

Neighbourhood Vision and Sustainable Planning Principles

East Clayton was envisioned as a complete, mixed-use and walkable community. The neighbourhood was designed to "promote social cohesion, local economic opportunities, and environmental stewardship while providing equitable access to housing and jobs and reducing dependence on the automobile". The East Clayton NCP was based on seven principles of sustainable planning, which are listed in Appendix I to this report.

East Clayton Resident Satisfaction Survey

To gauge successes of and challenges with East Clayton, a Resident Satisfaction Survey was conducted between March 25, 2011 and April 11, 2011 (the on-line survey was available to residents until April 13, 2011). The survey was hosted on the City website and paper versions were provided upon request. East Clayton residents were directed to the on-line survey with notices in unaddressed admail, local newspapers and on the City website.

There were 271 on-line surveys completed - no paper surveys were returned. Eight surveys were excluded from analysis because the respondents were from outside of East Clayton. To encourage survey completion, participation was anonymous; however, respondents were asked to identify their nearest street intersection to their home.

Of the 263 surveys received from East Clayton residents, a range of dwelling types were represented, as follows:

- 51% of responses came from single family homes (the principal dwelling);
- 2% from coach houses;
- 1% from secondary suites;
- 41% from townhouses; and
- 5% from apartments.

Most respondents were owners (97%) and only a small number were renters (3%). A summary of the survey results is attached as Appendix II.

DISCUSSION

East Clayton has been widely recognized as being innovative in achieving a number of sustainable development goals. As reflected in the survey results, residents also have a generally high level of satisfaction with the neighbourhood.

Resident Satisfaction with the Neighbourhood

83% of survey respondents provided positive feedback to the question "*What things do you like about your neighbourhood?*". The positive feedback was consistent for residents across all dwelling types. The qualities of East Clayton that residents expressed as liking can be summarized into the following themes:

- *Affordable family-friendly residential mix* – The affordable family-friendly residential mix was often cited as the quality that residents most liked about East Clayton. Typical comments include that the neighbourhood:
 - is "friendly and family oriented";
 - has a "mixture of types of residents (families, young couples, empty nesters)"; and
 - has a "community feel [and] variety of properties (townhome, condo, single family)".
- *Compact and walkable neighbourhood* – Residents noted that the neighbourhood is compact and walkable, with homes close to amenities. Typical comments include:
 - "local streets are walkable and interconnected";
 - "I love that all the shops are within walking distance"; and
 - "I LOVE being able to walk my children to school".
- *Green, friendly environment* – Residents also widely noted the green, friendly environment of the neighbourhood. Typical comments include:
 - "lots of parks for children and dogs. Nice area to walk in";
 - "love the boulevards and wide tree lined streets"; and
 - "I like the look of the neighbourhood and the friendly atmosphere it promotes".
- *Sustainable community concept* – The overarching concept for East Clayton as a sustainable community was referenced by one of its long-term residents:
 - "We were one of the first 10 families to move into East Clayton and very much liked the original 'sustainable community' concept. Things we like include commercial services and transit [being] within walking distance".

Challenges in East Clayton

Residents were asked what concerns they had with the East Clayton neighbourhood and what advice they would offer in relation to planning for the next neighbourhood in Clayton. Their comments can be summarized under the following topic areas:

- *Parking* – The single greatest concern that residents expressed about East Clayton was the lack of parking. 68% of residents said that difficulties finding on-street parking was a concern for them. 38% of respondents from both single family properties and townhouses said that their property did not allow for adequate parking. Residents also identified traffic speed and congestion as a concern.
- *School Capacity* – Parents were concerned about the crowded learning environment at Hazelgrove Elementary School, currently the only elementary school in East Clayton that has many portable classrooms as part of the school infrastructure.
- *Active Recreation and Nature Preservation* – Resident comments indicated a desire for more active recreation programming in the neighbourhood (i.e., recreation facilities and sports fields), as well as nature preservation and access to natural areas.
- *Drainage* – 31% of single family property respondents identified drainage and damp yards as an issue.

