

Neighbourhood Centre Zone

The Neighbourhood Centre Zone provides for a range of small scale commercial activities that service the day-to-day needs of the immediate residential neighbourhood. Neighbourhood Centres accommodate a range of commercial, retail and community services and provide a limited range of services, employment and living opportunities.

Neighbourhood Centres are of a scale that aligns well with the low to medium density of the surrounding residential neighbourhoods. Most Neighbourhood Centres comprise of two to three small scale shops but can be as small as a single dairy. Buildings in the Neighbourhood Centre Zone usually are of a similar scale to the surrounding residential neighbourhood. Typically buildings are built up to the road frontage, with retail windows along the frontage and carparking available on the street. Residential units are located either above the ground floor or towards the back of the site.

Due to their location within residential neighbourhoods, non-residential activities and development have the potential to generate adverse effects where they are directly adjoining Residential and Open Space and Recreation areas. To manage these potential effects buildings have to be set back and outdoor storage and parking areas need to be screened.

Objectives	
NCZ-01	Purpose of the Neighbourhood Centre Zone
Neighbourhood Centres are small-scale commercial sites and centres that service the day-to-day needs of surrounding residential neighbourhoods. They accommodate a range of small-scale commercial and community activities as well as residential activities.	
NCZ-02	Character and Amenity Values of the Neighbourhood Centre Zone
Built development in the Neighbourhood Centre Zone is of low to medium density and reflects the anticipated character of the surrounding residential neighbourhood. It is well-designed and contributes positively to the residential environment.	
NCZ-03	Managing Effects at the Zone Interface
Use and development within the Neighbourhood Centre Zone are of an appropriate scale and proportion for the purpose and anticipated character of the zone and the surrounding residential environment and have minimal adverse effects on the amenity values of adjacent sites in Residential Zones and Open Space and Recreation Zones.	

Policies	
NCZ-P1	Appropriate activities
Enable appropriate activities that: <ol style="list-style-type: none"> Are compatible with the anticipated purpose and character of the Neighbourhood Centre Zone; Provide for the day-to-day needs of the immediate residential neighbourhood; and Minimise any adverse effects on the amenity of adjoining residential, recreational and open space sites. 	
NCZ-P2	Residential activity
Provide for residential activity where: <ol style="list-style-type: none"> The residential units are located either above ground floor or to the rear of the commercial activity; 	

Policies	
	<ol style="list-style-type: none"> 2. It does not compromise an active frontage that addresses the street. 3. Any residential units are designed to: <ol style="list-style-type: none"> a. Achieve adequate indoor noise and ventilation levels for occupants; and b. Provide appropriate amenity for occupants; and 4. Reverse sensitivity effects on commercial activities are minimised.
NCZ-P3	Other activities
	<p>Only allow for other activities, including larger scale commercial and retail activities where:</p> <ol style="list-style-type: none"> 1. Any adverse effects can be managed; 2. The scale and intensity of the activity is consistent with the anticipated character of the Neighbourhood Centre Zone; 3. The design and layout of the activity does not compromise the streetscape, amenity or safety; 4. The nature, size, intensity and scale of the activity does not compromise other activities that are enabled and anticipated in the zone; and 5. The location of the activity in the Neighbourhood Centre Zone does not undermine the role and function of the City Centre Zone.
NCZ-P4	Inappropriate activities
	<p>Avoid activities that are incompatible with the size, purpose and anticipated character of the Neighbourhood Centre Zone and the surrounding environment.</p>
NCZ-P5	Built development
	<p>Provide for low to medium density development that</p> <ol style="list-style-type: none"> 1. Reflects the purpose and anticipated density of the NCZ; 2. Is compatible with the anticipated low to medium density of the surrounding residential environment; and 3. Is well designed and contributes to an attractive urban environment.
NCZ-P6	Public space interface
	<p>Require new development to create a positive interface with the public space through the provision of:</p> <ol style="list-style-type: none"> 1. Display windows; 2. Obvious entrances; and 3. Well designed and unobtrusive parking, loading and storage areas.
NCZ-P7	Interface with Residential Zones and Open Space and Recreation Zones
	<p>Minimise the adverse effects from commercial activities and development on directly adjoining sites that are zoned Residential or Open Space and Recreation through:</p> <ol style="list-style-type: none"> 1. Requiring new buildings and activities to be located and designed to manage any shading and privacy effects on neighbouring sites zoned Residential or Open Space and Recreation; 2. Limiting the height, bulk and form of new buildings along boundaries with sites zoned Residential or Open Space and Recreation to minimise dominance effects; and

