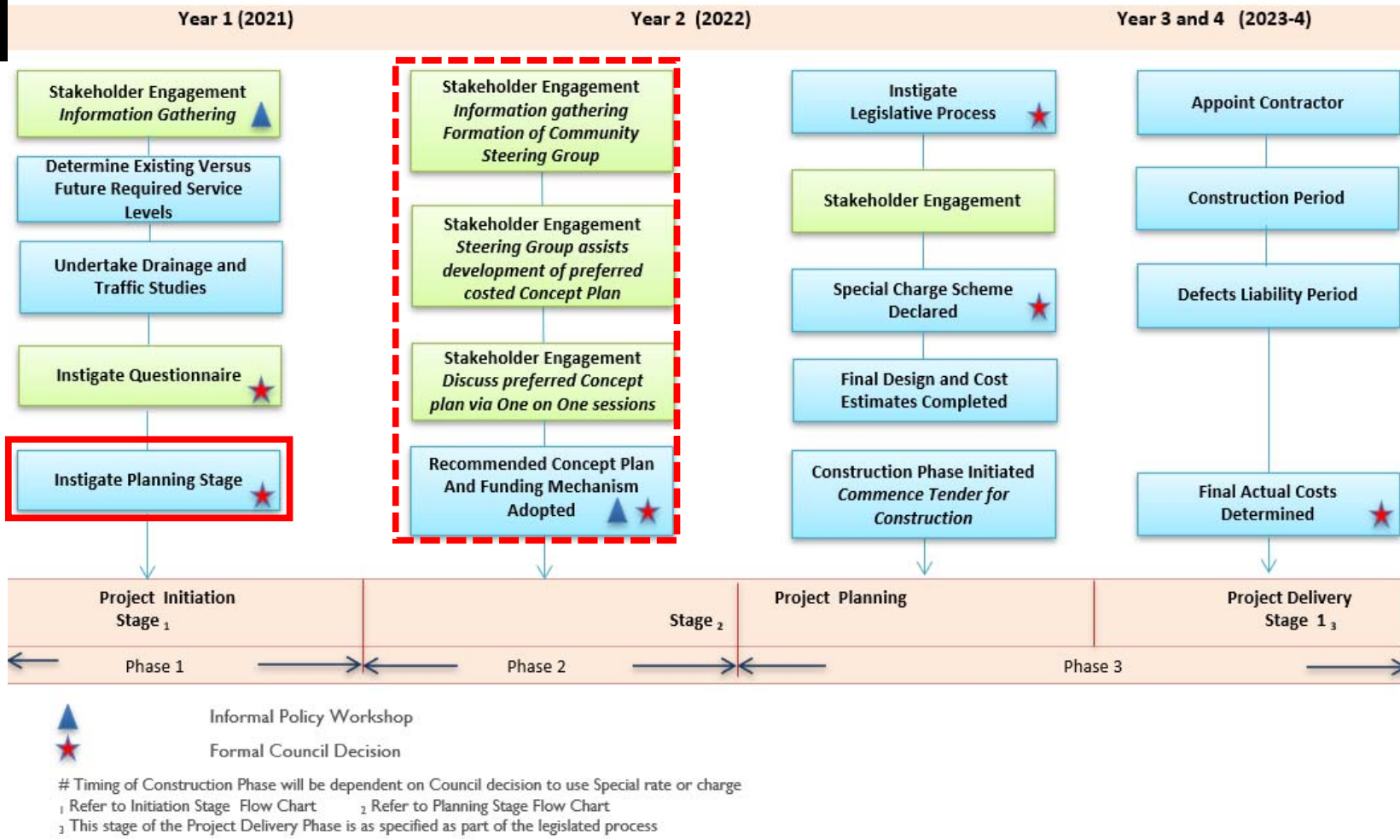
# Next Steps

- **March Meeting**

- **Consult community**
- **Form steering group**
- **Concept plans**
- **Cost estimates**
- **Proportion costs**
- **Adopt the recommended concept plan and funding mechanism at meeting later 2022/23.**

## Sunderland Bay / Surf Beach – Roads and Drainage Upgrade

Where to from here - Timeline….




# Timing of Construction Phase will be dependent on Council decision to use Special rate or charge

1 Refer to Initiation Stage Flow Chart 2 Refer to Planning Stage Flow Chart

3 This stage of the Project Delivery Phase is as specified as part of the legislated process