- *Feeling of Overcrowding* –Under the category of "other" concerns, residents identified a feeling of overcrowding and density as a concern. Comments ranged from houses being built too closely together, to the presence of too many dwelling units, and the impact of coach houses and secondary suites. Many residents linked overcrowding to aggravation of the parking problem.

Current City Initiatives and Actions to Address Concerns

City staff is responding to the concerns raised by the East Clayton residents.

Parking and Traffic Safety - Road standards are being reviewed with a view to accommodating additional on-street parking where possible and to maintain access for emergency vehicles, garbage and recycling pickup and snowploughing.

School Capacity - The City has advocated to the Province on behalf of and in conjunction with the School District and East Clayton residents for the allocation of additional capital funding to address school capacity constraints at Hazelgrove Elementary. The City has also leased a former school that is located on City property, East Clayton Elementary School, back to the School District for use as a School for the next two school years.

Active Recreation and Nature Preservation - Council has approved the new *Ecosystem Management Study*, which is intended to assist in better managing the protection of natural areas through the land development process. The new Cloverdale Recreation Centre was opened in May 2011 and has capacity to provide new recreation opportunities for residents of East Clayton.

Other Concerns - Work by staff and consultants is in progress to address issues related to road standards, on-street and on-site parking, drainage (wet boulevards and yards, minimum topsoil depth compliance), lot servicing locations, green space, and density. These issues are being addressed in all NCP areas developed since East Clayton and as part of a wider internal review of "small lot residential zones" in both East Clayton and elsewhere in Surrey.

Small Lot Review

The small lot review covers lots created under the RF-12, RF-9, RF-SD, RF-12C, RF-9C and RF-9S Zones that were introduced since the year 2000 and are much smaller than traditional lots in Surrey, some of which allow for coach houses. The zones were created in response to the affordability problem that many households are encountering in relation to aspiring to own a ground entry single family dwelling on a fee simple lot. The increased value of land had made this aspiration difficult to achieve on the basis of traditional larger lot sizes. City staff is currently consulting with the development community on issues related to the small lot zones and on potential solutions. Staff will provide an update to Council as the small single family lot review progresses.

SUSTAINABILITY CONSIDERATIONS

Replicating the successes of East Clayton and addressing the challenges responds to a number of goals in the Surrey Sustainability Charter, in particular:

With respect to diverse and compact housing mixed with local commercial services

1. SC9 – Adequate, Appropriate and Affordable Housing
2. SC12 – Adapting to Demographic Change
3. EN9 – Sustainable Land Use Planning and Development Practices

With respect to a walkable street grid and attractive, green public realm

4. EC9 – Quality of Design in New Development and Redevelopment
5. EN13 – Enhancing the Public Realm
6. EN15 – Sustainable Transportation Options

CONCLUSION

East Clayton is a successful neighbourhood that is based on sustainable planning principles. A resident survey found high levels of satisfaction with the neighbourhood, including its family-friendly residential mix, compact and walkable qualities, its green, friendly environment, and its concept as a sustainable community.

Residents also identified a number of challenges in East Clayton. These related to parking, green space, drainage and density. These issues are being considered as part of a review of "small lot residential zones" that is being undertaken by staff. Staff is consulting with the development community on issues related to small lots and potential solutions. Staff will provide an update to Council as the small lot zone review progresses.

Based on the above discussion, it is recommended that Council:

- Receive this report and the summary of results of the East Clayton Resident Satisfaction Survey as information; and
- Endorse the sustainable planning principles as documented in Appendix I for use in developing the West Clayton NCP; and
- Authorize staff to incorporate into the planning for the West Clayton NCP amendments in relation to road standards, on-street and on-site parking, drainage, lot servicing, green space, and density to further enhance the quality of this new neighbourhood building on the experiences of East Clayton and on the results of the small lot zone review.

