

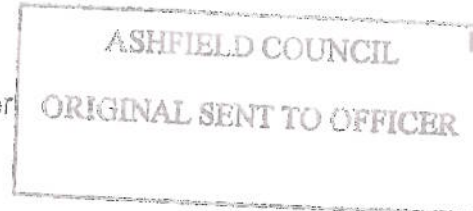
NSW POLICE
COMMENTS

NSW Police Force
www.police.nsw.gov.au

5 February 2010



Mr Martin Amy
Development Assessment Officer
Town Planner
Ashfield Municipal Council
260 Liverpool Road
ASHFIELD NSW 2131



Development Application No. 10.2009.231.1

Dear Mr Amy,

Constable Sean Brennan, Crime Prevention Officer, Ashfield Local Area Command has conducted an assessment of the proposed Development Application for 25 Etonville Parade and 1-3 Mackay Street Ashfield in accordance with the NSW Police Force 'Crime Prevention Through Environmental Design'.

I have attached a copy of the Assessment Audit report prepared by Constable Brennan for your information and consideration.

The Crime Prevention Through Environmental Design rating for the application is **LOW**. Acting Detective Inspector Ian McCarthy has reviewed this assessment and agrees with the outcomes and findings provided by Constable Brennan.

It is noted that the development site borders a 3 meter wide open canal along Etonville Parade frontage. The canal provides an easy escape route between Elizabeth Street and the rear of the development site. This canal is frequently used for graffiti offences and has been used as a means to gain unauthorised access to those properties that border the canal.

It is further noted that the development is located within close proximity to the Inner West Railway Line and numerous bus stops. Analysis of crime trends indicates that the rail corridor offers easy access to public transport for criminals and subsequently sees a disproportionate amount of crime and antisocial behaviour within a 1km radius of the rail corridor.



Ashfield Local Area Command
South West Metropolitan Region
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NSW POLICE FORCE RECRUITING NOW 1800 222 122

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The outcome of Constable Brennan's assessment of the Development Application and the concerns raised herein are referred for your information and Council assessment.

Yours faithfully



Scott A. Whyte
A/Superintendent
Ashfield Local Area Command

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ISSUE:

Development Application number: 10.2009.231.1 for Ashfield Council relating to 25 Etonville Parade and 1-3 Mackay Street Ashfield.

BACKGROUND:

Attached is a development application received from Ashfield Council proposing the demolition of the existing structures on the site and the construction of a seniors living development comprising of 38 self contained dwellings and landscaping and a basement car park for 43 vehicles. Included with this application is a Statement of Environmental Effects and site plans which have been reviewed.

COMMENT:

Should the proposal be supported by Council Ashfield Police have made a number of recommendations which have been detailed in the attached documents. Police would be supportive of the adoption of these Crime Prevention Through Environmental Design (CPTED) treatments as detailed.

The Crime Risk Assessment and risk rating was calculated as Low.

- It is noted that the development site borders a 3 metre wide open canal along the Etonville Parade frontage. The canal provides an easy escape route between Elizabeth and the rear of development site which is frequently used for graffiti offences and has been used as a means to gain unauthorised access to those properties that border the canal.
- It is noted that the development is located within close proximity to the Inner West railway line and numerous bus stops. Analysis of crime trends indicates that the rail corridor offers easy access to public transport for criminals and subsequently sees a disproportionate amount of crime and antisocial behaviour within a 1km radius of the rail corridor.

The Crime Prevention Officer has completed the Crime Risk Assessment and that report is attached in respect to the Development Application. It is expected that this Assessment may assist Ashfield Council when considering this proposal as well as assisting with alleviating the potential for crime and anti-social behaviour should the Application be successful and recommendations be adopted.

RECOMMENDATION:

Submitted for review to the Ashfield Local Area Commander prior to submission.



Sean Brennan
Constable
Crime Prevention Officer
3rd January 2010.

1. Crime Manager Ashfield Local Area Command

2. Executive Officer Ashfield Local Area Command.

3. Commander Ashfield Local Area Command.

Please forward a letter with recommendations.

S. Whyte
A/Supt.
5-2-10

Introduction

On 28th January 2010 a Safer by Design Evaluation was conducted on the proposed site located at 25 Etonville Parade and 1-3 Mackay Street Ashfield. The following recommendations have been made as a result of this evaluation.

