

PART E
Industrial Development

Part E: Industrial Development

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1 Introduction

The Willoughby local government area comprises three industrial areas in Artarmon, East Chatswood, and Lane Cove North. Artarmon and East Chatswood are the two main industrial areas.

Various studies and analysis have identified that Willoughby comprises a critical part of the already low level of industrial and urban services land in Greater Sydney. This makes those areas in Willoughby particularly important to retain and manage for the future.

This part of Willoughby Development Control Plan (Willoughby DCP) includes guidelines and controls for industrial development and other appropriate land uses that produce goods and services to meet the current and future needs of a growing population.

Willoughby City Council is committed to maintaining and increasing the potential of existing industrial service hubs, and consequently increasing employment opportunities.

Willoughby Industrial Lands Strategy 2036 supports this by increasing the floor space provision in certain localities. Appropriate changes are included in Willoughby Local Environmental Plan (Willoughby LEP).

Note**:**

- The increased floor space provisions do not come into effect until and if NSW Department of Planning, Industry and Environment allows the proposed changes to Willoughby LEP.

1.1 Aim

The aim of this part is to ensure development takes place in a way that sustains and enhances the economic and environmental qualities of Willoughby and surrounding local government areas.

1.2 Objectives

The objectives of this part are to:

a. ensure controls do not inhibit economic development

b. improve the design of buildings and aesthetic quality of streetscapes, and ensure any land uses conform to environmental and hazard reduction guidelines

c. achieve energy efficient and sustainable buildings and developments that promote sustainable transport initiatives

d. ensure developments maximise thermal comfort and minimise urban heat impacts in the interests of health and wellbeing

e. include appropriate controls to ensure industrial development does not pollute or adversely affect adjoining land

f. protect the viability of business zones by limiting the size of ancillary offices and showrooms used in conjunction with industrial premises

g. accommodate other permissible land uses because of their specific building or site requirements or operational characteristics

h. preclude activities that are incompatible or inappropriate for industrial zones, and should otherwise be in established residential or commercial zones

i. ensure adequate provision is made for off-street carparking and loading facilities

j. optimise the efficiency and effectiveness of freight handling and logistic networks

k. minimise adverse effects of industrial activity on adjoining or nearby residential properties

2 Strategies and plans

2.1 Willoughby Industrial Lands Strategy 2036

This strategy states that any loss of existing industrial zoned land would further compromise the local and regional economies of the North Shore area. It finds that it is vitally important to protect the integrity of the industrial areas and ensure their uses are appropriate.

This part of Willoughby DCP aligns with the principles and intent of the strategy. Willoughby Industrial Lands Strategy 2036 is at willoughby.nsw.gov.au.

2.2 State Environmental Planning Policy (Exempt and Complying Development Codes) 2008

The Codes SEPP includes provisions that affect industrial development.

The exempt development codes allow certain structures, business and building identification signs and land uses to be carried out without approval, subject to prescribed development standards and other provisions.

The commercial and industrial alterations code (Codes SEPP, Part 5) also allows certain works and change of use to be carried out as complying development.

The Codes SEPP is at legislation.nsw.gov.au.

Note**:**

- A development application is required if a proposal does not satisfy all the criteria for either exempt or complying development under the Codes SEPP.

3 Major developments

Major industrial developments include:

a. the erection of a new building with a gross floor area exceeding 2,000m^2

b. substantial redevelopment, refurbishment, or conversion of buildings with a gross floor area exceeding 2,000m^2

Notes:

- Redevelopment is generally seen as ‘substantial’ if the proposal will result in more than a 10% increase in the ‘gross floor area’.
- Depending on the size and scale, and any likely impacts, an authorised officer may determine that a proposal is ‘major’ development.
- An authorised officer is an employee with delegated authority to make decisions on behalf of Willoughby City Council.

4 Performance criteria and controls

It is important to maintain clusters of traditional industrial activities and retain the integrity of existing industrial areas. It is equally important to allow a level of flexibility to accommodate emerging high technology and allied health related industries.

There is no minimum lot size for industrial development. However, the area and dimensions of the lot, and the internal layout of buildings, must be suitable for the intended use.

The general performance criteria and controls apply to all industrial developments. Any variation of these controls must be justified and consider the general performance criteria below.