Original signed by
Jean Lamontagne
General Manager,
Planning and Development

Original signed by
Vincent Lalonde, P. Eng.
General Manager,
Engineering

DL:saw

Attachments:

- Appendix I East Clayton NCP Principles of Sustainable Development
Appendix II Summary of Results of the East Clayton Resident Satisfaction Survey

East Clayton NCP – Seven Principles of Sustainable Development

1. Conserve land and energy by designing compact walkable neighbourhoods. This will encourage pedestrian activities where basic services (e.g., schools, parks, transit, shops, etc.) are within a five- to six- minute walk of their homes.
2. Provide different dwelling types (a mix of housing types, including a broad range of densities from single family homes to apartment buildings) in the same neighbourhood and even on the same street.
3. Communities are designed for people; therefore, all dwellings should present a friendly face to the street in order to promote social interaction.
4. Ensure that car storage and services are handled at the rear of dwellings.
5. Provide an interconnected street network, in a grid or modified grid pattern, to ensure a variety of itineraries and to disperse traffic congestion; and provide convenient public transit to connect East Clayton with the surrounding region.
6. Provide narrow streets shaded by rows of trees in order to save costs and to provide a greener, friendlier environment.
7. Preserve the natural environment and promote natural drainage systems (in which storm water is held on the surface and permitted to seep naturally into the ground).

Summary of Results of the East Clayton Resident Satisfaction Survey

1



Survey Returns

- 263 valid on-line surveys received (plus 8 discounted)
- 1 paper survey requested; none returned
- 8.2% return rate on unaddressed admail pieces delivered
- 4.4% return rate on number of East Clayton dwelling units
- anonymous except for nearest intersection
- conducted March 25 to April 11, 2011 (on-line version available until April 13)

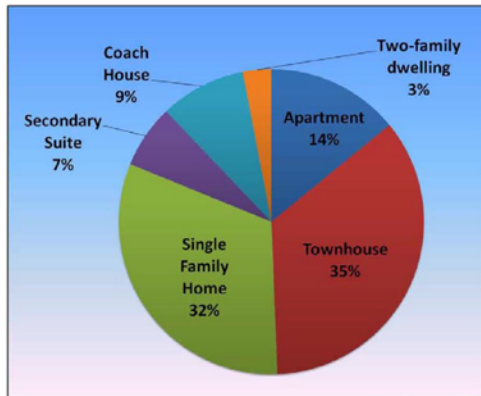
2



Q3: What type of dwelling do you live in?

Dwelling type of survey respondents	# of respondents	% of respondents
Apartment	13	5%
Townhouse	107	41%
Single family home	135	51%
Coach house	6	2%
Secondary suite	2	1%
Total respondents	263	100%

from Returned Surveys



from Planning and Development Data

Resident Profile

Q4: If you live on a single family property, please indicate which types of secondary dwellings are on the property.

Type of secondary dwellings on single family properties	# of secondary dwellings	% of single family
One coach house	19	13%
One secondary suite	28	20%
Two or more secondary suites	1	1%
One coach house and one secondary suite	9	6%
No secondary dwellings on the property	86	60%*
Total respondents living on a single family property	143	100%

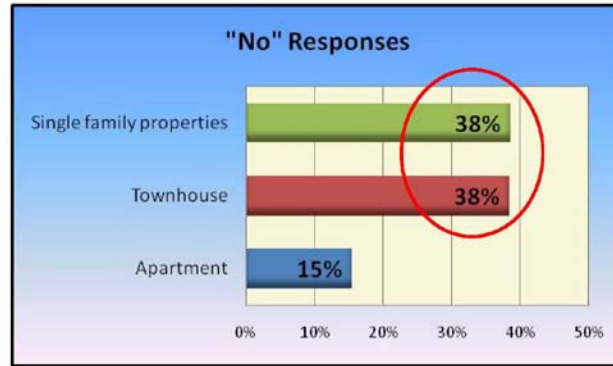
* Planning & Development data indicates 49% of single family homes in East Clayton have a secondary dwelling

Q5: Please indicate if you rent or own.