In April 2001 the NSW Minister for Planning introduced Crime Prevention Guidelines to Section 79C of the Environmental Planning and Assessment Act, 1979. These guidelines require consent authorities to ensure that development provides safety and security to users and the community. 'If a development presents a crime risk, the guidelines can be used to justify modification of the development to minimize crime risk, or, refusal of the development on the grounds that crime risk cannot be appropriately minimised'.

The Guidelines contain two parts. Firstly, it details the need for a formal crime risk assessment (Safer by Design Evaluation) to be done in conjunction with trained police, and secondly it outlines basic Crime Prevention Through Environmental Design (CPTED) principles and strategies that can be used by consent authorities to justify the modification proposals to minimize risk.

Crime Prevention Through Environmental Design (CPTED)

Crime Prevention Through Environmental Design (CPTED) is a crime prevention strategy that focuses on the planning, design and structure of cities and neighbourhoods. It reduces opportunities for crime by using design and place management principles that reduce the likelihood of essential crime ingredients from intersecting in time and space.

Predatory offenders often make cost-benefit assessments of potential victims and locations before committing crime. CPTED aims to create the reality (or perception) that the costs of committing the crime are greater than the likely benefits. This is achieved by creating environmental and social conditions that:

- Maximise risk to offenders (increasing the likelihood of detection, challenge and apprehension).
- Maximise the effort required to commit crime (increasing the time, energy and resources required to commit crime)
- Minimise the actual and perceived benefits of crime (removing, minimizing or concealing crime attractors and rewards) and
- Minimise excuse making opportunities (removing conditions that encourage/facilitate rationalization of inappropriate behaviour)

CPTED employs four key strategies. These are surveillance, access control, territorial re-enforcement and space/activity management.

Site Description

The proposed development is currently occupied by 11 separate buildings mostly residential in character comprising detached and semi detached dwellings used to house senior persons. Vehicular access is via Etonville Parade via a bridge over an open 3 metre wide stormwater canal that runs along the sites Western boundary. Access is also available from the South on Mackay Street via a driveway access point. The site covers an area of approximately 6,633.80 sq. metres in total.

The proposed development seeks consent for the demolition of all existing structures on the site and the construction of a seniors living development comprising of 38 self contained dwellings, a basement car park for 43 cars, vehicular and pedestrian access, landscaping and tree removal and other associated works including internal roads and pathways.

The development site is bordered by Etonville Parade to the West and Frederick Street to the East. Croydon Railway Station is located within 400 metres from the site and several bus stops are also located along both Frederick Street and Elizabeth Street.

Site Risk Rating

The NSW Police Safer by Design Evaluation process is based upon Australia and New Zealand Risk Management Standard ANZS4360:1999. It is a contextually flexible, transparent process that identifies and quantifies crime hazards and location risk. Evaluation measures include crime likelihood (statistical probability), consequence (crime outcome), distributions of reported crime (hotspot analysis), socio-economic conditions (relative disadvantage), situational hazards and crime opportunity.

After conducting this process the rating for this development has been identified as, **low crime risk**.

With this in mind the following Crime Prevention Through Environmental Design (CPTED) treatments should be considered for the development in order to reduce opportunities for crime.

Natural

Organised (low)

Technical/Mechanical (low)

Natural CPTED treatment levels include: Clear site design, territorial definition and design, natural surveillance, strategically located windows doors and vantage points, open building and landscaping sightlines and natural access control measures including symbolic and real barriers, clearly defined vehicle/pedestrian routes and channelling systems.

Organised CPTED treatment levels include: Low level organised guardianship eg, the strategic placement of employee workstations and the use of managed activity (community and private) and routine environmental maintenance. Organised strategies built upon natural measures.

Technical/mechanical CPTED treatments levels include: Basic target hardening. Good quality access control hardware. Corridors, mirrors and public address systems, help phones, motion detectors etc. Low level technical strategies built upon low level organised and natural treatment measures.

Surveillance

Natural surveillance is achieved when normal space users can see and be seen by others. This highlights the importance of building layout, orientation and location; the strategic use of design; landscaping and lighting. Natural surveillance is a by-product of well-planned, well-designed and well-used space. Technical/mechanical Surveillance is achieved through mechanical/electronic measures such as CCTV, help points and mirrored building panels. Technical/mechanical surveillance is commonly used as a 'patch' to supervise isolated, higher risk locations. Formal (or Organised) Surveillance is achieved through the tactical positioning of guardians. An example would be the use of on-site supervisors at higher risk locations.