Policies

3. Requiring the use of screening and landscaping to minimise adverse visual effects on adjoining sites zoned Residential or Open Space and Recreation.

Rules

NCZ-R1 Buildings and structures, including additions and alterations

1. Activity status: **Permitted**

Where:

- a. The gross floor area of the new building does not exceed 450m²;
- b. Any addition to an existing building does not result in the gross floor area of the building exceeding 450m²; and
- c. Compliance is achieved with
 - i. NCZ-S1 (Height);
 - ii. NCZ-S2 (Height in Relation to Boundary);
 - iii. NCZ-S3 (Setbacks);
 - iv. NCZ-S4 (Active Frontages);
 - v. NCZ-S5 (Location of Residential Units);
 - vi. NCZ-S6 (Noise & Ventilation)
 - vii. NCZ-S7 (Outdoor Living Space); and
 - viii. NCZ-S8 (Screening & Landscaping).

2. Activity status: **Restricted discretionary**

Where:

- a. Compliance is not achieved with NCZ-R1-1.a or NCZ-R1-1.b

Matters of discretion are restricted to:

1. The extent to which the size and scale of the building may adversely impact on the amenity of the Neighbourhood Centre Zone or adjacent properties.
2. Whether the building is well designed and contributes to an attractive urban environment.
3. The effects of the size and scale of the building on the existing and anticipated function and role of the Neighbourhood Centre Zone.
4. The potential of the size and scale of the building to compromise activities that are enabled in the Neighbourhood Centre Zone.
5. The potential of the location of the activity in the Neighbourhood Centre Zone to undermine the role and function of the City Centre Zone.
6. The extent to which the adverse effects of the size and scale of the building can be avoided, or appropriately remedied or mitigated.

- b. Compliance is not achieved with NCZ-R1-1.c

Matters of discretion are restricted to:

Rules	
	1. The matters of discretion of any infringed standard.
NCZ-R2	Retail Activity
	<p>1. Activity status: Permitted</p> <p>Where:</p> <p>a. The gross floor area per tenancy does not exceed 150m²; and</p> <p>b. Compliance is achieved with NCZ-S8 (Screening & Landscaping).</p>
	<p>2. Activity status: Restricted discretionary</p> <p>Where:</p> <p>a. Compliance is not achieved with NCZ-R2-1.a</p> <p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. The extent to which the intensity, size and scale of the activity may adversely impact on the amenity of the Neighbourhood Centre Zone or adjacent properties. 2. The effects of the intensity, size and scale of the activity on the existing and anticipated function and role of the Neighbourhood Centre Zone. 3. The potential of the intensity, size and scale of the activity to compromise activities that are enabled in the Neighbourhood Centre Zone. 4. The potential of the location of the activity in the Neighbourhood Centre Zone to undermine the role and function of the City Centre Zone. 5. The extent to which the adverse effects of the intensity, size and scale of the activity can be avoided, or appropriately remedied or mitigated. <p>b. Compliance is not achieved with NCZ-R2-1.b</p> <p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. The matters of discretion of the infringed standard.
NCZ-R3	Commercial Service Activity
	<p>1. Activity status: Permitted</p> <p>Where:</p> <p>a. The gross floor area per tenancy does not exceed 150m²; and</p> <p>b. Compliance is achieved with NCZ-S8 (Screening & Landscaping).</p>
	<p>2. Activity status: Restricted discretionary</p> <p>Where:</p> <p>a. Compliance is not achieved with NCZ-R3-1.a</p> <p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. The extent to which the intensity, size and scale of the activity may adversely impact on the amenity of the Neighbourhood Centre Zone or adjacent properties. 2. The effects of the intensity, size and scale of the activity on the existing and anticipated function and role of the Neighbourhood Centre Zone. 3. The potential of the intensity, size and scale of the activity to compromise activities

