

Plan of Management
Hawkers' Market
at 42-60 Railway Parade, Burwood (Burwood
Place)

dated July 2025

1. Introduction

This Plan of Management (PoM) outlines the operational protocols, management responsibilities, and mitigation strategies for the operation of a permanent hawkers' market situated in the basement of the Burwood Place development. The purpose of this plan is to ensure the market integrates seamlessly with surrounding uses, maintains public amenity, and operates efficiently and safely.

2. Site Context

- **Location:** Basement B2 Carpark (refer to Figure 1 and Figure 2), Burwood Place at 42-60 Railway Parade, Burwood
- **Zoning:** MU1 Mixed Use
- **Adjacent Uses:** The subject site is surrounded by a mix of residential, retail, educational and community uses. To the north is Railway Parade, Burwood Train Station, and the mixed-use development at 1 Railway Parade, with Burwood Park, Westfield, Parramatta Road and the future Burwood North Metro Station further beyond. To the south, across Hornsey Street, are two recently completed mixed-use developments, Emerald Square and Burwood Grand. Directly opposite the site on Burwood Road is an approved DA for the multi-storey 'Burwood Central' development, while to the east, Burwood Road features existing two-storey shop-top housing and ground-floor retail. To the west is Conder Street, Burwood Public School, and Council-owned land containing Burwood Library (a local heritage item) and an above-ground carpark, which is proposed to be transformed into a new urban park.



Figure 1 Basement B2 Carpark Plan, *Hawkers' Market highlighted in red* (Source: Studio SC)

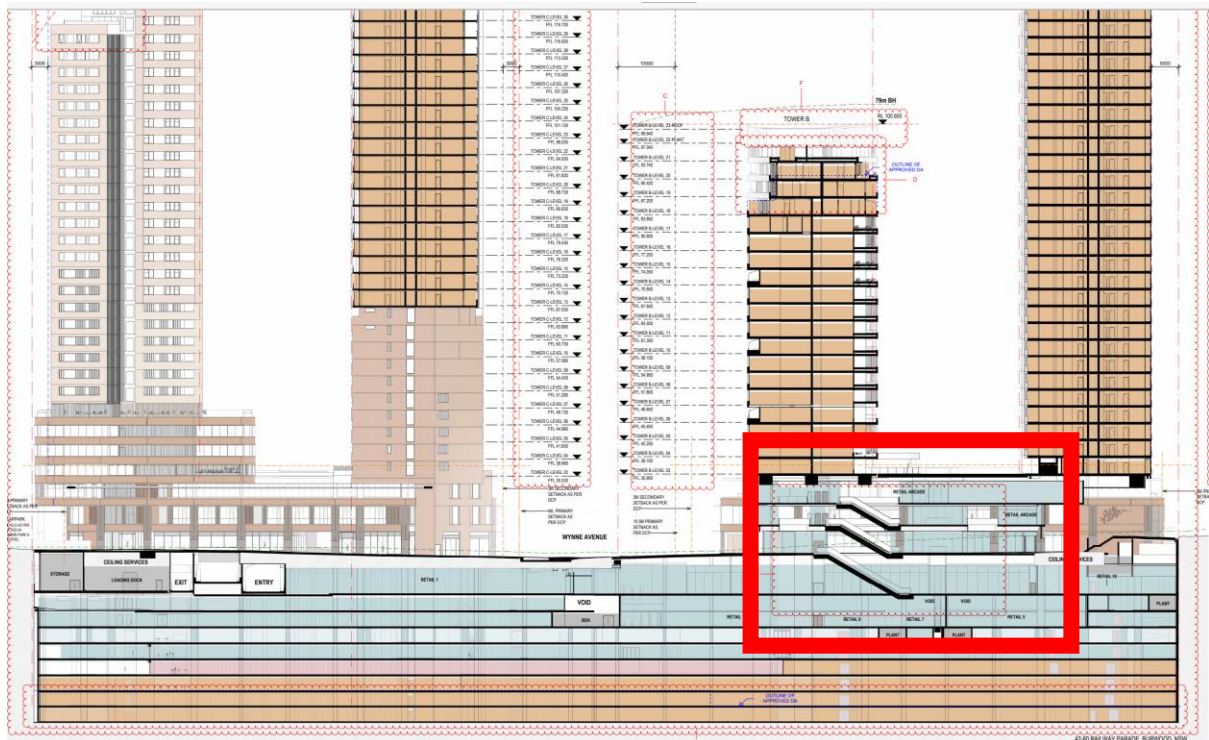


Figure 2 Section of Burwood Place, *Hawkers' Market highlighted in red* (Source: Studio SC)

