



402 Macquarie Street, Liverpool

Crime Prevention Through Environmental Design Report

Prepared for
The Grand Liverpool Pty Ltd

June 2024

HIIPDA
CONSULTING

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Acronyms and abbreviations

ABS	Australian Bureau of Statistics
BOCSAR	Bureau of Crime Statistics and Research
CIS	Community Impact Statement
Council	Liverpool City Council
CPTED	Crime Prevention Through Environmental Design
DA	Development Application
IRSD	Index of Relative Socio-economic Disadvantage
IRSAD	Index of Relative Socio-economic Advantage and Disadvantage
LGA	Local Government Area
PAC	Police Area Command
POM	Plan of Management
SAL	Suburbs and Localities
SEIFA	Socio-Economic Indexes for Areas
SIA	Social Impact Assessment

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This document is for discussion purposes only unless signed and dated by a HillPDA Project Director.

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Report details

Job number

P24070

Version

Final v1.1

File name

P24070 – 402 Macquarie Street Liverpool – CPTED Final v1.1

Date issued

19 June 2024

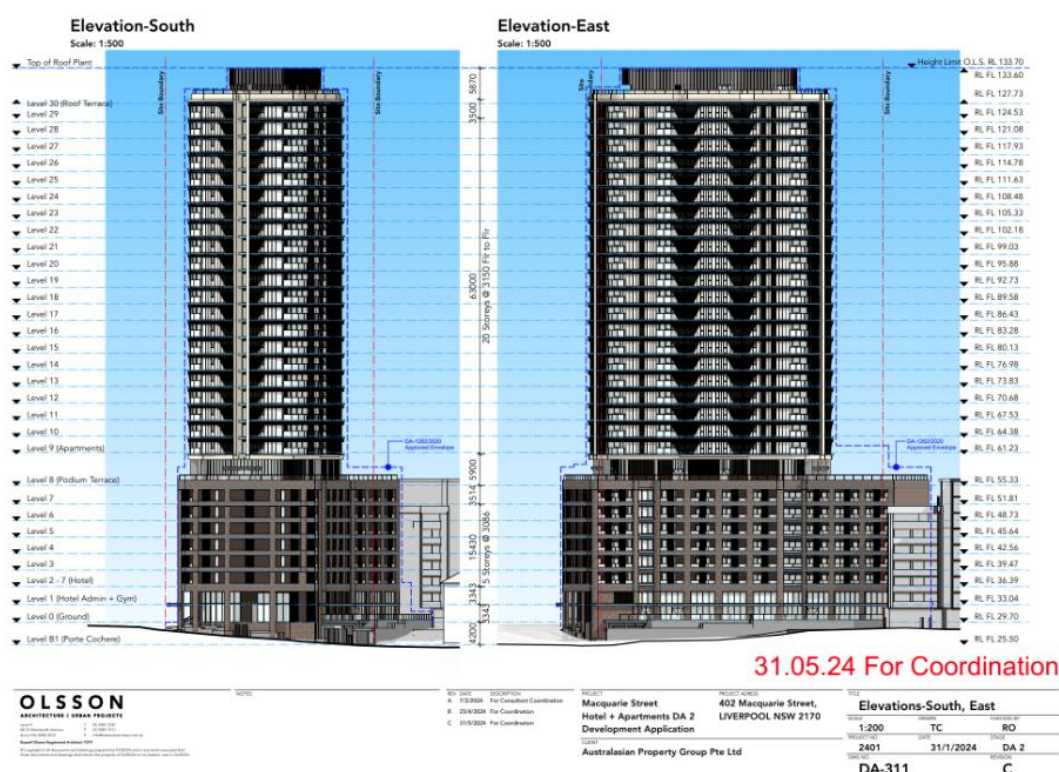
INTRODUCTION

1.0 INTRODUCTION

HillPDA has been commissioned by The Grand Liverpool Pty Ltd to prepare a Crime Prevention Through Environmental Design (CPTED) report to accompany a development application (DA) for a 31-storey mixed-use development at 402 Macquarie Street, Liverpool (the proposal) within the Liverpool local government area (LGA).

Photomontages of the proposal are shown in Figure 1.

Figure 1: Elevations of the proposed development



Source: Olsson Architects (2024)

1.1 Background

On 15 December 2023, Liverpool City Council (Council) approved a concept DA for a 31-storey mixed-use development consisting of a building with a tower and podium design, with a total of 22,918 square metres of gross floor area. The concept design included a 198-room hotel component, 168 residential apartments, communal areas and facilities, ground floor retail floorspace, and a publicly accessible gym. HillPDA prepared a Social Impact Assessment (SIA) for the proposal, which identified both positive and negative social impacts associated with the proposed development, and suggested mitigation measures to maximise social benefits and minimise negative impacts to the community.

This CPTED report has been prepared to accompany the proposal to assist in informing Council's assessment of the DA and its potential impacts on the local environment and community. HillPDA is also preparing a Plan of Management (POM) for the hotel component of the proposal. The POM details how the hotel will be operated on a day-to-day basis, including measures that would aid the prevention of crime.

1.2 Purpose of the report

The design and layout of the physical environment effects individual and social behaviour in varying ways. New developments, particularly those that significantly alter the built environment, can impact the perceived or actual

safety of an area, including crime and antisocial behaviour. CPTED is a process for assessing and analysing crime risk to guide the design, use and management of the built environment. CPTED aims to reduce both actual and perceived levels of crime and promote public health and quality of life.

The purpose of this CPTED report is to undertake an assessment of the crime profile of the area and the likely crime risks associated with a proposal and its local context, setting and potential operations. Consideration of these factors helps to ensure that the proposal adequately minimises crime opportunity through implementation of the CPTED principles.

1.3 CPTED guidelines

The former NSW Department of Infrastructure, Planning and Natural Resources introduced the *Crime prevention and the assessment of development applications guidelines* (the guidelines) in April 2001, under the former Section 79C of the *Environmental Planning and Assessment Act 1979*.¹ These guidelines require consent authorities to ensure that development provides safety and security to users and the community.

The guidelines outline four principles that are used in the assessment of development applications to minimise the opportunity for crime. This includes:

- Surveillance
- Lighting and Technical Supervision
- Access Control
- Territorial Reinforcement.

This report assesses the design of the proposed development against the CPTED principles, which are further discussed in Section 4.0 of this report. Where crime risks are identified, the report makes recommendations in accordance with professional standards and statutory obligations.

1.4 Method

The following tasks were undertaken by HillPDA in the preparation of this assessment:

- Site visit on 20 February 2024 to review existing site features
- Review of the architectural plans of the proposal prepared by Olsson
- Review of the Liverpool Crime Prevention Plan 2019 – 2021
- Analysis of local and state crime statistics from the NSW Bureau of Crime Statistics and Research (BOCSAR)
- Assessment of the proposal against CPTED principles
- Discussions with representatives from Olsson Architects surrounding the design of the proposal and the application of appropriate crime mitigation measures.

1.5 Qualifications of authors

This report has been prepared by a suitably qualified consultant who has completed an accredited CPTED course.