Rules	
	<p>that are enabled in the Neighbourhood Centre Zone.</p> <ol style="list-style-type: none"> 4. The potential of the location of the activity in the Neighbourhood Centre Zone to undermine the role and function of the City Centre Zone. 5. The extent to which the adverse effects of the intensity, size and scale of the activity can be avoided, or appropriately remedied or mitigated. <p>b. Compliance is not achieved with NCZ-R3-1.b</p> <p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. The matters of discretion of the infringed standard.
NCZ-R4	Food and Beverage Activity
	<ol style="list-style-type: none"> 1. Activity status: Permitted <p>Where:</p> <ol style="list-style-type: none"> a. The gross floor area per tenancy does not exceed 150m²; and b. Compliance is achieved with NCZ-S8 (Screening & Landscaping).
	<ol style="list-style-type: none"> 2. Activity status: Restricted discretionary <p>Where:</p> <ol style="list-style-type: none"> a. Compliance is not achieved with NCZ-R4-1.a <p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. The extent to which the intensity, size and scale of the activity may adversely impact on the amenity of the Neighbourhood Centre Zone or adjacent properties. 2. The effects of the intensity, size and scale of the activity on the existing and anticipated function and role of the Neighbourhood Centre Zone. 3. The potential of the intensity, size and scale of the activity to compromise activities that are enabled in the Neighbourhood Centre Zone. 4. The potential of the location of the activity in the Neighbourhood Centre Zone to undermine the role and function of the City Centre Zone. 5. The extent to which the adverse effects of the intensity, size and scale of the activity can be avoided, or appropriately remedied or mitigated. <p>b. Compliance is not achieved with NCZ-R4-1.b</p> <p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. The matters of discretion of the infringed standard.
NCZ-R5	Community Facility
	<ol style="list-style-type: none"> 1. Activity status: Permitted <p>Where:</p> <ol style="list-style-type: none"> a. The gross floor area per facility does not exceed 150m²; and b. Compliance is achieved with NCZ-S8 (Screening & Landscaping).
	<ol style="list-style-type: none"> 2. Activity status: Restricted discretionary <p>Where:</p>

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	<p>a. Compliance is not achieved with NCZ-R5-1.a</p> <p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. The extent to which the intensity, size and scale of the activity may adversely impact on the amenity of the Neighbourhood Centre Zone or adjacent properties. 2. The effects of the intensity, size and scale of the activity on the existing and anticipated function and role of the Neighbourhood Centre Zone. 3. The potential of the intensity, size and scale of the activity to compromise activities that are enabled in the Neighbourhood Centre Zone. 4. The potential of the location of the activity in the Neighbourhood Centre Zone to undermine the role and function of the City Centre Zone. 5. The extent to which the adverse effects of the intensity, size and scale of the activity can be avoided, or appropriately remedied or mitigated. <p>b. Compliance is not achieved with NCZ-R5-1.b</p> <p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. The matters of discretion of the infringed standard.
NCZ-R6	Residential Activity
	<ol style="list-style-type: none"> 1. Activity status: Permitted <p>Where:</p> <ol style="list-style-type: none"> a. No more than three residential units occupy the site; and b. Compliance is achieved with <ol style="list-style-type: none"> i. NCZ-S5 (Location of Residential Units); ii. NCZ-S6 (Noise & Ventilation); and iii. NCZ-S7 (Outdoor Living Space).
	<ol style="list-style-type: none"> 2. Activity status: Restricted discretionary <p>Where:</p> <ol style="list-style-type: none"> a. Compliance is not achieved with NCZ-R6-1.a <p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. The effects of the residential activity on the existing and anticipated function and role of the Neighbourhood Centre Zone. 2. The potential of the residential activity to compromise activities that are enabled in the Neighbourhood Centre Zone. 3. The amenity for the occupiers of the residential units. <p>b. Compliance is not achieved with NCZ-R6-1.b</p> <p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. The matters of discretion of the infringed standard.
NCZ-R7	Healthcare Activity
	<ol style="list-style-type: none"> 1. Activity status: Restricted discretionary

