Attachment B(vi): Proposed changes to Neighbourhood centre zone code

6.2.5 Neighbourhood centre zone code

Photograph 6.2.5-1
Example of a Neighbourhood centre zone located at Main Beach. Photograph by Remco Jansen.

6.2.5.1 Application

This code applies to assessing all development in the Neighbourhood centre zone. When using this code, reference should be made to Section 5.3.2 and, where applicable, Section 5.3.3, in Part 5.

Where development is identified in the West Burleigh historic township precinct, additional outcomes will apply to assessment.

Note: To the extent there is any inconsistency with the outcomes applying to the whole of the zone, the precinct outcomes will prevail.

6.2.5.2 Purpose

(1) The purpose of the Neighbourhood centre zone code is to provide for a small mix of land uses to service residential neighbourhoods. It includes small scale convenience shopping, professional offices, community services and other uses that directly support the immediate community.

(a) a mix of land uses including small scale convenience shopping, offices, community services and other uses to service the immediate residential neighbourhood;

(b) a variety of mixed use neighbourhood centre sizes which are determined by the needs of the immediate neighbourhood within a 1,000m walking distance;

(c) well-designed, safe and accessible street environments with attractive shop frontages framed by awnings, with ample parking; and

(d) integration with existing neighbourhood focal points such as public transport services, parks and other community facilities, wherever possible.

Editor's note: The purpose statement for the zone has been changed in accordance with Section 6(3) of the Planning Regulation 2017. The changed purpose statement took effect on INSERT DATE.

(2) The purpose of the code will be achieved through the following overall outcomes:

(a) Land uses overall outcomes—
(ai) Development provides day-to-day goods and services and diverse business opportunities without exceeding the needs of the immediate neighbourhood, detracting from the residential amenity of the area or undermining the viability of mixed use or specialist centres.

(b) Development provides distinctive ground floor business activities that provide a convenient shopping experience, complemented by discrete office or residential units where located above.

gi) Development includes retail facilities such as neighbourhood stores and newsagents, cultural uses, medical and community facilities, small scale entertainment premises, educational establishments, indoor recreation, service stations and local services such as post offices.

diii) Development may include Food and drink outlets (without drive-through facilities) and Bars (with a total use area up to 100m²).

(iv) involving commercial activities cease by 10pm to limit potential social and amenity impacts arising from these uses to nearby residents;

Note: It is acknowledged that on an individual basis it may be appropriate to review and adjust these operating hours based on the specific circumstances, roles and function of some centres.

(v) involving external patron areas, particularly where alcohol is consumed, are designed and orientated to mitigate any potential residential amenity impacts;

(vi) do not detract from the amenity of nearby sensitive land uses or land zoned for sensitive land uses;

evii) Development may include multiple dwelling residential development where integrated with business activities;

(viii) operate in a manner that do not cause nuisance to sensitive land uses; and

(ix) Development may include a Shop, providing the GFA of any single shop does not exceed 1,500m².

g) Development includes opportunities for a flexible range of commercial opportunities and flexible re-use of non-residential space.

Amenity overall outcomes

(h) Development achieves a level of amenity reasonably expected in the local context, including:

(i) not detracting from the amenity of nearby sensitive land uses or land uses or land zoned for sensitive land uses;

(ii) operating in a manner that does not cause nuisance to nearby sensitive land uses;

(iii) mitigating any potential residential amenity impacts through design and orientation where involving external patron areas, particularly where alcohol is consumed; and

(iv) ceasing commercial activities by 10pm to limit potential social and amenity impacts arising from these uses to nearby residents.

Note: It is acknowledged that on an individual basis it may be appropriate to review and adjust these operating hours based on the specific circumstances, roles and function of some centres.

(b) Housing is provided at a form, scale and intensity that is appropriate for the zone and each particular locality it is in where the following outcomes are satisfied:

Orderly and economically efficient settlement pattern

(i) degree of public transport service within a 400 metre walking distance, being the most desirable distance for pedestrian access, and the ease and safety of pedestrian access to that service;

(ii) proximity to major employment concentrations, centres, social and community infrastructure facilities and important amenity features, including the coast, recreational waterways and parkland;

(iii) capacity of available infrastructure to support the development, including water, sewer, transport and social and community facilities;

Housing needs

(iv) delivery of a generous mix of housing form, sizes and affordability outcomes that meet housing needs (including housing needs of the future) for the locality;
Design and amenity
(v) whether intended outcomes for building form/city form and desirable building height patterns are negatively impacted, including the likelihood of undesirable local development patterns to arise if the cumulative effects of the development are considered;
(vi) retention of important elements of neighbourhood character and amenity, and cultural heritage;
(vii) whether adjoining residential amenity is unreasonably impacted;
(viii) achievement of a high quality urban design through highly functional, accessible, attractive, memorable and sustainable buildings and public spaces;

Environment
(ix) the impacts of any site constraints, including natural hazard and environmental-based constraints; and

Community Benefit
(x) where the development:
(A) is appropriate having regard to overall outcome (b) (i) to (ix);
(B) meets all other overall outcomes for the zone; and
(C) incorporates community benefits in addition to those that could be lawfully conditioned to be provided (i.e., that are required to be provided by this City Plan or reasonably required in relation to the development or use of premises as a consequence of the development), development bonuses are applied in accordance with the SC6.5 City Plan policy – Community benefit bonus elements.