General Comments in Design for Surveillance:

- Buildings facing 'outward' towards public and semi public areas provide natural surveillance and informal supervision (eyes on the street).
- Entry points should be designed so as to maximize surveillance opportunities to and from these areas from both inside as well as outside.
- The placement and orientation of common entry areas should maximize opportunities for natural supervision by staff and other guardians.
- Laminated glass walls and windows facilitate supervision of common entry areas.

Recommended Conditions

- Surveillance equipment can enhance the physical security of your business and assist in the identification of people involved in anti-social or criminal behaviour.
 - Cameras should be installed both within and around the premises.
 - Cameras should monitor those areas with poor natural supervision within the premises such as entry points on Etonville Parade and Mackay Street.
 - TV monitors should enable staff to monitor activities on the camera.

Advised Recommendations:

Given the proposed development is still in the planning stage police are unable to conduct a comprehensive risk assessment on the surveillance system as no provisions have been included in the submission. However it is strongly recommended that surveillance cameras operate 24 hours a day with images kept for at least 1 month for viewing by police as required. It is also recommended that an intruder alarm system be installed with duress alarm facilities in operation.

In terms of natural surveillance the development site allows adequate sight lines from within the dwelling or from within the internal driveway approach. The orientation of the buildings allows surveillance of the front and rear yards and communal areas. Careful planting of vegetation throughout the development limits concealment opportunities and discourages loitering.

Lighting

There is a proven correlation between poor lighting, fear of crime, the avoidance of public places and crime opportunity (Painter, 1997). Good lighting can assist in increasing the usage of an area.

General Comments in Design for Lighting:

- Lighting should be designed to the Australian and New Zealand Lighting Standards.
- Australia and New Zealand Lighting Standard 1158.1 – Pedestrian, requires lighting engineers and designers to consider crime risk and fear when selecting lamps and lighting levels.
- Lighting needs to eliminate opportunities for concealment and avoid shadowing as well as enable effective use of surveillance equipment throughout the development site.

Recommended Conditions

- A lighting maintenance policy needs to be established and maintained for the development.
- Install security lighting in and around the development particularly over entry/exit points to create an even distribution of light with no glare.
- Install sensor lighting at the rear of the common area buildings to provide adequate illumination.

Territorial Re-enforcement

Criminals rarely commit crime in areas where the risk of detection and challenge are high. People who have guardianship or ownership of areas are more likely to provide effective supervision and to intervene in crime than passing strangers. Effective guardians are often ordinary people who are spatially 'connected' to a place and feel an association with, or responsibility for it. *Territorial Re-enforcement* uses actual and symbolic boundary markers,

spatial legibility and environmental cues to 'connect' people with space, to encourage communal responsibility for public areas and facilities, and to communicate to people where they should/not be and what activities are appropriate.

General Comments in Design for Territorial Re-enforcement:

- The boundaries of the development are reasonably well defined.
- All doors should be kept closed and locked when not in use and regularly maintained to assist with the protection of the property.
- Effective signage and directions will provide guidance to visitors/residents in locating main areas and keep them away from restricted areas.
- Signs can also assist in controlling activities and movements throughout the premises.

Environmental Maintenance

All space, even well planned and well-designed areas need to be effectively used and maintained to maximize community safety. Places that are infrequently used are commonly abused. There is a high correlation between urban decay, fear of crime and avoidance behaviour.

Recommended Conditions

- As malicious damage (graffiti) is often an offence caused to such developments strong consideration should be given to the use of graffiti resistant materials to any exposed frontages along the canal.
- A graffiti management plan should be incorporated into the maintenance plan for the development. Research has shown that the most effective strategy for reducing graffiti attacks is the quick removal of such material generally with a twenty-four hour period.

Space/Activity Management

Space/Activity management strategies are an important way to develop and maintain *natural* community control. Space management involves the formal supervision, control and care of the development. All space, even well planned and well-designed areas need to be effectively used and maintained to maximize community safety. Places that are infrequently used are commonly abused. There is a high correlation between urban decay, fear of crime and avoidance behaviour.

77% of all public order incidents are alcohol related. Street offences, public violence and vandalism often occur within eyesight of pubs and other licensed premises. Shops and businesses located near existing licensed premises are at greater risk of crime than other areas.