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	<p>Where:</p> <p>a. Compliance is achieved with NCZ-S8 (Screening & Landscaping).</p> <p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. The extent to which the activity may adversely impact on the amenity of the Neighbourhood Centre Zone or adjacent properties. 2. The effects of the activity on the existing and anticipated function and role of the Neighbourhood Centre Zone. 3. The potential of the activity to compromise activities that are enabled in the Neighbourhood Centre Zone. 4. The potential of the location of the activity in the Neighbourhood Centre Zone to undermine the role and function of the City Centre Zone. 5. The extent to which the adverse effects of the activity can be avoided, or appropriately remedied or mitigated.
	<p>2. Activity status: Discretionary</p> <p>Where:</p> <p>a. Compliance is not achieved with NCZ-R7-1.a</p>
NCZ-R8	Educational Facility
	<p>1. Activity status: Restricted discretionary</p> <p>Where:</p> <p>a. Compliance is achieved with NCZ-S8 (Screening & Landscaping).</p> <p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. The extent to which the activity may adversely impact on the amenity of the Neighbourhood Centre Zone or adjacent properties. 2. The effects of the activity on the existing and anticipated function and role of the Neighbourhood Centre Zone. 3. The potential of the activity to compromise activities that are enabled in the Neighbourhood Centre Zone. 4. The potential of the location of the activity in the Neighbourhood Centre Zone to undermine the role and function of the City Centre Zone. 5. The extent to which the adverse effects of the activity can be avoided, or appropriately remedied or mitigated.
	<p>2. Activity status: Discretionary</p> <p>Where:</p> <p>a. Compliance is not achieved with NCZ-R8-1.a</p>
NCZ-R9	Emergency Service Facility
	<p>1. Activity status: Restricted discretionary</p> <p>Where:</p> <p>a. Compliance is achieved with NCZ-S8 (Screening & Landscaping).</p>

Rules	
	<p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. The extent to which the activity may adversely impact on the amenity of the Neighbourhood Centre Zone or adjacent properties. 2. The effects of the of the activity on the existing and anticipated function and role of the Neighbourhood Centre Zone. 3. The potential of the activity to compromise activities that are enabled in the Neighbourhood Centre Zone. 4. The extent to which the adverse effects of the activity can be avoided, or appropriately remedied or mitigated. 5. The functional or operational need for the Emergency Service Facility to be located in the Neighbourhood Centre Zone.
	<p>2. Activity status: Discretionary</p> <p>Where:</p> <ol style="list-style-type: none"> a. Compliance is not achieved with NCZ-R9-1.a
NCZ-R10	Visitor Accommodation
	<ol style="list-style-type: none"> 1. Activity status: Discretionary
NCZ-R11	Active and Passive Recreation Activity
	<ol style="list-style-type: none"> 1. Activity status: Discretionary
NCZ-R12	Entertainment Facility
	<ol style="list-style-type: none"> 1. Activity status: Discretionary
NCZ-R13	Office
	<ol style="list-style-type: none"> 1. Activity status: Discretionary
NCZ-R14	Large Format Retail Activity
	<ol style="list-style-type: none"> 1. Activity status: Discretionary
NCZ-R15	Drive-through Activity
	<ol style="list-style-type: none"> 1. Activity status: Discretionary
NCZ-R16	Retirement Village
	<ol style="list-style-type: none"> 1. Activity status: Discretionary
NCZ-R17	Any activity not otherwise listed as permitted, restricted discretionary, discretionary or non-complying
	<ol style="list-style-type: none"> 1. Activity status: Discretionary
NCZ-R18	Industrial Activity
	<ol style="list-style-type: none"> 1. Activity status: Non-complying
NCZ-R19	Yard Sale Activity / Trade Supplier
	<ol style="list-style-type: none"> 1. Activity status: Non-complying
NCZ-R20	Motorised Recreation
	<ol style="list-style-type: none"> 1. Activity status: Non-complying