¹ NSW Department of Urban Affairs and Planning (2001), *Crime prevention and the assessment of development applications*

THE PROPOSED DEVELOPMENT

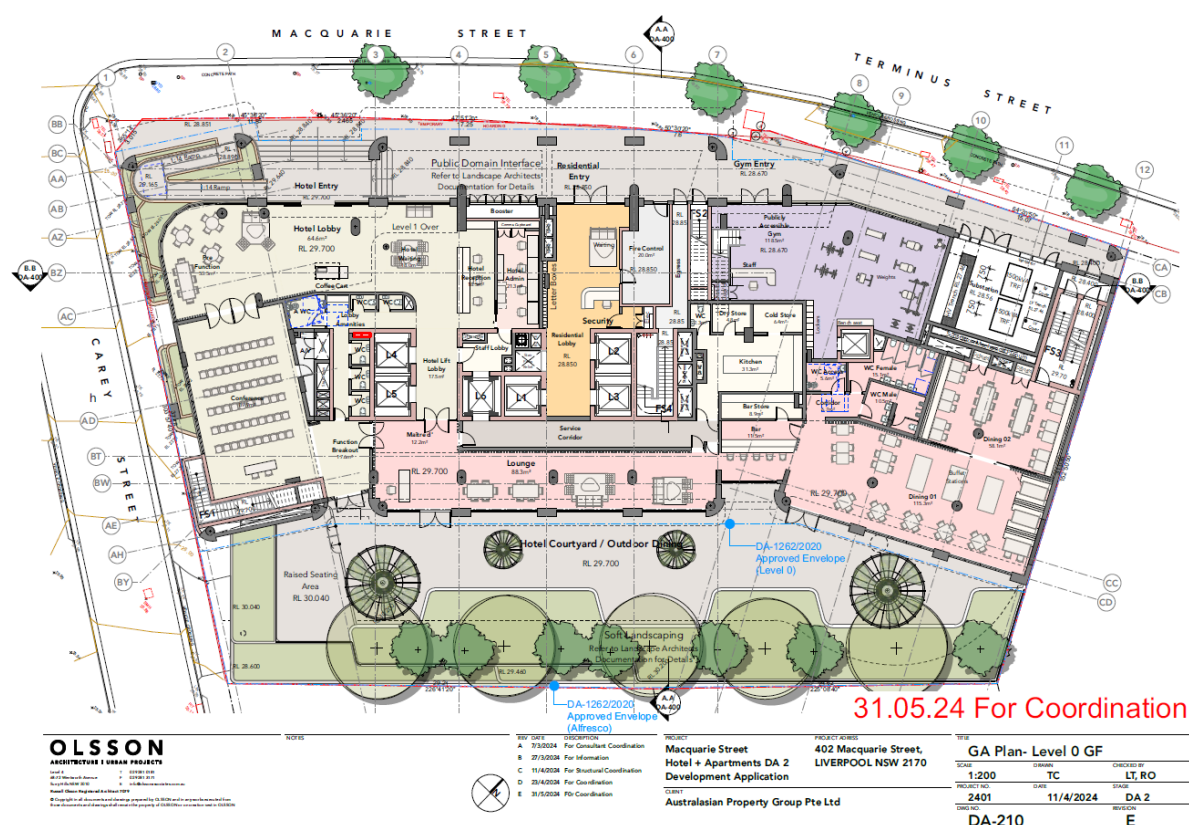
2.0 THE PROPOSED DEVELOPMENT

2.1 Description

The proposal is for a 30-storey mixed use tower in Liverpool. The proposed development would have a total gross floor area of 22,918 square metres, and would include hotel rooms and operational facilities, a bar and restaurant, residential apartment dwellings, communal areas, and a six-level basement with car, motorcycle, and bicycle parking. Residents and hotel guests would be provided with separate access points, lobbies, and communal facilities.

A concept plan for the ground floor of the proposed development is shown in Figure 2.

Figure 2: Ground floor plan of the proposed development



Source: Olsson Architects (2024)

2.2 Location and context

2.2.1 The site

The site is located at 402 Macquarie Street, Liverpool, in the Liverpool LGA. The site is legally described as Lot 100, DP 1250893. The site has an area of 2,292 square metres, with a primary frontage of around 60 metres to Macquarie Street, to the northwest. Vehicular access to the site is currently provided via existing access points on Macquarie Street and Carey Street. The site is shown in Figure 3.

Figure 3: Satellite imagery of the site



Source: HillPDA, Bing Maps (2022)

2.2.2 Site context

The built environment immediately surrounding the site includes:

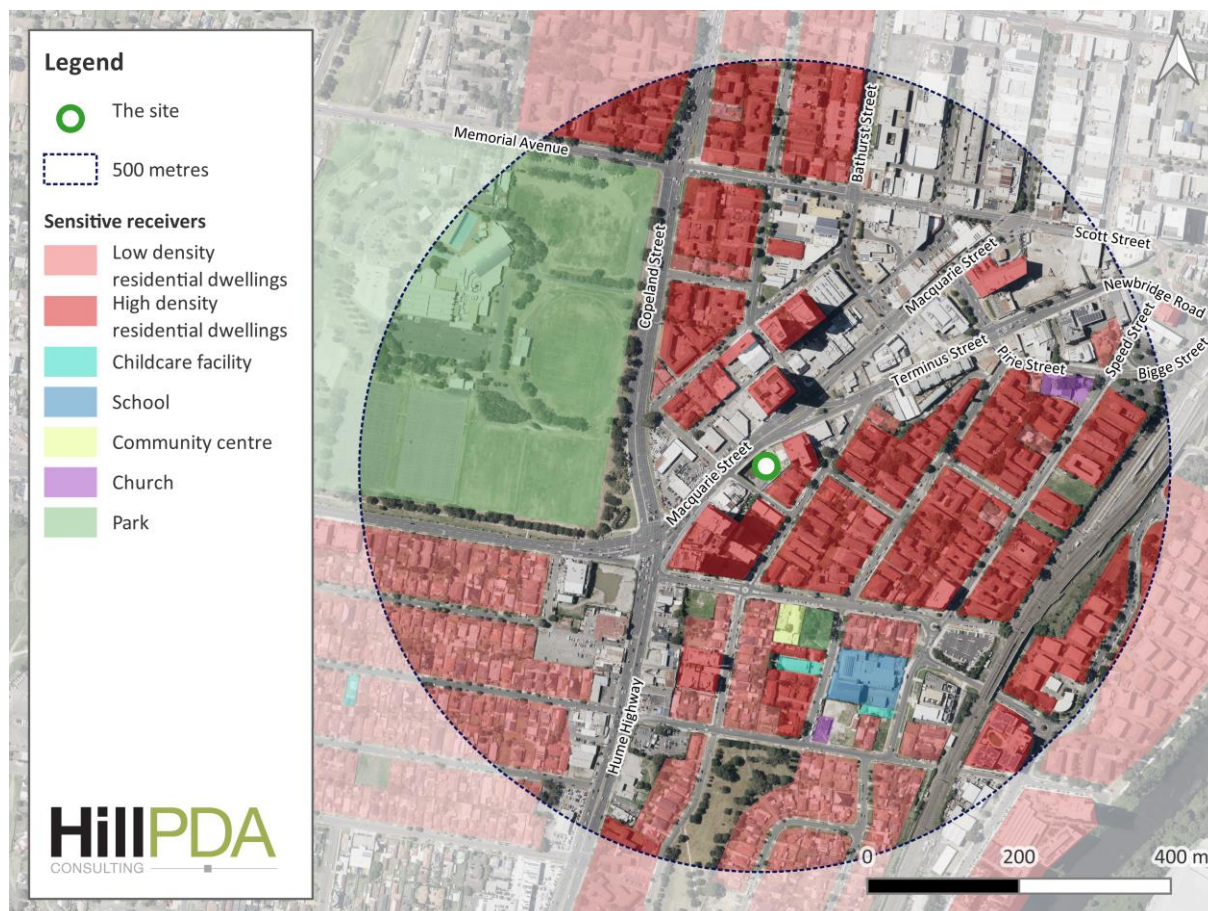
- Northwest: Macquarie Street (a six-lane major road) and several single storey commercial buildings
- Northeast: a nine-storey mixed-use development
- Southeast: two three-storey residential apartment buildings
- Southwest: Carey Street, and a petrol station and convenience store.

