

Information and Education for Diversity in Density *provided by...*

Australian State Governments

Key Strata Reform Resources, NSW Fair Trading, Australia

The NSW Government is providing posters explaining key changes to strata laws in the State in [Arabic](#), [Chinese](#), [Korean](#) and [Vietnamese](#).

All of the NSW Government Factsheets on the new laws can be accessed [here](#).

Australian Local Governments

Strata Skills 101 Workshops, City of Sydney, Australia

The implementation of [Strata Skills 101 Workshops](#) by the City of Sydney, Australia is a local council approach to educate residents on strata scheme management and communities. Free, public workshops for up to 50 people provide practical information on various strata related topics. Fourteen workshops ran from 2014 to 2015 on various topics. The information presented concerns strata committee members and governance within a strata scheme. As part of the Strata 101 program, the Council holds a 'High-rise Harmony' workshop on communication strategies and creating a sense of community in a strata scheme building. The City of Sydney also provides the 'Strata Who? Strata You!' workshop, designed to provide tailored information for older strata residents and international students with little knowledge of strata living (City of Sydney, 2015). These workshops place a strong emphasis on culturally diverse residents, providing clear information on cultural norms and etiquette around issues in strata living, such as keeping pets, hosting parties, waste management and parking. The workshops are open to people living outside of the City of Sydney local government area.

Overseas Governments

Multilingual Living Information, Council of Local Authorities for International Relations (CLAIR), Japan

The [Multilingual Living Information](#) page is a series of factsheets on living in a Japanese community by CLAIR. The page was designed specifically for overseas migrants, and provides information on finding a place, moving in, courtesy in the living space and moving out. The information is presented in a clear manner in fifteen different languages. The page is for living in any housing situation but much of the information applies to condominium living.

Overseas Non-government Organisations

Educational Videos, Canadian Condominium Institute (CCI), Canada

The CCI has released various [educational videos](#) on high rise management and living. Seasons Two and Three of the video series cover various topics on running condominium boards, rule enforcement and fees. Season One in particular has various episodes regarding community development within a condominium scheme and high density living, such as:

- [Fitting In](#)
- [Smart Neighbours](#)
- [Balancing the Needs of the Community](#)
- [How Do I Make My Condo Great?](#)

Australia-specific Information and Resources for Diversity in Density

Living well in greater density, City Futures, Australia

The City Futures Research Centre at the University of New South Wales released a report titled [Living well in greater density](#) in 2010, which focuses on how to improve the lived experience of apartment residents at the building and development scale. The report is a consolidation of Australian and international literature on the various issues encountered in high-density living, such as noise, parking spaces, use of common property, rubbish, pets and short-term letting. The report also provides suggestions and solutions to common problems in managing disputes and issues within buildings.

Community Development Approaches to Diversity in Density *led by...*

Overseas Governments

Heartland Beat, Singapore Housing and Development Board, Singapore

[Heartland Beat](#) is a government initiative by the Singapore Housing and Development Board which runs community building and social interaction programs for social housing residents. The website also has useful information pages on high density living:

- *Harmonious High Rise Living* – includes ‘good neighbour’ guidelines, do’s and don’ts and guidelines for handling disputes and nuisances;
- *Know Your Neighbourhood* – provides information on shops and town history;
- *Community Outreach* – provides information about opportunities to serve the local community and community events;
- *Welcome Kit* – provides information on transferal of flat ownership, building works and acquiring private property;
- *Tips on Neighbourliness* – provides information on how to get to know and help your neighbours, keep your noise level down, participate in community activities, and volunteer for the community;
- *Managing Neighbour Disputes* – provides information on starting a conversation, mediation, Community Disputes Resolution Tribunal (CDRTs)

Overseas Local Governments

Good Gardens Good Communities, Metro Vancouver Housing (MVH), Canada

The [Good Gardens Good Communities Community Gardening Handbook](#) created by MVH, provides information on how to increase social interaction in high density social housing through creating communal gardens. The guide contains information on how to plan, develop and maintain community gardens. The handbook has information on how to set up the 'Garden Community' through a group Facebook page, contact lists and fliers, and the assignment of the Garden Contact to liaise with MVH. MVH provide funding to gardening groups that register their plot, and assist with the costs of garden beds, soil and compost systems, and also provide administrative assistance for garden events and fundraisers. There is a notice in 12 different languages for non-English speaking residents at the end of the document, to direct them to interpreters that will assist them in using the guide.

