

Special Charge Scheme

Surf Beach Sunderland Bay – Initial Consultation Summary

Project Description

The Surf Beach and Sunderland Bay estates are the next highest priority within Council's Urban Road and Drainage Improvement Policy priority list. Initial consultation (information gathering and a questionnaire) was undertaken in Oct-Dec 2021.

Information gathering

A letter inviting comments from the community about road and drainage problems in the estates was sent to 1033 property owners in October and an online engagement platform setup to collate and share all the comments. The platform received 1164 comments from 205 property owners. The issues raised the most by the community were dust, drainage and traffic safety. The 'other' category comprised topics more related whether the scheme proceeded or not such as retaining unique characteristics, wildlife impacts, undergrounding power and concerns of costs. The platform provided an opportunity for the property owners to understand the overall issues being experienced by the community prior to filling out the questionnaire.

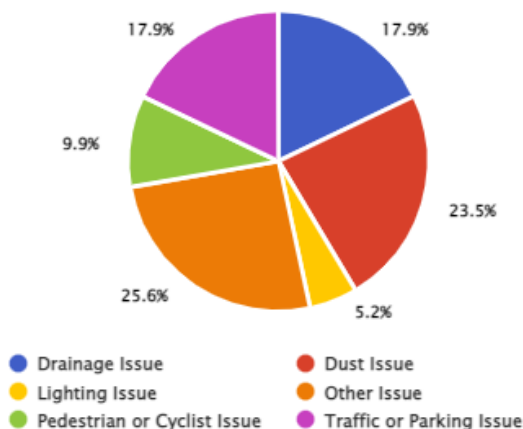


Figure 1 – Online engagement results summary

Questionnaire

A questionnaire and accompanying letter was sent to property owners in the estates in November asking property owners if they agreed that road and drainage improvement works in the area were needed and if they would be prepared to contribute towards the costs. From 1033 property owners invited to respond there were 293 questionnaires received. 221 of 293 property owners responded that road and drainage improvements works in some form were needed. Of those that responded, 139 of property owners indicated that they would like the road and drainage upgrade to occur and would be willing to contribute towards the project. 154 of property owners responded indicating that they would not be willing to contribute towards the project.



Figure 2 – Online engagement map of comments

Other feedback

The consultation also included other forms that were then collated by Council into the online platform, which included 75 emails, 41 letters and 49 phone calls with property owners.

More Information

For more information call the Customer Service Team on 1300 BCOAST (226 278) or (03) 5671 2211.