Further from the site, the surrounding development includes mixed use development of a wide variety of scales, including several low-rise commercial developments such as a car dealership and the aforementioned petrol station along Macquarie Street. There are also several high-rise towers nearby including several over 20 storeys tall. These include:

- 'The Pinnacle' (23 storeys) and 'Latitude' (23-27 storeys) to the north
- Two 30-storey residential towers to the south of the site
- 'The Hoxton' (37 storeys) to the southwest.

There are also various other multi-storey buildings in the surrounding area, largely consisting of two and three storey, older style residential apartment buildings, as indicated in Figure 4.

Figure 4: Potentially sensitive community areas near the site



Source: HillPDA, Google Maps (2022), Bing Maps (2022)

The buildings immediately surrounding the site include residential and commercial buildings. Residential buildings neighbouring the site on Charles Street and Carey Street include a mixture of three and four storey apartment buildings, including older walk-up style developments as well as more recent developments. There are also recent higher-density developments of over ten storeys in the vicinity of the site, and Charles Street hosts some single-storey detached dwelling residential development.

CRIME PROFILE

3.0 CRIME PROFILE

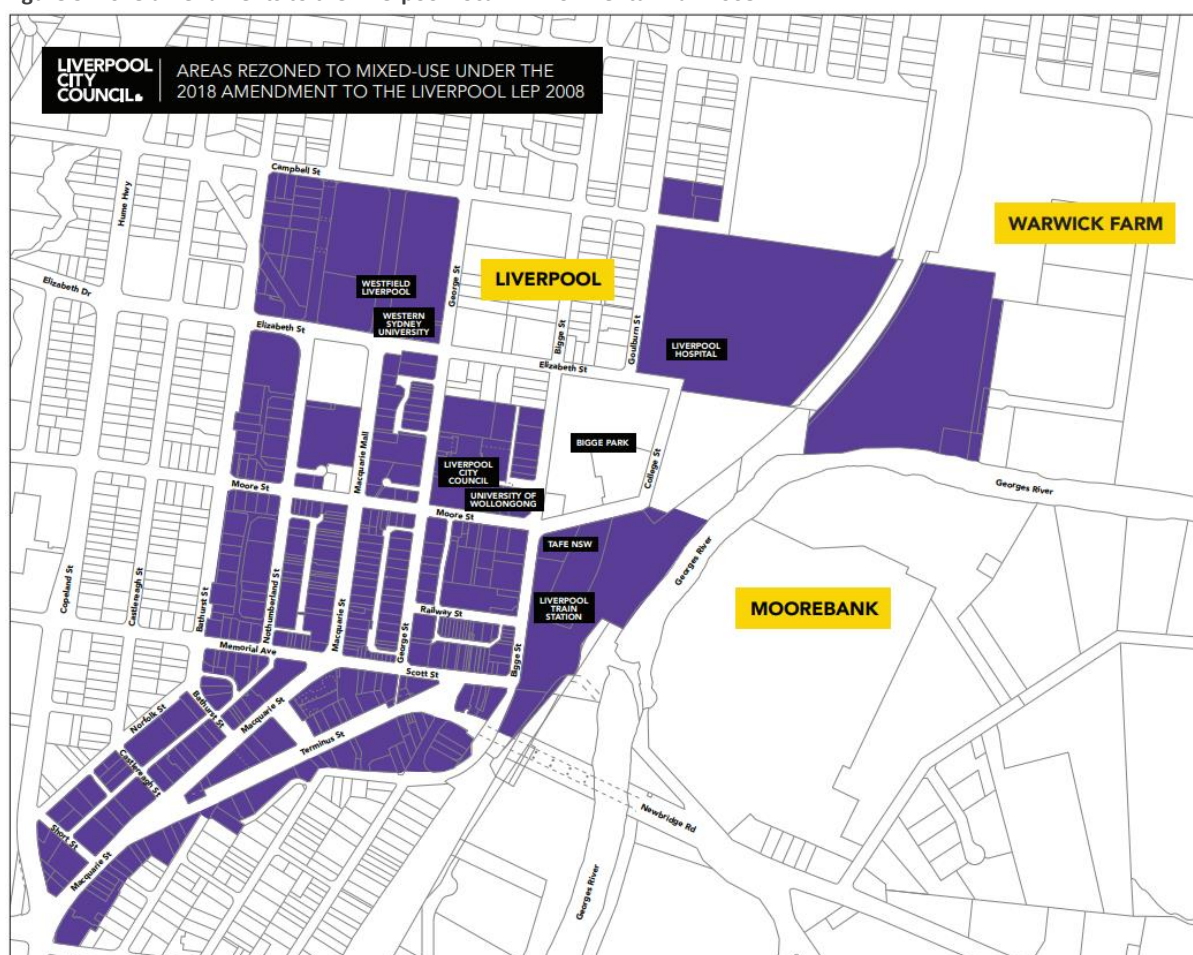
3.1 Liverpool City Council

This section describes measures undertaken by Liverpool City Council to address crime and community safety in the Liverpool LGA.

3.1.1 Liverpool Crime Prevention Plan 2019 – 2021

The site is located at the southern boundary of the Liverpool City Centre. In 2018, amendments to the *Liverpool Local Environmental Plan 2008* (LEP) were made to rezone 25 hectares of land in the Liverpool City Centre to mixed use to encourage new businesses and population growth. The amendments are displayed in Figure 5.

Figure 5: 2018 amendments to the Liverpool Local Environmental Plan 2008



Source: Liverpool City Council (2018)

The *Liverpool Crime Prevention Plan 2019 – 2022* (the Plan) was developed by Council for endorsement by the NSW Department of Justice. The three-year Plan forms a component of the *Liverpool Community Safety and Crime Prevention Strategy 2019 – 2022* and has been prepared through analysis of crime data from the Liverpool City Police Area Command (PAC), NSW BOCSAR, and community consultation.

The following three local crime offences have been reviewed as part of the Plan based on their volume and the significance of their impact on the Liverpool LGA:

- Steal from retail store

- Break and enter dwelling
- Steal from motor vehicle.

The Plan identifies that the Liverpool City Centre is a hotspot for both 'steal from motor vehicle' and 'steal from retail store' offences. Approximately 55 per cent of 'steal from motor vehicle' offences occurred within the Liverpool City Centre, whilst public and private car parks in the Liverpool City Centre have also been a target for 'steal from motor vehicle' and 'motor vehicle theft'.

Liverpool City PAC has implemented strategies to address the three specified crimes within the Liverpool LGA. Relevant strategies to this proposal as identified in the Plan include:

- Regular media releases via local media outlets including Liverpool City PAC Facebook in reference to vehicle security and general safeguarding tips
- Ongoing review of hotspot areas and allocation of police patrol/tasking
- Monitoring of parolees known for these specific offences
- Encourage victims to ensure forensic examination of vehicles targeted
- Conduct forensic examination in relation to break and enter and steal from motor vehicle offences.

In addition, the Plan also anticipates that other crimes including motor vehicle theft, robbery, vandalism, malicious damage and fraud may also be reduced by delivering strategies and initiatives which target the three identified crime types.