Ask Lauren and Vertical Block Party, City of Vancouver, Canada

The City of Vancouver's innovation hub CityStudio, the Gordon Neighbourhood House and Westbank Corporation piloted a community concierge project called [Ask Lauren](#). Volunteers acted as concierges to greet residents of the Lauren rental building, and got to know them by name to create a friendlier environment in the building. This was a method to create personal connections with people in the building, and the volunteer concierges acted as facilitators to introduce people who might benefit from the connection. At the end of the project, 96% of residents wanted the service to continue. The creators of the project drafted a [toolkit](#) for residents that might want to start their own community concierge service.

The City of Vancouver also commenced a [Vertical Block Party](#) pilot as part of their wider Building Neighbourhood Social Resilience project. The pilot involved hosting block parties in August 2014 for two rental buildings of around 30 units. The aim was to build social connections to aid community resilience and preparedness for natural disasters. Around 20 people from the associated building attended each event. Reflecting on the pilot study, the organisers noted that community connections need to be established first, and so introductions between neighbours and frequent social interactions need to be made before introducing tactics for emergency preparedness. Since the end of the pilots, City of Vancouver supported residents of Vancouver in hosting their own block parties by providing [invitation templates](#) and [posters](#), waiving fees for picnic permits and providing access to City insurance for the parties.

Non-government Organisations in Australia

High-Density Liveability Guide, Queensland University of Technology (QUT), Australia

The [High-Density Liveability Guide](#) created by QUT in partnership with Northshore Development Group provides comprehensive information on how to increase the liveability in high density neighbourhoods and buildings. The guide contains various factsheets based on findings from an Australian Research Council funded project, and is aimed at various stakeholders, such as residents, developers, building managers and council authorities. One factsheet, Factsheet 9 - [Sense of Community](#) focuses specifically on community development and engagement, as well as barriers to creating community. The guide also provides a [Liveability Checklist](#) for residents, with a list of dwelling, building and community factors to consider when moving into a high density area.

Overseas Non-government Organisations

Vertical Village Manual, Transition Network, United States

The Transition Network is a non-profit organisation that helps women over 50 support each other. In 2009 the Network published the [Creating a Vertical Village in a High-Rise Building](#) manual. The manual outlines strategies for turning high-rise buildings into communities, leveraging the convenience of proximity and enabling staff, management, and residents to assist those in need.

The manual follows a case study of an eight-story building in New York. The case study revealed the need for:

- a database to be maintained by management with contact information for each resident in case of an emergency;
- a plan for responding to city-wide and building-wide emergencies; and,
- a buddy system to help residents in need.

The Vertical Village manual provides information on setting up:

- emergency plans and 'go bags', emergency contacts and staff training;
- buddy systems;
- book exchanges;
- neighbours-helping-neighbours program and various other events.

The manual also covers potential issues that the programs might face, such as balancing community and privacy, liability concerns, communication and membership from young residents. The residents from the case study buildings directly benefit from the program, with one resident stating;

I returned from traveling last week feeling very ill and had nothing in the house that I needed. I called [name removed] from the Neighbor-to-Neighbor list and she was a tremendous help. I originally joined with the idea that I would be helping others but when my need arose, this was absolutely terrific.



The City Futures Research Centre at the University of New South Wales is Australia's leading urban policy research centre. Spanning the interrelated areas of urban planning, housing, design, development and social policy, our work aims to advance the understanding of Australia's cities, their people, the policies that manage their growth, and their impacts on our environment and economy. Our research can be viewed at www.cityfutures.net.au

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