4.1 Design

4.1.1 Performance criteria

a. provide a flexible building design such as large spans, adaptable floor plates and adequately sized and appropriately located loading facilities

b. provide adequate natural lighting and ventilation to create a safe and healthy work environment

c. avoid bulky roof forms and blank facades (the façade should be modulated and articulated to reduce the bulk)

d. use variations in materials, colours, and textures to improve the visual appearance of the development and contribute to the aesthetic quality of the streetscape

4.1.2 Controls

a. open storage areas, truck parking areas, and any activities likely to generate emissions, are to be suitably screened and located no closer than 10m from the boundary of any dwellings within a residential zone

b. exposed blank walls are to be finished to a high standard to minimise the potential for graffiti

c. glazing must avoid glare to occupants of adjoining and nearby buildings, pedestrians and motorists

d. rooftop parking and structures such as plant rooms, air conditioning, exhaust systems and the like are to be suitably screened from public view

e. any new development or alterations and additions must not decrease solar access to primary living areas and private open space of adjoining residential properties by more than 20%; this may require increased setbacks, reorientation and/or lowering the building height

f. office and staff facilities should not be near intrusive noise, vibration, fumes, or any other pollution sources such as heavy machinery, industrial equipment and loading docks

g. development on corner lots must address both street frontages in terms of façade treatment, articulation of elevations and landscaping

4.2 Safety by design

4.2.1 Performance criteria

a. ensure appropriate safety and security measures are put in place to prevent criminal activity

b. provide a clear definition of entry points when viewed from the street for staff and visitors that are linked to car parking areas and pedestrian paths

4.2.2 Controls

a. the design should include high visibility to front entries, lighting of pathways or hidden spaces and careful siting of shrubs and landscape elements

Note:

- The development application must include details of the design and safety measures included in the design.

4.3 Fences

4.3.1 Performance criteria

a. front fences contribute to an attractive setting for the development when viewed from adjoining properties and the public domain

b. any fencing complements the development and does not impact on the visual quality of the streetscape

4.3.2 Controls

a. all fencing, except for dwarf walls up to a maximum height of 1m above the footpath level must be set back and provide a minimum 2m wide landscaped area

b. no front fencing shall exceed a maximum of height of 1.8m

4.4 Paving and external hard stand areas

4.4.1 Performance criteria

a. paving and hard stand areas are suitably drained to prevent stormwater runoff into adjoining properties

4.4.2 Controls

a. all hard stand areas used for outdoor storage, parking, loading and/or manoeuvring vehicles must be sealed and drained to an appropriate onsite detention system

4.5 Setbacks

4.5.1 Performance criteria

a. provide adequate area for landscaping, solar access to adjoining properties and minimise overshadowing

b. provide adequate separation between incompatible land uses such as dwellings

c. increase setbacks progressively as wall heights increase to reduce the bulk and scale of building

d. ensure car parking areas forward of the building line are setback so they do not dominate the street frontage

4.5.2 Controls

a. in East Chatswood, the front boundary setback is a minimum 4.5m

b. in Artarmon, the front setback is:

- a minimum 4m for properties facing the Pacific Highway
- a minimum 12m along the western side of Herbert Street
- a minimum 10m from the Royal North Shore Hospital, on the southern boundary of the land being part Lot 1 DP 591747, Herbert Street Artarmon
- a minimum 9m along the rear of 1, 5,7,9,10 and 11 George Place
- 3m elsewhere

c. in Lane Cove North (Epping Road), the front setback is to be a minimum of 15m

d. where located on a corner lot, boundary setbacks on side street are to be a minimum of 2m

e. a rear setback of 3 metres is to be provided on properties backing on to major roads, access streets, rear lanes, railway lines, and public places

f. development abutting residential properties or residentially zoned land must have a minimum setback of 3 metres; this distance is to be increased by 1.2m for each 3.5m by which the height of the building exceeds 3.5m

g. setbacks on corner blocks must enable sufficient sightlines for traffic under the relevant Australian Standard. (AS 2890)

h. all setback areas are to be landscaped to Willoughby City Council's satisfaction; no car parking, storage of materials, garbage facilities or the like is to occur within the setback area, and any security fencing must be screened and located behind the setback area

Note:

- setbacks along the western side of Herbert St, St Leonards are to provide for substantial street tree planting, footpath paving and widening to create a boulevard style gateway entry to Willoughby City through the industrial area (Council Resolution 99/538 26 July 1999)

4.6 Landscaping

4.6.1 Performance criteria

a. retain any existing significant trees and vegetation

b. ensure the type of landscaping is sensitive to the site attributes such as streetscape, land capability, microclimate, natural landform, existing vegetation, and vistas and views to and from the site

c. provide adequate open space for employees

d. maximise absorption for onsite infiltration of stormwater

e. contribute to improving the streetscape character of the locality

4.6.2 Controls

a. all front, side and rear setbacks are to comprise deep soil zones with a minimum width of 2m

b. all other landscaped areas must have a minimum width of 2m and a minimum depth of 600mm

c. all existing trees are to be shown on the landscape plans and details provided on how the trees to be retained will be protected during construction

d. a minimum setback of 4m from the outside of the trunk of existing trees is required from any building structure

e. planter boxes are to be integrated into the building structure and have a minimum internal width of 600mm

f. all landscaped areas (including planter boxes) are to be planted with native low maintenance species, provided with automatic watering systems, and suitably drained

g. for sites that exceed 1500m^2, a minimum 10m^2 of outdoor eating and sitting area is to be provided for staff in a suitably landscaped area that receives adequate sunlight from 12pm to 2pm

h. any new development or significant alterations and additions may be required to provide additional street trees along the street frontage

i. a minimum 2m wide deep soil zone is required at the rear of any site that abuts an access street, service road, railway line, public place, residential property, or residentially zoned land

j. trees with wide tree canopies are to be planted in deep soil zones to reduce the urban heat island effect

k. the deep soil zones must be landscaped with trees that when mature, reach a minimum height of 15m and a minimum 3m wide tree canopy

l. any electrical substation required for the site must be shown on the landscape plans and suitably screened from public view

4.7 Car parking and vehicular access

4.7.1 Performance criteria

a. make adequate provision for visitor and employee car and bicycle parking onsite

b. provide adequate turning areas to enable all commercial vehicles and trucks, including waste disposal trucks, to enter and leave the site in a forward direction

c. ensure access and location of car parking areas, loading bays and manoeuvring areas do not unreasonably impact on adjoining or nearby residential properties

4.7.2 Controls

a. the layout of car parking spaces must comply with AS/NZS 2890.1 and AS/NZS 2890.6 (details are to be shown on the architectural plans)

b. the location, siting and grades of driveways, and driveway width must be in line with Australian Standard AS/NZS 2890.1

c. all new developments and significant alterations and additions must provide accessible car parking spaces for people with disability in line with Section D3.5 of the Building Code of Australia under the National Construction Code

d. details of swept paths may need to show that all vehicles can enter and leave the site in a forward direction

e. any dedicated truck parking areas are to be suitably screened and located no closer than 10m from the boundary of any dwellings in a residential zone

f. all visitor car parking for industrial unit complexes is to be provided in a common car parking area

g. development must comply with the provisions in Part F (Car parking and Transport Management) of this plan

4.8 Loading and unloading facilities

4.8.1 Performance criteria

a. make adequate provision for the safe loading and unloading of goods on-site without impacting pedestrian or vehicular traffic within the site or on adjacent streets

b. ensure these facilities do not unreasonably impact on adjoining or nearby residential properties

4.8.2 Controls

a. each tenancy must have a separate loading facility

b. all loading and unloading areas must not be located closer than 10m from the boundary of any dwellings within a residential zone

c. all new industrial developments, and developments that involve significant demolition and/or alterations and additions must make adequate provision for off-street loading and unloading facilities in line with Part F of Willoughby DCP

4.9 Access and mobility

4.9.1 Performance criteria

d. provide measures to assist people with a disability to access facilities independently, equitably and with dignity

a. ensure there is a ‘continuous accessible path of travel’ for people with a mobility, vision, hearing, or intellectual disability

4.9.2 Controls

a. details are to be submitted with the development application to demonstrate the development will comply with the Disability (Access to Premises – Building) Standards 2010 under *Disability Discrimination Act 1992*

b. include ramps and toilets for people who use a wheelchair; appropriate lighting and colour contrast for people with vision impairment; tactile surface indicators for people who are blind; and any other appropriate measures to assist people with disability