3.1.2 Draft Community Safety and Crime Prevention Strategy 2019 – 2022

The draft *Community Safety and Crime Prevention Strategy 2019 – 2022* has been developed by Council through a review of the previous *Community Safety and Crime Prevention Strategy 2013 – 2017* and consultation with Liverpool City Police Area Command (PAC), the local community and businesses.

A Community Safety and Crime Prevention survey was conducted to identify and incorporate local community issues and concerns in the Strategy. Crime data was also analysed from Liverpool City PAC as well as from the NSW BOCSAR. The new Strategy encourages collaborative approaches to make the Liverpool Local Government Area (LGA) a safer place in which to live, work and visit.

3.1.3 Liverpool Community Safety and Crime Prevention Advisory Committee

Liverpool City Council supports the *Liverpool Community Safety and Crime Prevention Advisory Committee*, which aims to improve community safety and reduce crime and injury in the Liverpool LGA by adopting a collaborative approach to manage local issues. The Committee meets quarterly, and the meeting is held on the first Thursday in March, June, September and December from 10am to 12pm.

3.1.4 Liverpool City Council Social Impact Assessment Policy and Guidelines

The *Liverpool City Council Social Impact Assessment Policy and Guidelines* was adopted by Council in March 2023. This document considers the importance of determining if a proposed development would increase or reduce public safety and opportunities for crime (perceived or actual crime).

The following factors are identified for commercial developments of the nature of the proposal:

- Graffiti
- Vandalism & property damage
- Littering
- Offensive language behaviour

- Public violence / assault
- Substance consumption and abuse
- Theft
- Usability of streets and outdoor spaces
- Noise and activity (particularly late at night)
- Safety of workers (safe work practices)
- Safety of patrons
- Public violence.

The factors above are further explored in section 4.2.

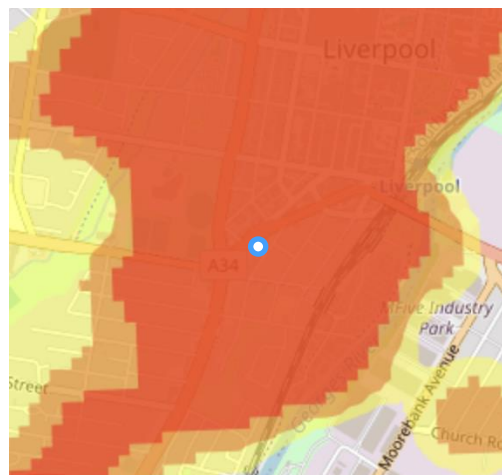
3.2 Crime statistics

Crime data from NSW BOCSAR for the area surrounding the site has been considered and assessed, the findings of which are presented in this section. BOCSAR's crime 'hotspot' data for crime types near present near the site is shown in Figure 6 on the following page.

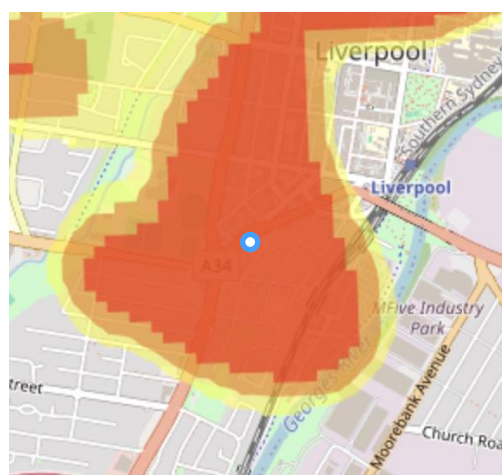
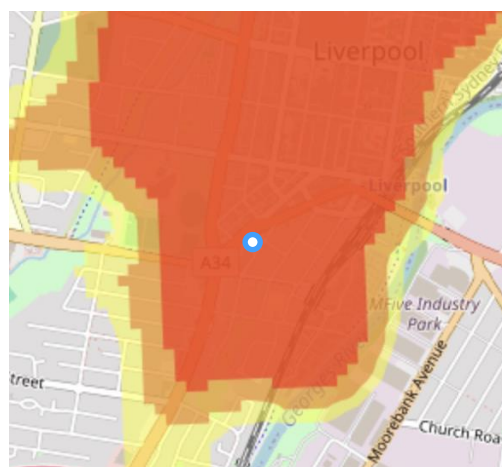
In the year to June 2023, the site existed within high-density hotspots for crimes of domestic assault, malicious damage to property, theft (break and enter dwelling) and theft (break and enter non-dwelling). The site was located between a medium- and high-density hotspot for non-domestic assault. The site was not collocated with a robbery hotspot, but a high-density hotspot existed to its north, with a medium-density hotspot to the south-west.

Whilst these findings suggest a moderate level of crime near the site, it is noted that BOCSAR's hotspots are derived from counts of incidents, which often results in densely populated or highly visited areas being associated with crime hotspots. It is useful, therefore, to consider identified crime hotspots against the relevant rate per 100,000 persons. An assessment of these rates across the study area, LGA, and NSW as a whole is shown in the series of tables following the below figure.

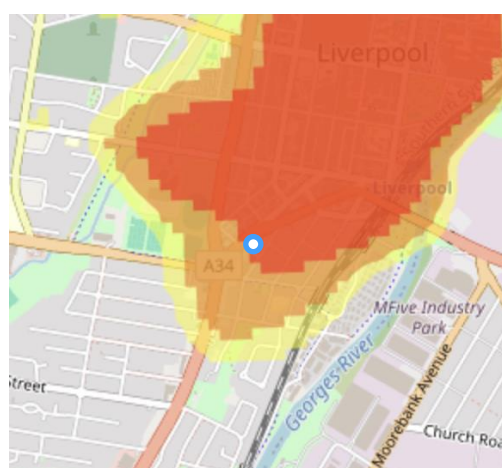
Figure 6: BOCSAR crime hotspot maps for incidents between July 2022 to June 2023 (site in blue circle)



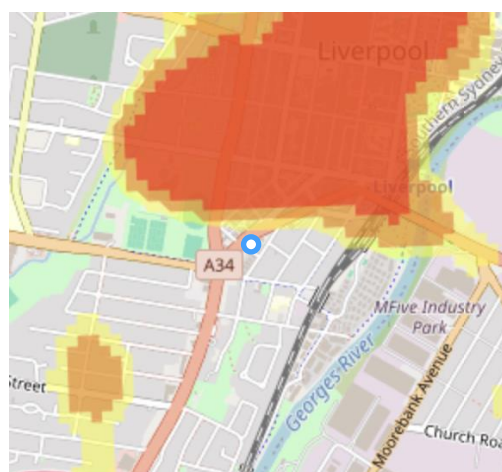
Domestic assault



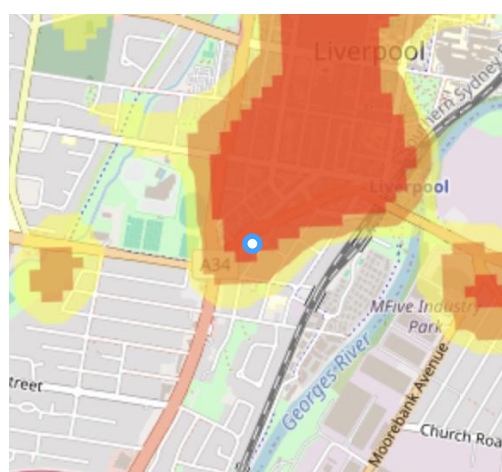
Theft (break and enter dwelling)



Non-domestic assault



Robbery



Theft (break and enter non-dwelling)

Source: NSW BOCSAR (2023)

Density
■ High
■ Medium
■ Low

Detailed data obtained from BOCSAR for Liverpool has been included in the tables below. Rates for the wider Liverpool LGA and NSW have also been included for comparison.