Street activity during the day. Normal pedestrian activity during the day will assist in crime prevention as burglars and other offenders consider active streets to be too risky during the day.

Street activity during the night. Normal pedestrian activity at night can increase surveillance and natural community policing. Facilities should be positioned so that adjoining residents can monitor after hours activities.

Access Control

Access control treatments restrict, channel and encourage people and vehicles into, out of and around the development. Way-finding, desire-lines and formal/informal routes are important crime prevention considerations.

Access control is used to increase the time and effort required to commit crime and to increase the risk to criminals. *Natural access control* includes the tactical use of landforms and waterways features, design measures including building configuration; formal and informal pathways, landscaping, fencing and gardens. *Technical/Mechanical access control* includes the employment of security hardware and *Formal (or Organised) access control* includes on-site guardians such as employed security officers.

General Comments in Design for Access Control:

- Windows and doors throughout the development should be fitted with appropriate access control devices to prevent unauthorised access during extended trading hours of an evening to enable entry points to be locked at appropriate times and service to continue only via the front door once staff have been notified.
- The site location on Etonville Parade and the open stormwater canal provides a convenient entry/escape route for offenders who wish to gain access to the site.

Additional security treatments can also be considered to reduce the risk of crime from occurring and enhancing the four key strategies relating to CPTED. They include:

Security Guards

General comments

- Security Industry Act 1957 No. 157
- A person must be licensed to carry on a security activity. In general this would apply to general duties police in two ways.
 - 1 Acting as a bodyguard, crowd controller or bouncer.
 2. Patrolling, protecting, watching or guarding any property (including cash in transit)
- The holder of a security licence must, at all times while carrying on a security activity, wear on his or her person so as to be clearly visible their security licence.

- An exemption to wearing the licence can be granted by the commissioner but if performing the duties above, the licence holder must display at all times a laminated card which includes a recent photograph, the name of the company, and a unique and easily decipherable identifying number.
- If you identify a person performing a security activity without displaying their licence records their details and the circumstances and forward information to licensing who will breach the person.
- Extra security should be provided on nights where there is extra activity. Security guards should actively patrol through the venue as well as monitor the access/egress doors.
- Security should be able to provide assistance to a person at risk/victim of crime if required. Even if this simply to know that it may be appropriate to contact police and not handle a situation themselves. It is recommended that female security is also employed to provide assistance to female patrons when required. This includes regular checks of female toilets for intoxication and drug issues.
- Security should be employed to monitor activities outside the venue for up to 30 minutes after closing. This will assist in deterring anti-social behaviour by encouraging exited patrons to move on, and it will also provide added surveillance for the business in the prevention of armed robberies after close whilst the night's takings are usually being counted.

Staff Training

General comments:

- Provide training and information so everyone is prepared and show employees how to deal with customers politely, how to deal with intoxicated customers and to be aware of signs of anger and tension.
- Inform staff that their own safety is paramount and that they should not put their own safety at risk to order to protect goods or property.
- Train staff in non-violent responses to threatening situations, in what they should do in the event of a robbery or shoplifting incident.
- Make sure staff is familiar with cash handling procedures, credit checks and knowing how to raise the alarm and how to operate security equipment.
- Personal protection devices such as personal duress alarms can be used as an additional safe guard to the measures above to enable staff to activate the alarm manually in the event of an emergency such as a robbery.
- 'Bizsafe' is a project that exists for all small to medium sized businesses to help identify crime risks and provide recommendations on how to reduce that risk. Seminars are run throughout the state by the project co-coordinators, NSW Police and NRMA Business Insurance. For further information regarding this project, please contact your local Crime Prevention Officer.

Landscaping

Landscaping can be used to enhance the appearance of the development and assist in reducing opportunities for vandalism. However, landscaping can also provide concealment or entrapment areas for people involved in criminal behaviour.

General Comments:

- Some predatory offenders, particularly rapists, seek pockets and enclosures created by vegetation/landscaping. When selecting and maintaining vegetation, consideration should be given to the possibility of areas becoming entrapment sites in the future.
- A safety convention is to have 3 – 5 metres of cleared space on either side of pathways and bicycle routes. Thereafter, vegetation is stepped back in height to maximise sightlines.
- A safety convention for vegetation is: lower tree limbs should be above average head height, and shrubs should not provide easy concealment.