Note: SC6.5 City Plan policy – Community benefit bonus elements provides guidance on what might constitute additional community benefits and the supporting material that may be required to demonstrate the degree of benefit.

Note: Development is not required to incorporate community benefits in order to demonstrate that housing has been provided at a form, scale and intensity that is appropriate having regard to overall outcome (b) (i) to (ix).

(c) Character consists of –
(i) a variety of mixed use neighbourhood centre sizes which are determined by the needs of the immediate neighbourhood within a 1000m walking distance;
(ii) distinctive ground floor businesses that provide a convenient and diverse shopping experience, complemented by discrete office or residential units above;
(iii) a streetscape that is pedestrian friendly, with ample parking and framed by awning covered, attractive shop frontages;
(iv) a high level of accessibility by walking and cycling; and
(v) integration with existing neighbourhood focal points such as public transport services, parks and other community facilities, wherever possible.

(d) Built form overall outcomes –
(i) The built form and scale of development:
   (i) does not exceed the building height identified on the Building height overlay map;
   (ii) is consistent with the planned character of the locality, complements the surrounding neighbourhood and is not dominated by supermarkets or bulky and large built form;
   (iii) is responsive to site characteristics and neighbouring buildings (existing and approved), ensuring adequate access to natural light, natural ventilation, amenity and privacy;
   (iv) has a site cover that maximises the use of the land while providing adequate space for facilities and landscaping.
(v) is setback from road frontages to promote street activation and sense of place, create a positive and engaging interface with the street, and allows for the integration of landscape and built form; and
(vi) is setback from side and rear boundaries to protect the reasonable amenity and privacy of adjoining residences, provide landscape buffers to adjoining dwellings, and allow access around the building.

Note: The designated height on the Building height overlay map may not be achievable when taking into consideration outcomes, such as, but not limited to, aviation restrictions, setbacks and site cover.

(j) Development positively contributes to the immediate streetscape and pedestrian environment with highly articulated building facades, active frontages and clearly defined street edges to enhance legibility.

(k) Development is design to positively respond to the city’s subtropical climate.

   (i) is of a height and density that complements its surrounding neighbourhood;
   (ii) on the ground floor allows for activation with the street, a flexible range of commercial opportunities and flexible re-use of non-residential space;
   (iii) is setback from road frontages to complement the streetscape character and allow for activation of the street;
   (iv) is setback from side and rear boundaries to protect the amenity of adjoining properties;
   (v) has a site cover to maximise the use of the land while providing adequate space for facilities and landscaping;
   (vi) creates strongly defined building edges and an attractive, safe and pedestrian-focused environment; and
   (vii) is not dominated by supermarkets or bulky and large built form.

Infrastructure capacity overall outcomes

(l) Development demonstrates adequate available infrastructure capacity to support the development density, including water, sewer, stormwater, transport, social and community facilities, electricity and telecommunications.

(m) Development density does not adversely impact on the continued operation, viability and maintenance of existing infrastructure or compromise the future provision of planned infrastructure.

(e) Lot design overall outcomes—

(n) Lot design supports viable neighbourhood centre activities.

   (i) lots are of a size and configuration that support viable neighbourhood centre activities.

Variations in the zone

(g) Variations in the zone are —

   (i) West Burleigh historic township precinct.

(3) The purpose of the West Burleigh historic township precinct will be achieved through the following additional overall outcome:

   (a) The historical character of the area is conserved by ensuring development incorporates design features, materials, colours, detailing and landscaping that is in keeping with the colonial style and existing historical buildings.

6.2.5.3 Specific benchmarks for assessment

Part A applies to accepted development subject to requirements.