Table 1 shows that rates of domestic assault rose significantly in the Liverpool SAL and LGA over the last two years, with a more modest rise across NSW. Rates of domestic assault were particularly high in Liverpool SAL throughout both 2022 and 2023. By December 2023, rates of domestic assault in Liverpool SAL were over twice the state average.

Table 1: Incidents of domestic assault from January 2022 to December 2023 (rate per 100,000 population)

Year to	December 2023	December 2022		December 2023	
Area	Trend (2 year)	Count	Rate	Count	Rate
Liverpool (SAL)	Up 40.4% per year	228	730.3	320	1,025.0
Liverpool (LGA)	Up 23.5% per year	1,060	452.3	1,309	558.5
New South Wales	Up 6.7% per year	33,797	417.6	36,072	445.7

Source: BOCSAR (2023)

Table 2 shows that rates of robbery were stable in the Liverpool SAL and LGA and in NSW over the past two years. Nonetheless, rates of robbery in the SAL were over twice those of the LGA and three times those of NSW.

Table 2: Incidents of robbery from January 2022 to December 2023 (rate per 100,000 population)

Year to	December 2023	December 2022		December 2023	
Area	Trend (2 year)	Count	Rate	Count	Rate
Liverpool (SAL)	Stable	24	76.9	27	86.5
Liverpool (LGA)	Stable	66	28.2	68	29.0
New South Wales	Stable	1,843	22.8	1,921	23.7

Source: BOCSAR (2023)

Table 3 shows that rates of malicious damage to property were stable in the Liverpool SAL and LGA and in NSW over the past two years. Nonetheless, the SAL had a slightly smaller count of such crimes in 2023, while such crimes rose in the LGA and NSW.

Table 3: Incidents of malicious damage to property from January 2022 to December 2023 (rate per 100,000 population)

Year to	December 2023	December 2022		December 2023	
Area	Trend (2 year)	Count	Rate	Count	Rate
Liverpool (SAL)	Stable	382	1,223.6	341	1,092.3
Liverpool (LGA)	Stable	1,217	519.3	1,246	531.6
New South Wales	Stable	48,552	599.9	49,299	609.1

Source: BOCSAR (2023)

Table 4 shows that rates of theft (break and enter dwelling) were stable in the Liverpool SAL and LGA, and rose in NSW, over the two years to December 2023. Nonetheless, the rate of theft (break and enter dwelling) in Liverpool SAL was over twice that of the LGA and NSW in 2023.

Table 4: Incidents of theft (break and enter dwelling) from January 2022 to December 2023 (rate per 100,000 population)

Year to	December 2023	December 2022		December 2023	
Area	Trend (2 year)	Count	Rate	Count	Rate
Liverpool (SAL)	Stable	123	394.0	163	522.1
Liverpool (LGA)	Stable	512	218.5	540	230.4
New South Wales	Up 6.4% per year	18,776	232.0	19,973	246.8

Source: BOCSAR (2023)

Table 5 shows that rates of theft (break and enter non-dwelling) have been stable in Liverpool SAL over 2022 and 2023, while rising significantly in NSW and the LGA. However, such rates still remain significantly higher in the SAL.

Table 5: Incidents of theft (break and enter non-dwelling) from January 2022 to December 2023 (rate per 100,000 population)

Year to	December 2023	December 2022		December 2023	
Area	Trend (2 year)	Count	Rate	Count	Rate
Liverpool (SAL)	Stable	47	150.5	55	176.2
Liverpool (LGA)	Up 37.4% per year	131	55.9	180	76.8
New South Wales	Up 16.1% per year	7,420	91.7	8,615	106.4

Source: BOCSAR (2023)

Table 6 shows that rates of non-domestic assault were stable in Liverpool SAL in 2022 and 2023, while rising by 10.1% and 9.6% respectively in Liverpool LGA and NSW. Nonetheless, such rates were still high in the SAL relative to the other areas in 2023.

Table 6: Incidents of non-domestic assault from January 2022 to December 2023 (rate per 100,000 population)

Year to	December 2023	December 2022		December 2023	
Area	Trend (2 year)	Count	Rate	Count	Rate
Liverpool (SAL)	Stable	311	996.2	348	1,114.7
Liverpool (LGA)	Up 10.1% per year	849	362.2	935	398.9
New South Wales	Up 9.6% per year	31,166	385.1	34,157	422.0

Source: BOCSAR (2023)

The above tables indicate that the Liverpool LGA, and the site's immediate suburb of Liverpool SAL in particular, have proportionally high crime rates. As such, it is important that the proposed development include design elements aimed to reduce crime, and that it avoids contributing to higher crime rates in the local area.

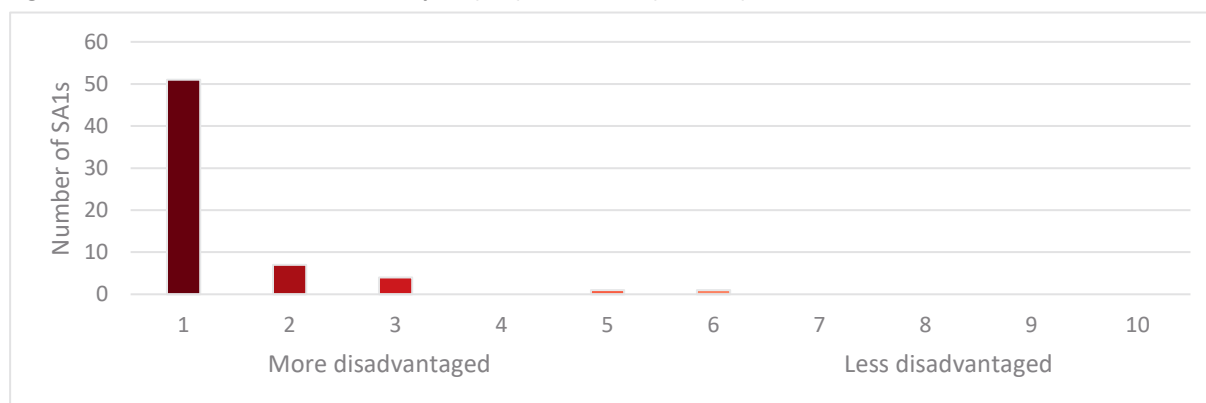
3.3 Social advantage and disadvantage

The Socio-Economic Indexes for Areas (SEIFA) are rankings of relative socio-economic status (advantage and disadvantage) for different geographic areas, within each state and nationally. The indexes rank areas against others of the same geographic type (e.g. Local Government Area or Statistical Area Level 1) based on specific socio-economic metrics, selected based on the particular SEIFA index. Higher rates of crime are generally associated with areas of low socio-economic status and high levels of disadvantage.² As such, this section reviews the SEIFA for the site and its immediate surrounds with data from the 2021 Census.

3.3.1 Relative socio-economic disadvantage

Index of Relative Socio-economic Disadvantage (IRSD) examines factors such as unemployment, proportion of lower income households, lower education levels or lack of internet access to compare overall levels of disadvantage in areas. Figure 7 shows the distribution of IRSD rankings for SA1s within Liverpool (SAL) in 2021. Out of a total of 64 SA1s, there were 51 SA1s (approx. 80 per cent) within the first decile. This indicates there are high rates of disadvantage in Liverpool (SAL), given that 4 out of 5 SA1s were ranked in the lowest decile.

Figure 7: Distribution of SA1s within Liverpool (SAL) on the IRSD (national)



Source: ABS (2021). SA1s for which no score is recorded (low population) have been excluded.