4.10 Waste and recycling

4.10.1 Performance criteria

a. improve environmental outcomes by reducing waste and increasing source separation of materials and management of waste and recyclable materials

b. ensure adequate space is provided for the storage and access to waste and recyclable containers

c. ensure safe and hygienic processes and practices are put in place for workers and contractors for the storage, handling and collection of waste and recycling materials

d. ensure adequate facilities are provided for the disposal of hazardous, medical or any liquid waste which requires special licences and/or storage and disposal arrangements with other government agencies

4.10.2 Controls

a. all waste management facilities must comply with the Building Code of Australia and relevant Australian Standards

b. any compactors or mechanical devices must comply with occupational health and safety requirements

c. bin storages areas must be:

- suitably screened from public areas and adjoining properties
- located in areas to reduce the impacts of visual amenity, noise, and odour

d. refrigerated garbage rooms are required in either of these cases:

- the waste generated contains 20% or more by weight or volume of seafood, poultry or meat
- 50 litres or more of seafood, poultry or meat is generated in total per day, unless the waste is collected daily

e. the onsite collection point must provide adequate space for garbage vehicles to enter and leave the site in a forward direction

f. basement waste and recycling storage areas and access to these areas must have a minimum clearance height of 4.5m to accommodate waste and recycling collection vehicles

g. the development application must include a resource recovery and waste management plan (see Attachment 1 in this part)

4.11 Pollution control

4.11.1 Performance criteria

a. not cause air pollution, water pollution, odour nuisance or unacceptable noise levels

b. appropriate measures are put in place to protect the environment and amenity of workers, and people living and other workers in the vicinity, who could be adversely affected by the operation of the development

4.11.2 Controls

a. depending on the type, scale, and location of development, the development application may need to include an acoustic report and/or other reports to address pollution control measures

b. depending on the type, scale, and location of construction works, the application may need to include a site management plan to address sediment and erosion control measures

c. the hours of operation may be restricted to 7am to 6pm Monday to Saturday (no work to take place on Sundays) for industrial premises that are likely to interfere with the residential amenity of adjoining and nearby dwellings

d. the development application may need to include details of loading and unloading times (including waste collection), and vehicle movements and their routes, if these activities are likely to interfere with any adjoining or surrounding residential properties

e. the discharge of any solid, liquid, or gaseous materials must comply with the *Protection of the Environment Operations Act 1997*

f. if there is likely to be a need to dispose of liquid waste to the sewer, Sydney Water should be contacted for its requirements on installing grease arrestors

g. appropriate pollution control measures must be installed to prevent stormwater pollution

Note**:**

- The hours of operation for other permissible uses in industrial areas, such as places of public worship, recreation facilities and sex services premises are assessed case by case.

4.12 Stormwater disposal and flooding

4.12.1 Performance criteria

a. ensure onsite detention systems make adequate provision for reuse and stormwater disposal

b. ensure properties identified as flood prone land provide appropriate flood mitigation measures

c. encourage water sensitive urban design measures to minimise impacts on the natural water cycle and foster ecological sustainability

4.12.2 Controls

a. depending on the type, scale, and location of development, the development application may need to include a stormwater management plan

b. an application for development on flood prone land may need to include a flood risk assessment report and/or a flood study

c. new industrial development on land exceeding 2,000m^2 must implement appropriate water sensitive urban design measures

d. the application must show the proposal satisfies the objectives and controls of Part I (Stormwater Management) in this plan

4.13 Sustainable development

4.13.1 Performance criteria

a. ensure the development will result in environmentally sustainable buildings and create energy efficient operations

b. encourage alternative and sustainable transport strategies to reduce the use and reliance on motor vehicles as the principal mode of transport

4.13.2 Controls

a. depending on the type, scale and cost of development, the development application must include a Sustainable Performance Statement, a Green Star rating report, a National Australian Built Environment Rating Scheme (NABERS) commitment agreement and/or details of compliance with National Construction Code

b. the application must show the proposal satisfies the objectives and controls under Part J (Building Sustainability) in this plan

c. major developments must submit a travel demand management plan (green travel plan); this should detail how the operation intends to modify travel decisions to and from the industrial premises so that more desirable modes of transport are used, such as bicycles, car pooling, minibus pick-up/drop off, and provision of car share spaces (see Part F in this plan for details)