Rules	
NCZ-R21	Rural Activity
	1. Activity status: Non-complying
NCZ-R22	Primary Production
	1. Activity status: Non-complying

Activity Standards	
NCZ-S1	Height
<p>1. All buildings and structures must not exceed a maximum height above ground level of 12m, except that:</p> <ol style="list-style-type: none"> An additional 1m can be added to the maximum height of any building with a roof slope of 15° or greater; Any fence or standalone wall along a side or rear boundary which adjoins a site zoned Residential or Open Space and Recreation must not exceed 2m in height. <p>This standard does not apply to:</p> <ul style="list-style-type: none"> Solar water heating components provided these do not exceed the height by more than 1m. Chimney structures not exceeding 1.1m in width on any elevation and provided these do not exceed the height by more than 1m. Antennas, aerials, and flues provided these do not exceed the height by more than 1m. Satellite dishes (less than 1m in diameter) and architectural features (e.g. finials, spires) provided these do not exceed the height by more than 1m. Lift overruns provided these do not exceed the height by more than 1m. 	<p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> The location, design and appearance of the building or structure. Any adverse effects on the streetscape. Visual dominance, shading and loss of privacy for adjoining Residential or Open Space and Recreation zoned sites. Compatibility with the anticipated scale, proportion and context of buildings, structures and activities in the surrounding area. Whether an increase in building height results from a response to natural hazard mitigation. Whether topographical or other site constraints make compliance with the standard impractical.
NCZ-S2	Height in Relation to Boundary
<p>1. Where the side or rear boundary of a site adjoins a Residential Zone, Open Space and Recreation Zone all buildings must be contained beneath a line of 60° measured into the site from any point 6m vertically above ground level along those boundaries.</p> <p>Except that:</p>	<p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> Visual dominance, shading and loss of privacy for adjoining Residential or Open Space and Recreation zoned sites. The location, design and appearance of the building or structure.

Activity Standards	
<ul style="list-style-type: none"> Where adjacent to a shared access in excess of 2.5m in width, the measurement shall be taken from the furthest side. <p>This standard does not apply to:</p> <ul style="list-style-type: none"> Solar water heating components provided these do not exceed the height in relation to boundary by more than 1m. Chimney structures not exceeding 1.1m in width on any elevation and provided these do not exceed the height in relation to boundary by more than 1m. Antennas, aerials, satellite dishes (less than 1m in diameter), flues, and architectural features (e.g. finials, spires) provided these do not exceed the height in relation to boundary by more than 3m measured vertically. 	<ol style="list-style-type: none"> Whether an increase in height in relation to boundary results from a response to natural hazard mitigation. Whether any architectural features or steps are proposed in the building façade to provide an attractive appearance when viewed from adjoining Residential or Open Space and Recreation zoned sites.
NCZ-S3	Setback
<ol style="list-style-type: none"> Buildings and structures must not be located within a 3m setback from a side or rear boundary where that boundary adjoins a Residential or Open Space and Recreation Zone. <p>This standard does not apply to:</p> <ul style="list-style-type: none"> Accessory buildings less than 2m in height. Fences and standalone walls. 	<p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> The visual amenity of adjoining Residential and Open Space and Recreation sites. The location, design and appearance of the building or structure. Whether any architectural features or steps are proposed in the building façade to provide an attractive appearance when viewed from adjoining Residential or Open Space and Recreation sites. Any benefits, including the extent to which the reduced setback will result in a more efficient, practical and better use of the balance of the site.
NCZ-S4	Active Frontages
<ol style="list-style-type: none"> All new buildings must be built up to and oriented towards the front boundary of the site. At least 55% of the ground floor frontage of a building fronting a street, pedestrian mall or other public space must be display windows or transparent glazing. The principal public entrance to the building must be located on the front boundary. 	<p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> The amenity and quality of the streetscape. The ability to reuse and adapt the building for a variety of activities.