Housing tenure of respondents	# of respondents	% of respondents
Own	255	97%
Rent	8	3%
Total respondents	263	100%

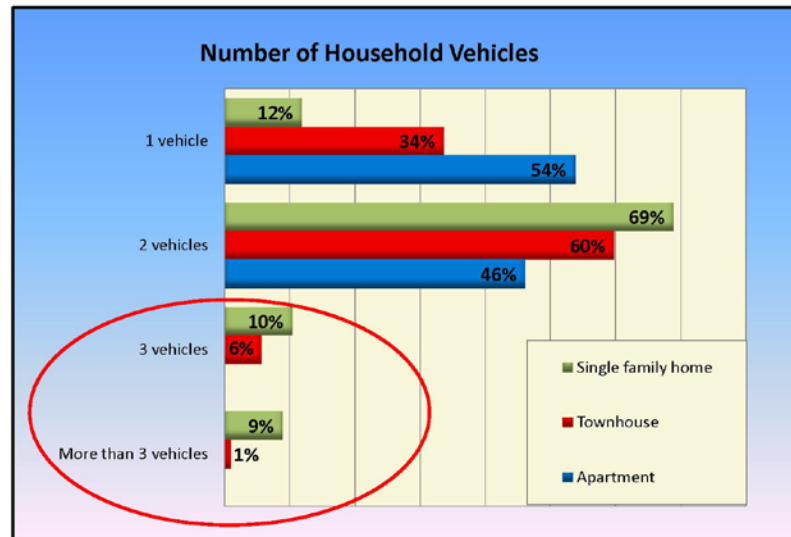
Parking Issues

Q6: Does your property allow for adequate parking?



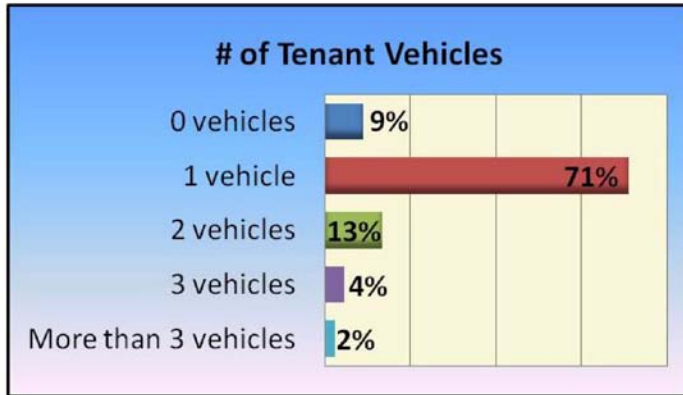
5

Q7: How many vehicles does your household own?



6

Q8: If you own a single family home and rent out a secondary suite or coach house, how many vehicles do your tenants have?



Q9: If your property does not allow for adequate parking, why not? (click all that apply)

* indicates the option was provided in the survey; other responses are categorized from "other reasons"



Q10: What is the largest vehicle for which you require parking?*

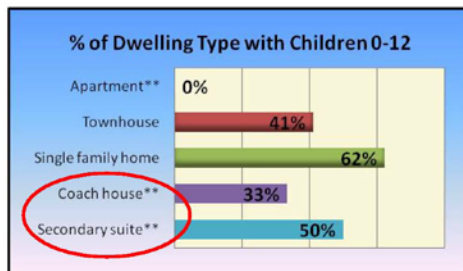
For respondents who indicated they did not have adequate on-site parking:*

- 45% of single family home respondents had a full-size pickup truck or van
- 41% of townhouse respondents had a full-size pickup truck or van
- typical vehicles: e.g. Dodge Ram 1500, Ford F250, GMC Sierra 1500

Children and Youth

Q11: Please indicate if there are children and youth in your household. (click all that apply)