Part B applies to assessable development.
## PART A – ACCEPTED DEVELOPMENT SUBJECT TO REQUIREMENTS

**Table 6.2.5-1: Neighbourhood centre zone code – for accepted development subject to requirements**

<table>
<thead>
<tr>
<th>Required outcomes</th>
<th>RO1</th>
<th>Setbacks are as follows:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Minimum distances measured in metres (m)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Building height</td>
</tr>
<tr>
<td>Frontage</td>
<td>up to 9.5m and not more than 2 storeys</td>
<td>0m (maximum 2m)</td>
</tr>
<tr>
<td></td>
<td>for that part exceeding 9.5m or 2 storeys</td>
<td>2m</td>
</tr>
<tr>
<td>Side</td>
<td>up to 9.5m and not more than 2 storeys</td>
<td>0m where the site abuts the Centre zone, Neighbourhood centre zone or Mixed use zone</td>
</tr>
<tr>
<td></td>
<td>for that part exceeding 9.5m or 2 storeys</td>
<td>2m otherwise</td>
</tr>
<tr>
<td>Rear</td>
<td>up to 9.5m and not more than 2 storeys</td>
<td>2m plus an extra 0.5m for every 3m in height or part thereof over 9.5m</td>
</tr>
<tr>
<td></td>
<td>for that part exceeding 9.5m or 2 storeys</td>
<td>6m</td>
</tr>
</tbody>
</table>

| RO2 | Site cover does not exceed 80%. |

| RO34 | Density does not exceed one dwelling per 400m².  
| OR | Density does not exceed that shown on the Residential density overlay map. |

| RO43 | Building height and structure height does not exceed that shown on the Building height overlay map.  
| AND | Building height does not exceed 2 storeys with a maximum height of 14m or that shown on the Building height overlay map.  
| AND | Structures do not exceed a height of 14m or that shown on the Building height overlay map. |

| RO5 | Business hours of non-residential activities are between 6am to 10pm. |

| RO6 | Residential uses are located above ground floor. |

| RO7 | The design of the ground floor services and utilities allow for easy reconfiguration of commercial tenancies.  
| Note: | To facilitate the flexible re-use of the ground floor, Council recommends an internal floor to ceiling height of 4.5m. |

| RO8 | The GFA of a single shop does not exceed 1,500m². |

**Advisory note**

Accepted development identified in the assessment tables as subject to requirements must comply with all the nominated requirements in this and other applicable codes.
### PART B – ASSESSABLE DEVELOPMENT BENCHMARKS

#### Table 6.2.5-2: Neighbourhood centre zone code – for assessable development

<table>
<thead>
<tr>
<th>Performance outcomes</th>
<th>Acceptable outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Land uses</strong></td>
<td></td>
</tr>
<tr>
<td><strong>PO18</strong></td>
<td></td>
</tr>
<tr>
<td>Residential land uses do not compromise the activation of ground floor storeys.</td>
<td><strong>AO18</strong> Residential uses are located above ground floor.</td>
</tr>
<tr>
<td><strong>PO29</strong></td>
<td></td>
</tr>
<tr>
<td>Ground floor spaces are designed to enable the flexible reuse of non-residential floor area to support changing community and business needs.</td>
<td><strong>AO29</strong> The design of the ground floor services and utilities allow for easy reconfiguration of commercial tenancies. <strong>Note:</strong> To facilitate the flexible re-use of the ground floor, Council recommends an internal floor to ceiling height of 4.5m.</td>
</tr>
<tr>
<td><strong>PO310</strong></td>
<td></td>
</tr>
<tr>
<td>Non-residential development:</td>
<td><strong>AO310</strong> No acceptable outcome provided.</td>
</tr>
<tr>
<td>(a) serves the needs of the immediate neighbourhood catchment – generally calculated as the planned population and jobs within a 1,000 metre walk from the centre;</td>
<td></td>
</tr>
<tr>
<td>(b) supports a range of neighbourhood centre uses and enterprise opportunities; and</td>
<td></td>
</tr>
<tr>
<td>(c) provides a range of goods and services to satisfy the day to day convenience needs of the immediate neighbourhood catchment.</td>
<td></td>
</tr>
<tr>
<td><strong>PO411</strong></td>
<td></td>
</tr>
<tr>
<td>A single tenancy does not dominate the retail GFA of the neighbourhood centre area and does not exceed 1500m².</td>
<td><strong>AO411</strong> The GFA of a single shop does not exceed 1,500m².</td>
</tr>
<tr>
<td><strong>Amenity</strong></td>
<td></td>
</tr>
<tr>
<td><strong>PO5</strong></td>
<td></td>
</tr>
<tr>
<td>Development achieves a level of amenity reasonably expected in the local context, including:</td>
<td><strong>AO5</strong> No acceptable outcome provided.</td>
</tr>
<tr>
<td>(a) not detracting from the amenity of nearby sensitive land uses or land uses or land zoned for sensitive land uses; and</td>
<td></td>
</tr>
<tr>
<td>(b) mitigating any potential residential amenity impacts through design and orientation where involving external patron areas, particularly where alcohol is consumed.</td>
<td></td>
</tr>
<tr>
<td><strong>PO67</strong></td>
<td></td>
</tr>
<tr>
<td>Non-residential activities operate within appropriate hours to minimise nuisance to nearby, existing or intended sensitive land uses.</td>
<td><strong>AO67</strong> Business hours of non-residential activities are between 6am to 10pm.</td>
</tr>
<tr>
<td><strong>SetbacksBuilt form and scale</strong></td>
<td></td>
</tr>
<tr>
<td><strong>PO73</strong></td>
<td></td>
</tr>
<tr>
<td>Building and structure height does not exceed that shown on the Building height overlay map. Development is of a height that: (a) promotes the intended character of the zone; and (b) does not impact on the amenity of adjoining uses.</td>
<td><strong>AO73</strong> No acceptable outcome provided. Building height does not exceed 2 storeys with a maximum height of 14m or that shown on the Building height overlay map. AND Structures do not exceed a height of 14m or that shown on the Building height overlay map.</td>
</tr>
<tr>
<td><strong>PO8</strong></td>
<td></td>
</tr>
<tr>
<td>Development contributes to its local urban context, reinforcing the planned character of the neighbourhood centre environment.</td>
<td><strong>AO8</strong> No acceptable outcome provided.</td>
</tr>
</tbody>
</table>
Performance outcomes