4.14 Signage

4.14.1 Performance criteria

a. the number of signs is limited to avoid cluttering, distraction, and unnecessary repetition

b. corporate colours and signs on buildings do not have an adverse visual impact on adjoining and nearby properties and the public domain

4.14.2 Controls

a. the content must relate to the building and/or business on the site

b. the size of signs must be in proportion with the building

c. there must be an integrated and coordinated scheme for business identification signs for multi-tenanted complexes

d. there must be no glare or light spill from any signs onto adjoining properties

e. directory boards identifying tenants must be located next to the entrance of the complex and not impact on landscaped areas or access points to adjoining properties

Notes:

- Signs, other than building identification signs and business identification signs, are prohibited in the land use table for general industrial (IN1) and light industrial (IN2) zoned land.

- Many of these types of signs may be erected without approval under the Codes SEPP.
- A development application is required if any of the development standards for proposed 'building identification signs' or 'business identification signs' do not satisfy the exempt provisions of the Codes SEPP.
- Third party advertising signs are prohibited in the land use table for industrial zoned land.

4.15 Utility facilities

4.15.1 Performance criteria

a. ensure adequate provision is made and integrated into the design of the development for utility facilities such as substations and water main boosters

4.15.2 Controls

a. the application must include written advice from the energy provider and Sydney Water that states if these utility facilities must be provided for the development

b. all utility facilities that are visible from the street or public domain must be suitably screened by landscaping

c. substations should preferably be located below ground level or at the rear of the property if rear lane access is available

4.16 Undergrounding of services

4.16.1 Performance criteria

a. to improve the visual amenity of the urban environment

4.16.2 Controls

a. all services for major developments exceeding 2,000m^2 are to be located underground (this includes publicly owned land immediately outside the development site)

Note:

- In some circumstances it may not be practical or possible to provide undergrounding of services. For example, there may not be sufficient capacity within the road reserve to accommodate additional services or it may be cost prohibitive to do these works as part of the proposed development.
- Any proposed variation to this control must include a written request to justify why this requirement cannot be satisfied.
- If there is a request to vary this requirement because it is considered cost prohibitive, the development application must include a detailed cost report prepared by a registered quantity surveyor.

5 Specific land uses

5.1 High technology industries

Willoughby City Council encourages high technology industries, particularly if these include a significant component of research and development operations. However, these types of 'clean' industries must not occupy industrial zoned land if the predominant use is more likely to

be a commercial/business type of activity that may be better suited to an office environment in a commercial zone.

A development application for a high technology industry must include:

a. an outline of the operation, including the core business activity

b. information on the end products

c. details of the internal layout showing each component of the operation, including 'research and development' areas, production, assembly, packaging, warehouse, ancillary office and/or laboratories

d. the number and type of staff

If the application shows the operation is a high technology industry best located in an industrial area, Willoughby City Council may allow more office space, providing it does not exceed 50% of the total gross floor area.

5.2 Ancillary office and showrooms

Generally, office and showrooms should only be a relatively minor component of an industrial use that relates to the service activity, manufacture, assembly or warehousing of goods.

The total combined office/showroom of an industrial premises must not exceed 20% of the total gross floor area.

However, the exceptions below apply to industrial activities on the general industrial (IN1) and light industrial (IN2) zoned land bounded by Campbell Street, Cleg Street, Herbert Street, the Gore Hill Freeway, and the Pacific Highway:

a. if the development is on land fronting the Pacific Highway, the maximum floor area to be used for ancillary office and/or showroom space is 50% of the total gross floor area

b. if the development is not on land fronting the Pacific Highway, the maximum floor area to be used for ancillary office and/or showroom space is 30% of the total gross floor area

Notes:

- Training rooms are calculated as part of the maximum permissible office/showroom area.
- Filing compactus are not considered as warehouse space and those areas will be calculated as part of the maximum permissible office/showroom area.
- A clear delineation must be maintained between the office/showroom areas and the production, warehouse, and other industrial areas of the premises.