Activity Standards	
NCZ-S5	Location of Residential Units
<p>1. All residential units must be located above ground floor level.</p> <p>Except that:</p> <ul style="list-style-type: none"> • Residential units may be located on the ground floor where: <ul style="list-style-type: none"> ○ No part of the residential unit fronts onto a public open space, including roads; and ○ They do not interrupt or prevent an active frontage. 	<p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. The amenity and quality of the streetscape. 2. The amenity for the occupiers of the residential units.
NCZ-S6	Noise and Ventilation
<p>1. All residential units must meet the following standards:</p> <ol style="list-style-type: none"> a. All habitable rooms must be designed and constructed to meet internal sound insulation levels achieving $D_{nT,w+Ctr} > 30dB$ with an acoustic design certificate signed by a qualified acoustic engineer stating compliance will be achieved; and b. All habitable rooms must have a positive supplementary source of fresh air ducted from outside. The supplementary source of air is to achieve a minimum of 7.5 litres per second per person. 	<p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. Any potential reverse sensitivity effects on the continued operation of non- residential activities. 2. The amenity for the occupiers of the residential units.
NCZ-S7	Outdoor Living Space
<ol style="list-style-type: none"> 1. Each residential unit located on the ground floor must be provided with an outdoor living space that: <ol style="list-style-type: none"> a. Has a minimum area of 15m² ; b. Has a minimum width of 3m; c. Is directly accessible from a habitable room or kitchen in the residential unit to which it relates; and d. Is free of buildings, parking spaces and manoeuvring areas. 2. Each residential unit located entirely above ground floor must be provided with an outdoor living space in the form of a balcony, deck or roof terrace that: <ol style="list-style-type: none"> a. Has a minimum area of 8m²; b. Has a minimum width of 1.8m; and 	<p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. Whether adequate useable space is provided to accommodate outdoor activities. 2. Whether there are topographical or other site constraints that make compliance with the standard impractical. 3. The proximity of the residential unit to accessible public open space.

Activity Standards	
<p>c. Is directly accessible from a habitable room or kitchen in the residential unit to which it relates.</p> <p>3. For multi-unit housing, the outdoor living space can be provided as private space and shared space provided that:</p> <p>a. Each residential unit is provided with a private outdoor living space that has a minimum area of 8m² with a minimum dimension of 1.8m, that is directly accessible from a habitable room or kitchen in the residential unit to which it relates;</p> <p>b. The shared outdoor living space has a minimum area of 20m² with a minimum dimension of 3m; and</p> <p>c. Any ground floor outdoor living space is free of buildings, parking spaces and manoeuvring areas.</p>	
NCZ-S8	Screening and Landscaping of Service Areas, Outdoor Storage Areas and Parking Areas
<p>1. Any on-site service areas, including rubbish collection areas, and areas for the outdoor storage of goods or materials must, without preventing the provision of an entry point to the site, be adequately screened by a fence or landscaping where they are visible from any:</p> <p>a. Public road;</p> <p>b. Other public space; or</p> <p>c. Directly adjoining site zoned Residential or Open Space and Recreation.</p> <p>2. Any on-site parking areas must be adequately screened by a fence or landscaping from any directly adjoining site zoned Residential or Open Space and Recreation.</p>	<p>Matters of discretion are restricted to:</p> <ol style="list-style-type: none"> 1. Any adverse effects on the streetscape. 2. The visual amenity of adjoining Residential and Open Space and Recreation zoned sites including shading. 3. The service, storage and parking needs of the activity. 4. The size and location of service, storage and parking areas.