Specific Design Comments:

- As malicious damage (graffiti) is often an offence caused to such developments strong consideration must be given to the use of graffiti resistant materials, particularly on the fences, ground floor and areas which are accessible by other structures to reduce such attacks or assist in the quick removal of such attacks.

Recommendations:

- Keeping trees and shrubs trimmed can reduce concealment opportunities and increase visibility when travelling to and from grounds.
- Landscaping next to fencing should be kept low to ensure branches and shrubs are not used as a natural ladder to gain unauthorised access to the grounds.
- Landscaping next to the fencing should be kept trimmed to allow natural surveillance from potential guardianship of neighbouring residents.
- Landscaping near existing luminaries should be regularly trimmed and maintained to ensure illumination from lighting is not restricted.
- Some overgrown landscaping was located around several buildings, particularly near windows and balconies where concealment opportunities may exist increasing the risk of unauthorised access to occur.
- Remove obstacles and rubbish from property boundaries, footpaths, driveways, car parks and building to restrict concealment and prevent offenders scaling your building. This particularly should be considered to ensure bins are secured appropriately during hours when business grounds are not occupied.
- A graffiti management plan needs to be incorporated into the maintenance plan for the development. Research has shown that the

most effective strategy for reducing graffiti attacks is the quick removal of such material generally with a forty-eight hour period. Please feel free to contact Ashfield Police station on 9797-4099 to secure Police attention so investigations can be carried out and graffiti can be recorded.

Intruder Alarm Systems

- Intruder Alarm Systems should be designed and installed to the Australian Standard – Domestic & Commercial Alarm Systems to enhance the physical security of the property.
- As a number of premises have had telephone lines cut to prevent alarms being reported to the security monitoring company, a supplementary system such as Global Satellite Mobile (GSM) or Radio Frequency (RF) systems should be used to transmit alarm signal by either mobile telephone or radio frequency.
- It is recommended that any existing intruder alarm system be upgraded.
- Consideration should also be given to incorporating duress facility into the system to enable staff to activate the system manually in the event of an emergency.
- Staff should be aware that duress devices should only be used when it is safe to do so.
- LED's (Lighting Emitting Diodes) within the detectors should be deactivated, to avoid offenders being able to test the range of the system.
- The system should be tested on a regular basis to ensure that it is operating effectively.

Recommendation:

- Test alarm system and duress facility to ensure to ensure that the system is fully operational.
- Conduct practice 'LOCKDOWN' procedures at the premises during operational hours and break periods to ensure program is working efficiently.

Surveillance Equipment

- Surveillance equipment can enhance the physical security of your business and assist in the identification of people involved in anti-social or criminal behaviour.
- Cameras should be installed in and around the premises to maximise surveillance opportunities if these issues continue.
- Digital or video technology should be used to record images from the cameras.
- Installed surveillance equipment should be maintained in working order and regularly tested.
- Recording equipment should be installed away from public areas to avoid tampering.
- Videotapes need to be replaced quarterly to maintain quality images.
- Staff should be trained in the correct use of the system.

- Lighting should be positioned appropriately to ensure that illumination supports picture quality obtained from surveillance cameras.
- Any surveillance system should be manufactured and installed by a qualified and reputable company and regularly function tested.
- Ensure that the requirements of the Surveillance and Privacy Act are adhered to.

Cash handling/Safes

- It is recommended that there is established cash handling procedures for the maintaining and transportation of cash to reduce the opportunities of crime.
- Limit the amount of money carried at any time and ensure that this limit is executed and maintained by staff.
- Limit the amount of money carried in the cash drawer at any time (\$200.00 float).
- Lock cash drawers when not in use, and clear money from the cash drawer on a regular basis, e.g. to a safe.
- Use a minimum of two staff, or security services, when transferring money to financial institutions, or consider using a reputable security company especially when transferring large amounts of money.
- Avoid counting cash in public.
- Ensure that the safe installed is designed to the Australian Standards and utilised to provide additional security to all valuables, including money and pharmaceutical items.
- The safe should be anchored to the floor or wall or both to prevent easy removal.
- The safe should have a drop-chute facility installed within the safe to enable staff to deposit money without having to open it.
- The safe should be locked at all times when not in use to restrict access.
- Further consideration should also be given to using time delay facilities to restrict access to the safe.
- The safe should be installed in an area away from public view where access is limited.