5.3 Vehicle repair stations and vehicle body repair workshops

A vehicle repair station or vehicle body repair workshop must comply with these controls:

a. all vehicles waiting for repair or any other vehicles associated with the business are to be stored within the building or onsite in dedicated car parking spaces

b. one separate visitor car space per two 'work bays' is required for vehicles waiting to be serviced

c. a mechanical workshop bay, spray painting booth or car oven drying bay are deemed to be work bays

d. in the absence of any defined work bays, one separate visitor car space is required for every 36m^2 of factory floor area for vehicles waiting to be serviced

e. any further visitor car parking spaces may be used for vehicles waiting to be serviced

f. adequate area must be provided to ensure vehicles (including tow trucks) can enter and leave the site in a forward direction

g. water discharged from a car wash bay must comply with any trade waste agreement with Sydney Water

Notes:

- all vehicles brought to the premises for servicing must not stand or park in adjacent or nearby streets while unattended by the owner of that vehicle or while it is under the control of the manager or staff of the premises
- generally, these types of uses will not be granted approval if they are adjoining or adjacent to dwellings or residential zoned land

5.4 Specialised retail premises

Specialised retail premises are permitted on certain industrial land under Schedule 1 of Willoughby LEP as an additional land use. Any application for this type of development must show the proposed use satisfies the definition of ‘specialised retail premises’ under Willoughby LEP.

5.5 Sex services premises

Sex service premises, commonly referred to as brothels, are not a prohibited land use in industrial zones. However, there are strict limitations on where they may be located.

A development application for a sex services premises must include this information:

a. number of sex workers and support staff, including any security personnel

b. hours of operation

c. name of the proprietor

d. floor plan showing the entry and exits from the premises, and number and description of rooms within the premises, for example reception/office, waiting or lounge area, and sex workers rooms

e. description of safety by design measures

f. site plan showing the location of places of public worship, schools, community facilities, child-care centres, parks, playgrounds, hospitals, medical centres, bus stops, dwellings or any place in the vicinity of the premises that may be regularly frequented by children within a 200m radius

These controls apply to sex services premises:

a. must not be located within public view from a place of public worship, school, community facility, child-care centre, hospital, medical centre, or any place in the vicinity of the premises that may be regularly frequented by children

b. must not form clusters within areas where brothels are permissible

c. approval will not be granted for another sex services premises that is located within a 100m of another existing approved premises

d. the operation is limited to not more than 10 sex worker rooms

e. owners, operators, managers, and staff must be aware and understand the 'Health and safety guidelines for sex service premises in NSW' by SafeWork NSW

'Health and safety guidelines for sex service premises in NSW' is at safework.nsw.gov.au

Note:

- Willoughby City Council's environmental health officers, and authorised officers of NSW Health and WorkCover, have the powers to conduct regular inspections of all sex services premises without notice to determine if the premises are complying with the required guidelines and health standards.

Attachment 1: Resource recovery and waste management plan

The resource recovery and management plan must include this information:

a. The type and estimated quantity of garbage generated, and number of collections per week.

b. The type and estimated quantity of recyclable materials generated, and number of collections per week.

c. An estimate of any garden or organic waste generated per week, and number of collections, if any, per week.

d. The size and number of mobile garbage bins and/or bulk bins to be used to manage garbage collection.

e. The type, size and number of recycling containers and any associated equipment to be used to manage recyclable materials.

f. The type, size and number of containers and any associated equipment, including any composting facilities, to be used to manage garden or organic materials.

g. Details of the location, size and access to garbage and recycling spaces/rooms.

h. Details of any refrigerated garbage rooms required for the disposal of seafood, poultry, meat, or other organic materials.

i. Details of the waste management arrangements, including safe and hygienic access to garbage and recycling spaces/rooms by employees and contractors. This should include:

    1. name of the contractor
    2. times, days and frequency to collect recyclable and general waste materials
    3. type and size of waste and recyclable collection vehicles to be used in the operation
    4. measures to achieve source separation of garbage and recyclable materials
    5. the display of signs to ensure source separation and correct use of bins
    6. access to water and provision of high pressure hose for washing bins and bin storage, and drainage to sewer
    7. person or persons responsible for cleaning bins and bin storage areas
    8. ventilation for bin storage areas
    9. features to prevent vermin entering into bin storage areas
    10. the method, distance, and grade of pathway to wheel mobile garbage bins to collection points
    11. driveway access to ensure vehicles can enter and leave in a forward direction
    12. education and any incentives to encourage correct waste management.