**PO91**
Setbacks:
(a) allow buildings to address and actively interface with streets and public spaces;
(b) provide additional width to the public realm and additional space for road side dining opportunities; and
(c) assist in the protection of adjacent amenity.

**AO91**
Setbacks are as follows:

<table>
<thead>
<tr>
<th>Setback</th>
<th>Minimum distances measured in metres (m)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building height</td>
<td>Setback</td>
</tr>
<tr>
<td>Frontage</td>
<td>up to 9.5m and not more than 2 storeys</td>
</tr>
<tr>
<td></td>
<td>for that part exceeding 9.5m or 2 storeys</td>
</tr>
<tr>
<td>Side</td>
<td>up to 9.5m and not more than 2 storeys</td>
</tr>
<tr>
<td></td>
<td>2m otherwise</td>
</tr>
<tr>
<td></td>
<td>for that part exceeding 9.5m or 2 storeys</td>
</tr>
<tr>
<td>Rear</td>
<td>up to 9.5m and not more than 2 storeys</td>
</tr>
<tr>
<td></td>
<td>for that part exceeding 9.5m or 2 storeys</td>
</tr>
</tbody>
</table>

**Figure 6.2.5-1**
Illustration showing Neighbourhood centre zone setback and site cover outcomes

**Site cover**

**PO102**
Site cover:
(a) ensures adequate space for storage and other necessary facilities required to support the land use;
(b) allows for areas of high quality landscaping and streetscaping treatments; and
(c) contributes to neighbourhood character.

**AO102**
Site cover does not exceed 80%.

**PO115**
Commercial buildings present well to the street and provide awnings for the comfort of pedestrians.

**AO115.1**
Development provides awnings which are a minimum width of 1.5m over the pedestrian access/footpath.
Performance outcomes

<table>
<thead>
<tr>
<th>AO115.2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Footpath awnings are designed to complement and integrate with the façade and the streetscape.</td>
</tr>
</tbody>
</table>

PO126

West Burleigh historic township precinct

Development incorporates design features, materials, colours detailing and landscaping to complement the colonial style and historical characteristics of the area.

AO126.1

West Burleigh historic township precinct

The roof form and pitch, façade articulation and detailing, window and door proportions and features such as verandas, eaves and parapets reflect or incorporate existing design elements from other buildings within the township.

AO126.2

West Burleigh historic township precinct

Building design features, patterns, textures and colours used are complementary to those of nearby buildings.

Figure 6.2.5-2

Illustration showing Neighbourhood centre zone outcomes

| PO13 | AO13 |
Performance outcomes | Acceptable outcomes
--- | ---
Development enhances the streetscape by:  
(a) clearly defining the street edge;  
(b) creating a clear transition from public to private space;  
(c) having a legible entry and openings fronting the street;  
(d) promoting opportunity for passive surveillance; and  
(e) ensuring creating an interesting, varied, cohesive and attractive street environment.  
| No acceptable outcome provided.

## Height

### Subtropical design

**PO14**  
Development is designed for the Gold Coast’s subtropical climate to:  
(a) provide access to natural light and ventilation; and  
(b) mitigate heat and reduce the need for mechanical heating, cooling and lighting.  
| AO14  
No acceptable outcome provided.

## Density

**PO154**  
Density does not exceed that shown on Residential density overlay map.  
OR  
Where not identified on the overlay map, density does not exceed one dwelling per 400m².  
OR  
For Rooming accommodation, accommodating more than four unrelated people, density does not exceed one bedroom per 133m².  
| AO154  
No acceptable outcome provided.

## Design and appearance

### Lot design (for subdivision only)

**PO1642**  
Lots are of a size and configuration that support viable neighbourhood centre activities.  
| AO1642.1  
Minimum lot size is 1,000m².  
| AO1642.2  
Minimum road frontage for lots is 18m.