3. Market Description

- **Market Type:** Permanent indoor hawkers-style food and retail market
- **Number of Stalls:** 17 retail tenancies with areas ranging from 33 sqm to 711 sqm. Tenancies will comprise small-format food and retail stalls and spaces designed to support diverse food and drink offerings within a shared, open-plan market environment.
- **Stall Types:** Food and beverage, artisanal goods, groceries, and specialty cultural products
- **Common Areas:** Shared dining area, amenities, waste room, storage, and circulation corridors

4. Hours of Operation

It is proposed to operate the hawkers' market 24/7.

5. Access and Circulation

- **Pedestrian Access:** Pedestrian access to the hawkers' market will be facilitated elevators and also via an express escalator (refer to Figure 3) providing direct entry from the public domain into the basement level, allowing for clear and

convenient customer flow into the market. To manage circulation and improve operational flow, a separate series of escalators will be provided for exiting the market, guiding patrons back to ground level via a designated egress path.

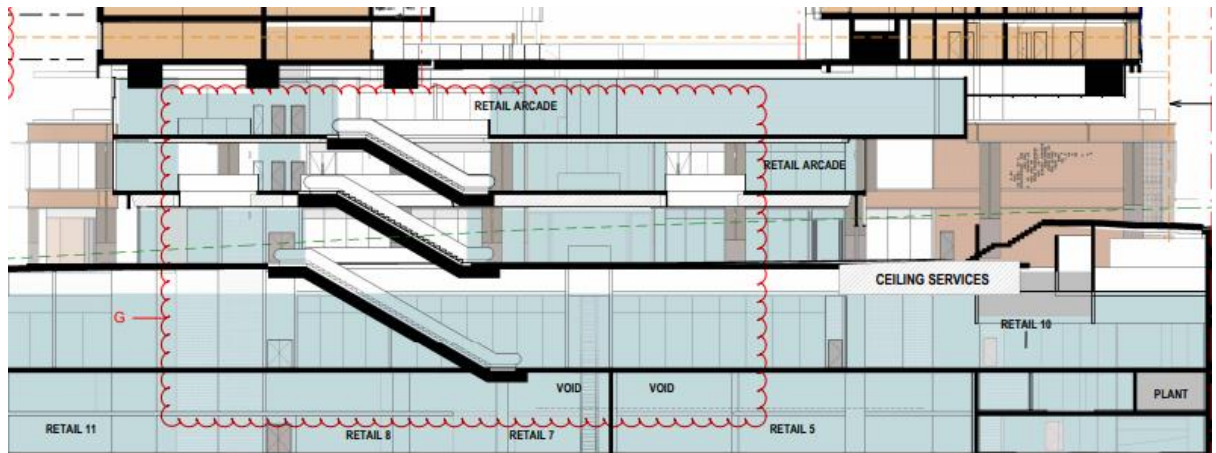


Figure 3 Express entry elevator to Hawkers' Market (Source: Studio SC)

- Vehicular Access:** The loading dock within Burwood Place is located on the Lower Ground Level and is designed to accommodate the deliveries and waste collection associated with the development. It will serve the commercial, residential, and retail components of the proposed development (including the Hawkers' Market). It will be accessed via Railway Parade via a combined entry / exit driveway.

The loading dock provides a total of 8 service spaces and will be managed by appointment via a booking / scheduling system. Management of the loading dock shall be the responsibility of the loading dock manager. The dock is to be used in accordance with the loading dock management plan (LDMP), which includes general rules, maintenance, traffic management, general operations, safety, and cleanliness. The LDMP was prepared by PTC (dated 10/6/22) and approved under DA 2021.44.

In terms of security, the dock shall be under a 24-hour CCTV surveillance to monitor general operations.

6. Waste Management

Waste will be managed in accordance with the approved Waste Management Plan prepare by Elephants Foot, dated 10/10/24.