This data is shown spatially in Figure 8, which shows that the SA1s immediately surrounding the site have high levels of disadvantage.

² NSW Bureau of Crime Statistics and Research (1991), *Disadvantage and Crime in New South Wales*

Figure 8: SA1s near the site ranked against others on the IRSD using deciles

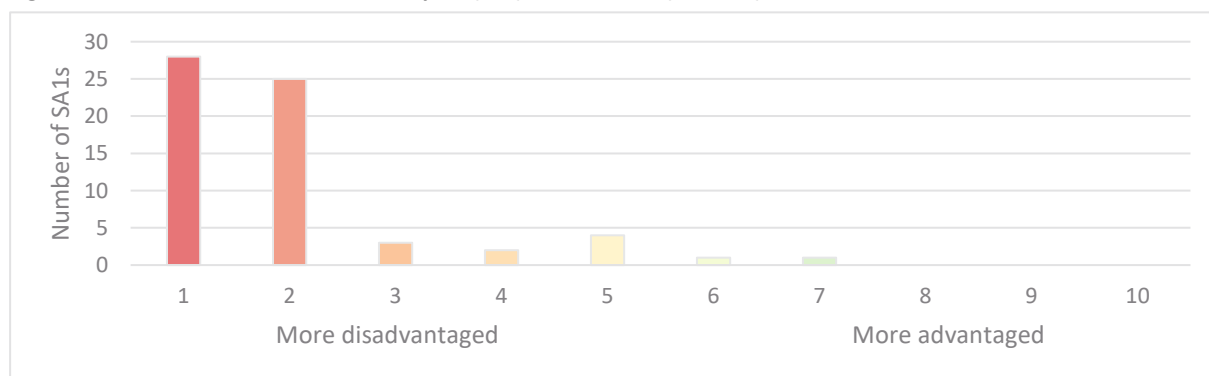


Source: ABS (2021). SA1s for which no score is recorded (low population) have been excluded.

3.3.2 Relative socio-economic advantage and disadvantage

Index of Relative Socio-economic Advantage and Disadvantage (IRSAD), in addition to the indicators of disadvantage above, examines factors like professional occupations, high income, higher education levels, larger houses to compare overall levels of advantage and disadvantage in areas. Figure 9 shows the distribution of IRSAD rankings for SA1s within Liverpool (SAL). Out of a total of 64 SA1s, 53 SA1s (approx. 83 per cent) were within the first two deciles, indicating there are high rates of disadvantage within the suburb.

Figure 9: Distribution of SA1s within Liverpool (SAL) on the IRSAD (national)



Source: ABS (2021). SA1s for which no score is recorded (low population) have been excluded.

The above findings are shown spatially in Figure 10. The SA1s immediately surrounding the site generally have high levels of advantage, potentially indicating:

- Fewer households with high incomes, or fewer people in skilled occupations
- More households with low incomes, or more people in unskilled occupations.

Figure 10: SA1s near the site ranked on the IRSAD using deciles



Source: ABS (2021). SA1s for which no score is recorded (low population) have been excluded.

3.4 Surrounding receivers

In combination with other recent higher-density development, residential receivers near the site may be more susceptible to social impacts arising from the construction and operation of the proposed development, particularly residents of older developments who may have resided in the area for a longer period. Commercial buildings near the site are generally associated with the busy and noisy environment alongside major roads. Though they may be subject to impacts due to the project, it is considered unlikely that they would be particularly sensitive to any changes that may occur.

There are a variety of educational institutions within 500 metres of the site. These include childcare centres, of which there are two to the site's southeast, and one to the northwest. A primary and secondary Islamic school, Al Amanah College, is located approximately 250 metres to the site's southeast. There are also numerous after-school tutoring operators and registered training organisations within 500 metres of the site.

Other areas that may be sensitive to impacts arising from the proposed development include recreational areas such as parks and sporting facilities within 500 metres of the site. Between 200 and 500 metres to the site's northwest are multiple parks, sporting ovals, and other sporting facilities associated with Woodward Park and the Whitlam Leisure Centre. This area also includes the Liverpool Girl Guide Hall and a specialty health service

provider offering physical therapy for people with spinal cord injuries. Other recreational spaces that may be sensitive to impacts arising from the proposed development include Dunbier Park, approximately 200 metres to the southeast; Discovery Park, approximately 320 metres to the south; and a small open space near the corner of Macquarie and Scott Streets, approximately 420 metres to the northeast. Nine places of worship were identified within 500 metres of the site, servicing a variety of religions and denominations. There are several community centres within 500 metres of the site, including Liverpool Community Centre, approximately 150 metres to the south; as well as several community centres associated with the aforementioned places of worship.

3.5 NSW Police

HillPDA contacted local police at Liverpool City Police Area Command (PAC) on 7 March 2024 to discuss the proposal, in the form of an informal interview and discussion. The Liverpool PAC representative made several observations and recommendations regarding the development and its surrounds.

A Liverpool PAC representative noted that domestic assault comprises most crime in the area. However, crime regularly occurs at the Speedway service station. This was seen as ordinary for a service station, with crimes mainly relating to the theft of petrol and other goods. It was noted that such crimes occur regardless of the time of day or week. As a result, the representative stated that CCTV and adequate lighting are both necessary for the development. The site itself was not seen as a significant crime attractor, either in its current form, or in the proposed post-development state.

Most significantly, the PAC representative noted that the development itself would create risks of theft, as a common occurrence in new apartment buildings around Liverpool. It was noted that parcels are often stolen from building lobby areas by residents, or members of the public when residents open doors, despite the presence of CCTV. As a design response, the PAC suggested personal lockers, or generic ground floor parcel spaces for couriers to leave deliveries.

The ground floor of the proposed development is to contain a bulky mail room, adjacent to a security desk. Discussions with the client have indicated that parcels would be delivered through the residential entry, and handled by the concierge if nobody is present to receive them. In such cases, the bulky mail room would be accessed and tracked by building management to facilitate the protection of residents' deliveries.

CPTED ASSESSMENT

4.0 CPTED ASSESSMENT

4.1 CPTED principles

This section undertakes an assessment of the proposed additions against for four principles of CPTED, being surveillance, access control, territorial reinforcement, and activity and space management.

4.1.1 Surveillance

Definition:

The attractiveness of crime targets can be reduced by providing opportunities for effective surveillance, both natural and technical. Good surveillance means that people can see what others are doing. People feel safe in public areas when they can easily see and interact with others. Would be offenders are often deterred from committing crime in areas with high levels of surveillance.