# of HH with or without children and youth	Apt		Townhouse		SF home		Coach house	Sec suite	All HH	
	#	%	#	%	#	%	#	#	#	%
HH w/ children 0-5 years old	0	38%	38	47%	64	47%	2	1	105	40%
HH w/ children 6-12 years old	0	13%	13	31%	42	31%	0	0	55	21%
HH w/ youth 13-18 years old	0	13%	13	12%	16	12%	0	0	29	11%
HH w/ children or youth*	0	53%	53	68%	92	68%	2	1	148	56%
HH w/ no children or youth	13	50%	54	32%	43	32%	4	1	115	44%
Total responses by dwelling type	13	107	100%	135	100%	6	2	263	100%	

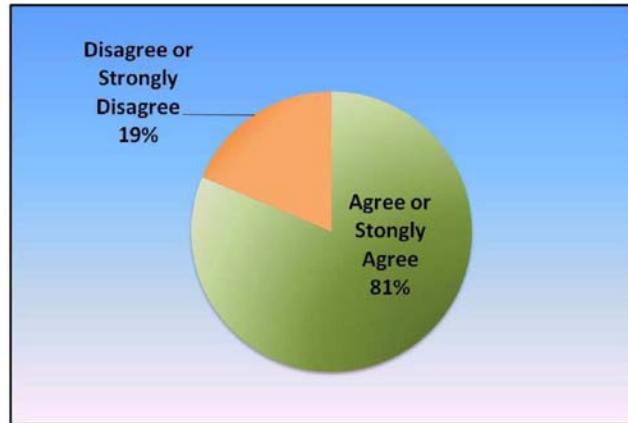


* Calculated from total by dwelling type minus HH with no children or youth

** based on small sample size

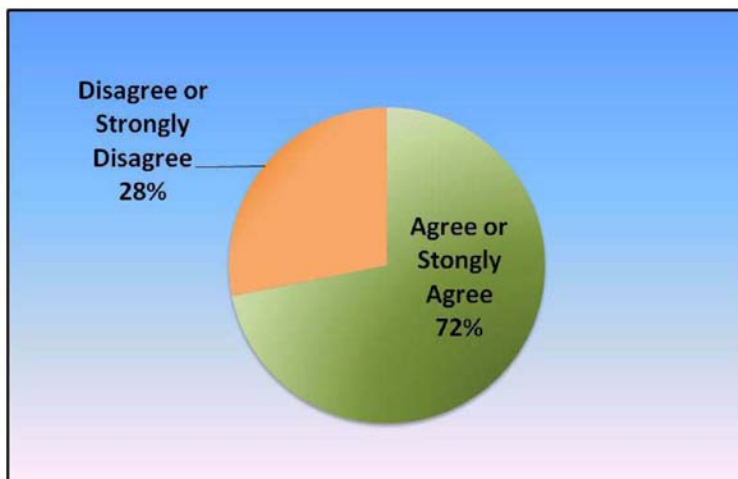
Perceptions of East Clayton

Q12: My neighbourhood is built compactly and basic services are within walking distance.



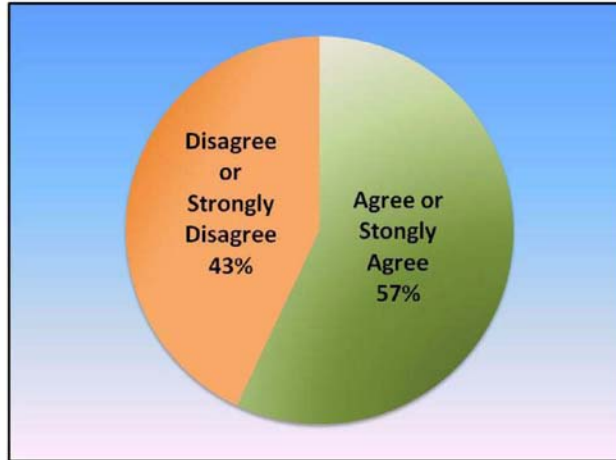
11

Q13: The design of front yards, homes and roads in my neighbourhood creates friendly looking streets and promotes social interaction.