7. Odour and Ventilation

The hawkers' market includes a mix of general retail, food and beverage, and mini major tenancies, with potential odour primarily arising from cooking activities. To manage this,

commercial-grade kitchen exhaust systems with hoods, filters, and make-up air provisions are installed to capture odours directly at the source. Exhaust air is discharged at roof level, with more than 6 metres separation from site boundaries and ventilation openings, exceeding Australian Standards and minimising odour impact. The market is a fully enclosed, air-conditioned space, with temperature and CO₂ levels actively monitored. Filtered outside air is continuously supplied via fan coil units in retail tenancies and common areas, ensuring adequate ventilation and air quality through a consistent air change rate.

8. Security and Safety

Security for the hawkers' market will be managed as part of the broader mixed-use development, supported by general site-wide security personnel and systems. The design and operations of the basement hawker market have been developed in alignment with the four key principles of Crime Prevention Through Environmental Design (CPTED):

- **Natural Surveillance:** The layout of the hawkers' market ensures clear sightlines throughout the space, with lighting, open sight corridors, and minimal visual obstructions to enhance passive surveillance. CCTV cameras will be strategically installed to provide comprehensive coverage, and surrounding uses, including circulation and service areas, offer additional opportunities for natural observation by staff and patrons.
- **Access Control:** Entry points to the basement market will be well-defined, including secure access from vertical transport elements (elevators and escalators) and monitored entrances. Controlled access systems and staff presence help prevent unauthorised entry, particularly during non-operational hours.
- **Territorial Reinforcement:** The hawkers' market is visually and functionally distinct from surrounding service and loading areas, establishing a clear sense of ownership and purpose. Branded signage, consistent paving treatments, and integrated design elements will reinforce the identity and appropriate use of the space, discouraging anti-social behaviour.
- **Space Management:** The space is actively managed and maintained to a high standard. Cleaning, waste collection, and maintenance will be carried out routinely, and security patrols are conducted regularly throughout the day. Specific, dedicated security for the hawkers' market will be deployed as needed, such as during special events, peak periods, or in response to operational requirements, ensuring a safe and well-managed environment for all users.

Together, these measures will create a secure, inviting, and well-functioning public destination that is resilient to potential safety risks while supporting a vibrant market atmosphere.

9. Complaint Management

A clear and responsive complaint management system will be implemented to ensure that any issues raised by market patrons, tenants, residents, or the general public are addressed promptly and effectively. All complaints relating to the operation of the hawker market, including noise, odour, cleanliness, conduct, or access, will be directed to the Market Manager, whose contact details will be publicly displayed at market entrances and on the market's website (if applicable).

Complaints can be lodged in person, via email, or by phone. Each complaint will be recorded in a central complaints register, including details of the issue, time and date of receipt, and action taken. The Market Manager will investigate all complaints in a timely manner and provide a response to the complainant within five business days. Where appropriate, corrective action will be taken to prevent recurrence.

Recurring issues or unresolved complaints may be escalated to the building's strata management or ownership entity, particularly where they involve shared services or areas outside the direct control of the market operator. The complaints register will be reviewed regularly to identify patterns and inform continuous improvement to the market's operations.

10. Public Amenity and Cleanliness

Cleaning:

A professional cleaning contractor will be engaged to maintain high standards of hygiene and presentation throughout the hawkers' market. Cleaners will be scheduled throughout operating hours to manage day-to-day waste, spills, and high-traffic areas, with additional deep cleaning conducted after trade each day. This includes sanitisation of communal dining areas, floors, stall frontages, and shared facilities. Market tenants will be responsible for maintaining cleanliness within their individual tenancies, while the central cleaning team will oversee all common spaces. Regular audits will be conducted by the Market Manager to ensure compliance with cleanliness standards.

Toilets:

Accessible toilet facilities will be provided within the basement level for use by market patrons and staff. These facilities will include male, female, and accessible amenities. Toilets will be cleaned frequently throughout the day and undergo a full sanitisation

after market close. Usage levels will be monitored to determine peak demand times and adjust cleaning frequency accordingly.

Pest Control:

To maintain a hygienic and safe environment, a licensed pest control contractor will carry out routine inspections and preventative treatments in accordance with health regulations and food safety standards. Pest control will focus on key risk areas such as waste storage zones, food preparation areas, and back-of-house corridors. Any evidence of pest activity will be reported immediately to the Market Manager, and tenants will be required to adhere to strict waste handling and storage procedures to minimise risk. Records of pest control treatments will be maintained and made available for inspection if required.

11. Future Tenancies

Future Development Applications for individual tenancies within the hawker market will be required to operate in accordance with the provisions of this Plan of Management.