Surveillance can take the form of natural surveillance, passive surveillance, or organised surveillance:

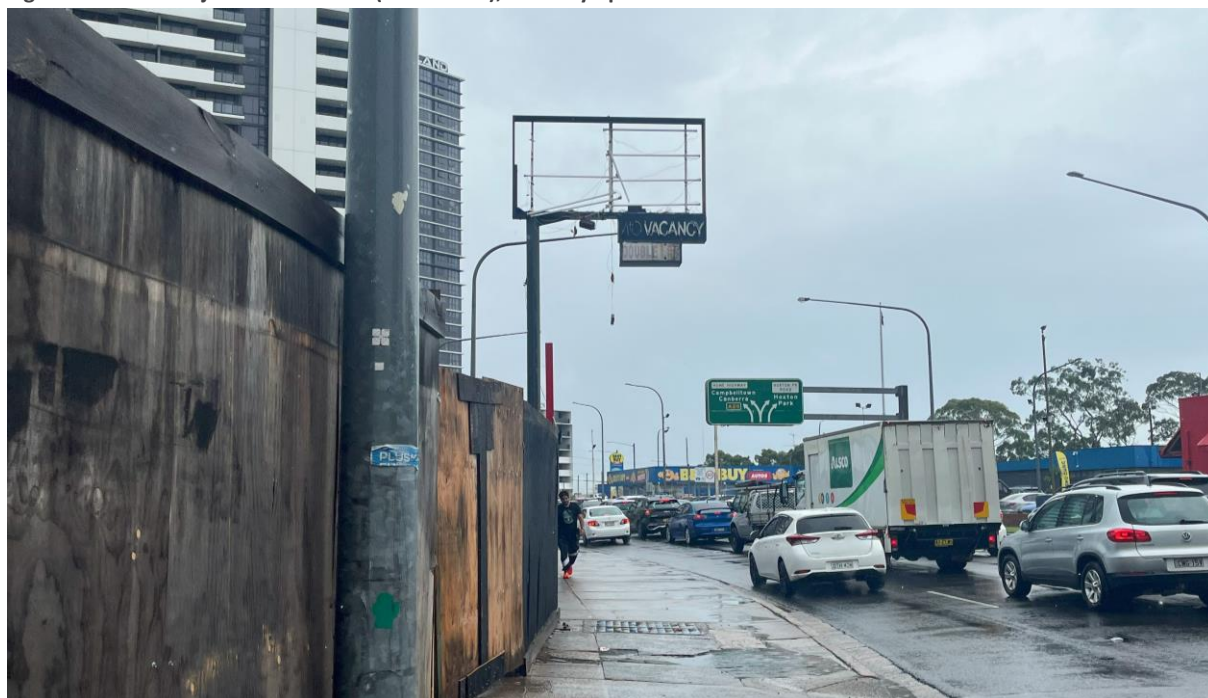
- Natural surveillance involves observation of the public realm and organising the built environment and activities of people in that space to maximise surveillance
- Passive surveillance is achieved where people are engaged in an activity such as sitting on a public bench or looking out the window of a residence, while also allow for surveying the area at the same time
- Formal surveillance refers to people or products in specific locations with the role of maintaining security and public safety.

Deterrence can be achieved through design by implementing:

- Clear sightlines between public and private places
- Effective lighting of public places
- Landscaping that makes places attractive but does not provide offenders with a place to hide or entrap victims.

A site visit was undertaken at approximately 2pm on a Tuesday afternoon. HillPDA observed that the site has low levels of pedestrian activity, but a high level of nearby vehicle activity, being located on a major road (Figure 11). The presence of nearby vehicles and street lighting add to passive surveillance at the site. Activity is likely present over 24 hours but possibly peaks during daytime hours.

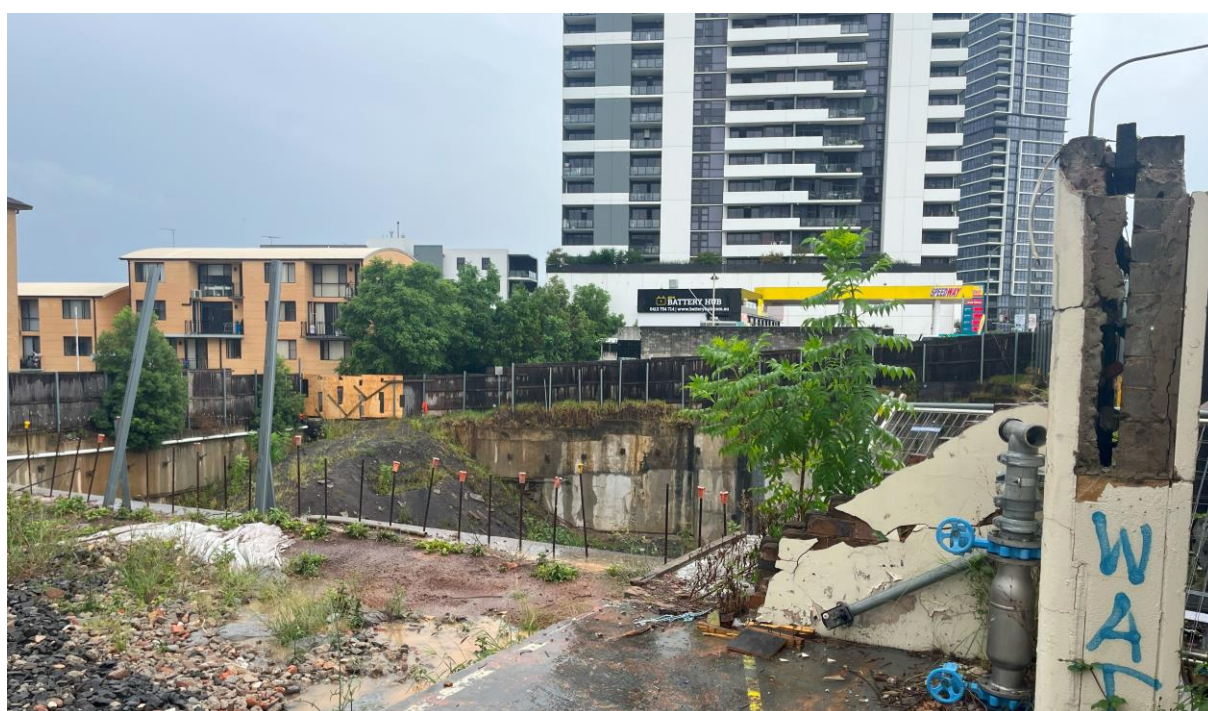
Figure 11: Street adjacent to the site (site on left), Tuesday 2pm



Source: HillPDA (2024)

During the site visit, HillPDA also observed that the site is surrounded by several buildings that would provide passive surveillance over the proposed development. This includes several nearby apartment buildings with buildings and balconies overlooking the site, as well as a nearby service station, which would generate daily activity within eyesight of the site between 6am and midnight (Figure 12).

Figure 12: Site viewed through gap in construction hoarding, apartment buildings and service station in background



Source: HillPDA (2024)

The hotel component of the proposed development would be designed to contribute to both natural and formal surveillance. Site plans dated 31 January 2024 indicate that areas accessible to the public, such as the lobby, bar, and gymnasium, have open lines of sight. Furthermore, hotel staff, such as lobby reception and security guards, would contribute to formal surveillance, monitoring the security of areas. Additional formal surveillance methods could include CCTV cameras and identification checks at the on-site licensed premises. The residential component would also include formal surveillance, through the implementation of CCTV and the presence of concierge staff at a security desk.

Recommendations to maximise opportunities for surveillance associated with the proposal are provided in Section 5.0.

4.1.2 Access control

Definition:

Physical and symbolic barriers can be used to attract, channel or restrict the movement of people. They minimise opportunities for crime and increase the effort required to commit crime. By making it clear where people are permitted to go or not go, it becomes difficult for potential offenders to reach and victimise people and their property. Illegible boundary markers and confusing spatial definition make it easy for offenders to make excuses for being in restricted areas. However, care needs to be taken to ensure that the barriers are not tall or hostile, creating the effect of a compound.

Effective access control can be achieved by creating:

- Landscapes and physical locations that channel and group pedestrians into target areas
- Public spaces which attract, rather than discourage people from gathering
- Restricted access to internal areas or high-risk areas (like car parks or other rarely visited areas). This is often achieved through the use of physical barriers.

A site visit undertaken on a Tuesday afternoon indicated that access to the site is currently mostly restricted. Construction hoardings are currently in place, blocking physical access to the site, although only a bicycle lock is used to seal the front street entrance. Some of the hoardings include messages intended to discourage adjacent parking (Figure 13). It is unclear who has written the messages. Related impacts to activity and space management are discussed in section 4.1.4.