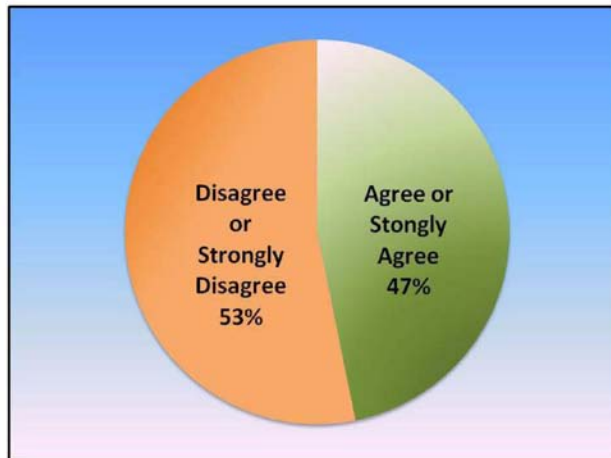
12

Q14: The number and type of trees in my neighbourhood creates a pleasant, green environment.

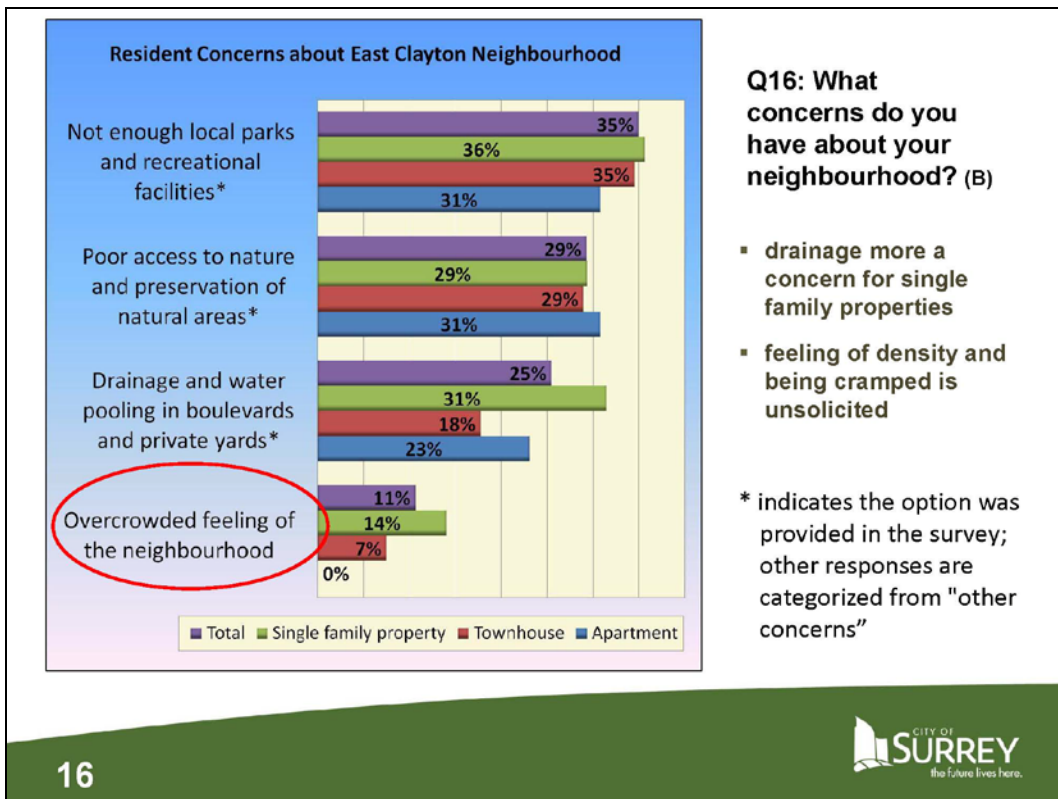
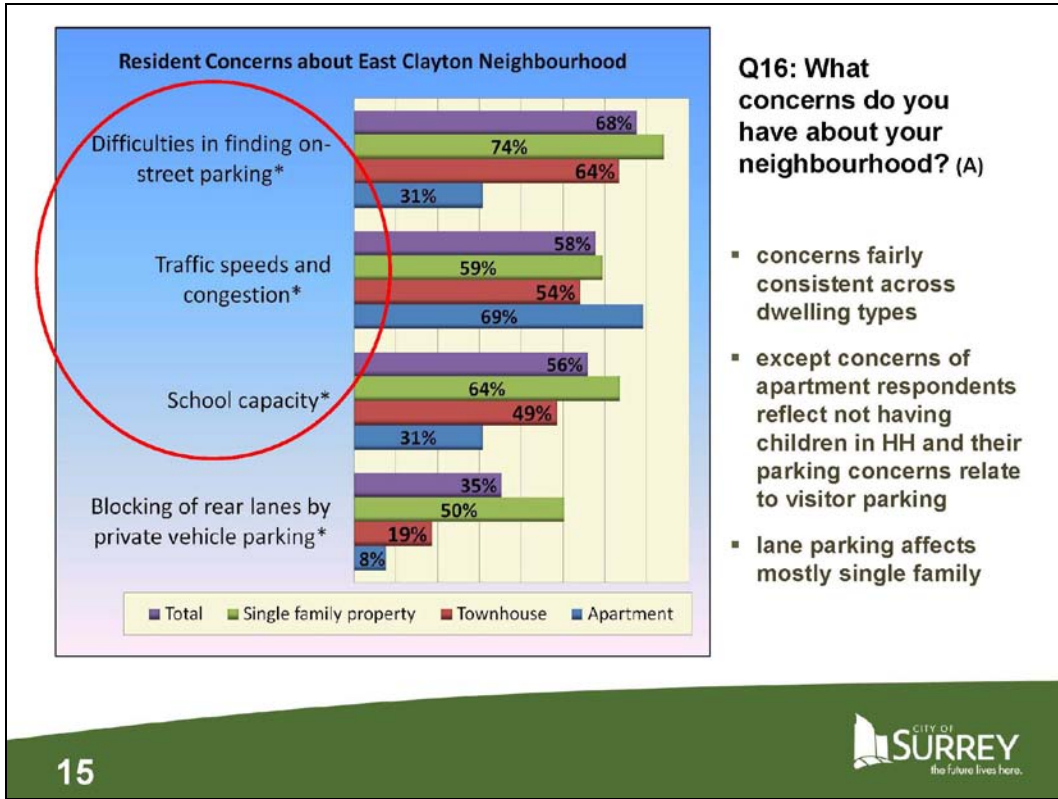