Key and valuable control

- The control of keys and valuables is very important and should be closely monitored by management.
- A key register should be used to list which staff members have been issued with keys, the type of keys issued and what areas they have access to.
- The control of valuables is just as important and a register should also be used to record which staff members have been issued with valuable items such as laptop computers, mobile phone, etc. These registers should be detailed and regularly maintained and audited.
- In addition, all valuables should be clearly marked with the business details where possible and the serial numbers and other details should be recorded and stored in a safe place.

- To reduce the likelihood of theft and/or damage, try to limit the number of keys and valuables left unsecured and in plain sight of potential intruders.

Telephones

- Telephones should be pre-programmed with the security number, emergency number '000' and your local police number, Ashfield Police phone number 97974099, for quick reference by any one using the facility.
- Telephone lines or boxes should be secured to avoid unlawful tampering.

General

- Sensitive materials, including confidential records, should be appropriately destroyed or secured, e.g. confidential records should be shredded or disposed of through security destruction services.
- Computer and access passwords should be changed regularly to restrict access and avoid misuse by past and present staff.
- Emergency evacuation plans should be implemented and maintained to assist staff and emergency services in the event of an emergency. This plan should be prominently displayed.
- Staff should be suitably trained and updated regularly with refresher training in evacuation procedures.

Occupational Health & Safety Act 2000 -- No. 40

- Duties of Employer:
 - An employer must ensure the health, safety and welfare at work of all employees.
 - That duty extends (without limitation) to the following:
 - Ensuring that any premises controlled by the employer where the employees work (and the means of access to or exit from the premises) are safe and without risk to health;
 - Ensuring that any plant or substance provided for use by the employees at work is safe and without risks to health when properly used;
 - Ensuring that systems of work and the working environment of the employees are safe and without risks of health;
 - Providing such information, instruction, training and supervision as may be necessary to ensure the employee's health and safety at work;
 - Providing adequate facilities for the welfare of the employer's place of work.
 - An employer must ensure that people (other than the employees of the employer) are not exposed to risks to their health or safety arising from the conduct of the employer's undertaking while they are at the employer's place of work.

Victim Support

- If you or your staff have:
 - Experienced a situation where violence or the threat of violence has occurred;
 - Received an injury as a result of violence;
 - Suffered a loss or adverse effects as a result of experienced violence; or
 - Experienced domestic violence or sexual assault,

You can contact the Victims of Crime Bureau by telephoning Sydney 02 9384 3000 or Toll Free 1800 633 063. Victims of Crime Bureau staff can provide or put you in contact with services you may require such as:

- Counselling (telephone or face to face)
- Information about other support services
- Information about legal processes
- Information about applying for victims compensation

The Victims of Crime Bureau's assistance line operates 24 hours a day, 7 days a week. The Bureau in conjunction with Sydney City Mission operates the telephone counselling and referral service.

Conclusion

The New South Wales Police have a vital interest in ensuring the safety of members of the community and their property. Consideration of the potential impact on local residents, community resources, Police and Ashfield Council needs to be observed. By using the recommendations contained in this evaluation, any person who does so acknowledges that:

1. It is not possible to make areas evaluated by the NSW Police absolutely safe for members of the community or their property
2. It is based upon the information provided to the NSW Police at the time the evaluation was made,
3. The evaluation is a confidential document and is for use by the consent authority or organizations referred to on page 1 only,
4. The contents of this evaluation are not to be copied or circulated otherwise than for the purposes of the consent authority or organization referred to on page 1.

The NSW Police hopes that by using the recommendations contained in this document, criminal activity will be reduced and the safety of members of the community and their property will be increased. However, it does not guarantee that all risks have been identified, or that the area evaluated will be free from criminal activity if its recommendations are followed.

Factors considered in determining this assessment include:

1. Review of architect's drawings (submitted with proposal)
2. Assess current crime trends
3. Identify current problems
4. Review of Statement of Environmental Effects (submitted with proposal)
5. Review of similar sites in the area.

Should you require any further information on the subjects mentioned within this report please feel free to contact Constable Sean Brennan, Crime Prevention Officer, Ashfield Local Area Command, phone 97974051.

Yours sincerely



Sean Brennan
Constable
Crime Prevention Officer
Ashfield Local Area Command
3rd January 2010