13

Q15: If you live on a single family property, the backyard is large enough to meet my outdoor space needs.



14



Q17: What things do you like about your neighbourhood?

- 83% of respondents provided positive responses; consistent themes across all dwelling types
- **Affordable, family-friendly residential mix**
 - is “friendly and family oriented”
 - has a “mixture of types of residents (families, young couples, empty nesters)”
 - has a “community feel [and] variety of properties (townhome, condo, single family)”.
- **Compact and walkable neighbourhood**
 - “Local streets are walkable and interconnected.”
 - “I love that all the shops are within walking distance.”
 - “I LOVE being able to walk my children to school.”
- **Green, friendly environment**
 - “Lots of parks for children and dogs. Nice area to walk in.”
 - “Love the boulevards and wide tree lined streets.”
 - “I like the look of the neighbourhood and the friendly atmosphere it promotes.”
- **Sustainable community concept**
 - “We were one of the first 10 families to move into East Clayton and very much liked the original ‘sustainable community’ concept. Things we like include commercial services and transit [being] within walking distance.”

17



Q18: What advice do you have for the City in planning for the next neighbourhood in Clayton?

- 237 respondents generating over 450 comments on a range of topics
- The two topics that generated most expression of desire for improvement are
 - lack of parking space
 - overcrowding in schools
- Other areas that residents identified for improvement include
 - traffic, roads, pedestrian safety, transit
 - crowding, secondary suites, coach houses
 - parks, green space, natural areas, community services
 - lots, yards, garages, drainage
 - boulevards, streetscape
 - commercial, non-residential land uses
 - diversity, design, aesthetics
 - trees

18