Figure 13: Hoarding with 'NO PARKING' message



Source: HillPDA (2024)

Once development is undertaken, design components can either restrict or promote access. Site plans dated 31 January 2024 indicate that residential and hotel lobbies are to have separate entrances. Both entrances will front the public domain. Although the hotel lobby, bar, and gym will be accessible to the public, they will be designed so as to indicate their various purposes, with access also restricted from private areas in the building.

Access will be more strongly restricted in high-risk areas such as carparks and residential areas. It is assumed that the development would require swipe cards or access keys for accessing private or restricted areas such as these. It is expected that all resident-only areas (such as apartments, residential communal spaces, and parking areas) would be blocked from other areas (including the gymnasium, hotel, and licensed premises) via walls and key-activated doors.

In addition, symbolic barriers such as the use of landscaping would impact access and encourage certain movements within the development. This can be seen in preliminary site plans, which identify the use of soft landscaping in the hotel courtyard and other areas.

Recommendations relating to access control are provided in Section 5.0.

4.1.3 Territorial reinforcement

Definition:

Community ownership of public space sends positive signals. People often feel comfortable in, and are more likely to visit, places which feel owned and cared for. Well-used places also reduce opportunities for crime and increase risk to offenders. If people feel that they have some ownership of public space, they are more likely to gather and to enjoy that space. Community ownership also increases the likelihood that people who witness crime will respond by quickly reporting it or by attempting to prevent it.

Effective territorial reinforcement can be achieved through:

- Design that encourages people to gather in public space and to feel some responsibility for its use and condition
- Design with clear transitions and boundaries between public and private space
- Clear design cues on who is to use space and what it is to be used for. Care is needed to ensure that territorial reinforcement is not achieved by using gates and enclosures to turn public spaces into private spaces.

Currently, the site is vacant, comprising a construction pit. Aerial imagery has been analysed to determine that the site has been in this condition for over five years. As such, development would have a significant positive effect on the activation of the site and its immediate surrounds, including footpaths on adjacent streets. This may increase people's long-term feelings of ownership over space, likely decreasing the risk of crime.

Development would also increase the flow of residents, workers, and visitors moving in and out of the site. This would further reduce opportunities for crime and increase risks for offenders. In addition, development would delineate clearly between public, semi-public, and private spaces. The external public domain would remain a public space, whereas interior building lobbies, as well as gardens, the hotel bar, and the gymnasium, would comprise semi-public spaces. These spaces would allow members of the public to move through them, but would remain controlled by management, thereby creating a sense of both public and private ownership over space and potentially reinforcing safety. Private spaces would be clearly established as inaccessible to the public, and would include hotel rooms and residences.

Specific recommendations relating to territorial management are provided in Chapter 5.0.

4.1.4 Activity and space management

Definition:

Linked to the principle of territorial reinforcement, space management ensures that space is appropriately utilised and well cared for. Space management strategies include activity coordination, site cleanliness, rapid repair of vandalism and graffiti, the replacement of burnt-out pedestrian and car park lighting and the removal or refurbishment of decayed physical elements.

Activity and space management strategies include:

- Regular cleaning and maintenance of the public realm
- Signage identifying the intended uses of a space and the prohibited uses
- Planning uses and events to avoid conflicting activities
- Encouraging use through public amenity by providing an attractive environment.

Places that are managed and maintained properly tend to be perceived to be safer and more inviting. Places that are not managed and maintained properly tend to limit activation and detract users, which ultimately makes

them more susceptible to crimes. A key priority for the proposal should be to ensure that both the internal and external areas are maintained and managed effectively and appropriately, to ensure they remain attractive.

As mentioned in section 4.1.3, the site has contained a construction pit for over five years. Furthermore, banners on construction hoardings are fading, blacked out, falling down, and/or written on with paint (Figure 14). The site is also surrounded by rubbish and unmown grass, shown in Figure 15. These are all signs of neglect and poor maintenance, which may indirectly encourage crime.

Figure 14: Construction hoarding, main street frontage



Source: HillPDA (2024)

Figure 15: Construction hoarding, unmown grass, and rubbish, side street frontage



Source: HillPDA (2024)

The proposed development would contribute positively to space management. The construction of new buildings and landscaping would comprise a significant investment into the built environment. It is also expected that a new building on the site would be well-maintained, particularly compared to the site currently. This would create a far more amenable and attractive environment immediately surrounding the site, which would be expected to discourage crime. Regular cleaning and maintenance of both the internal and external areas of the proposed development would also help to reduce the overall risks of crime.

Recommendations relating to activity and space management are provided in Chapter 5.0.

4.2 Crime and safety considerations for commercial developments

As identified in section 3.1.4, the *Liverpool City Council Social Impact Assessment Policy and Guidelines* identifies several crime and safety factors that should be taken into consideration for commercial developments. These are further considered in Table 7.

Table 7: Crime and safety considerations for commercial developments

Crime and safety consideration ³	The proposal
Graffiti	<ul style="list-style-type: none"> HillPDA's site visit identified some areas of existing graffiti surrounding the site. The design of the proposal has minimised blank walls, reducing the risks of future graffiti being committed following construction.
Vandalism & property damage	<ul style="list-style-type: none"> HillPDA's site visit identified areas of the site which are currently poorly maintained (refer section 4.1.4), which can be attributed to the site existing in its current form as a construction site for the last 5+ years since 2018. The proposal would improve overall amenity and increase surveillance of the site, reducing the risks of vandalism and property damage being taking place.
Littering	<ul style="list-style-type: none"> HillPDA's site visit identified existing areas of litter surrounding the perimeter of the site (refer section 4.1.4). Proposed improvements to the public domain including the instalment of attractive, glass-panelled facades and a gym with public footpath access would improve activity and space management at the site and discourage littering.
Offensive language behaviour	<ul style="list-style-type: none"> The inclusion of a licensed premises on-site may increase the potential for offensive language behaviour to occur and affect neighbouring properties.
Public violence/assault	<ul style="list-style-type: none"> The inclusion of a licensed premises on-site increases the potential risks of public violence and assault. This would be mitigated through the implementation of security measures, including a bar design that allows for lines of sight, the presence of security-trained personnel and the restriction of operating hours.
Substance consumption and abuse	<ul style="list-style-type: none"> Due to containing licensed premises, risks of substance consumption and abuse at the site are considered to be high. However, this can be mitigated through the implementation of a Plan of Management and the operation of the hotel in accordance with the liquor license (once attained).
Theft	<ul style="list-style-type: none"> Discussions with Liverpool PAC indicated that the development would increase risks of theft. This could be mitigated by designing the development to restrict access to parcel deposit areas.
Usability of streets and outdoor spaces	<ul style="list-style-type: none"> The proposal would improve the overall amenity of the site and surrounds. This would be achieved through construction and landscaping, with an unused construction site being replaced with new buildings with visually interesting street frontages. The site surrounds would be more usable, in being more attractive and providing services that may attract the public, such as the proposed gym and licensed premises.
Noise and activity (particularly late at night)	<ul style="list-style-type: none"> The hours of operation for the hotel are 24/7, and for the liquor licence, broadly between midday and late at night. Potential impacts associated with noise and activity would be mitigated through the operation of the hotel during the approved hours of operation and in accordance with the liquor license (once attained). It is also recommended that signage is installed to encourage patrons to be considerate of neighbours when entering or leaving the premises.

³ Liverpool City Council (2023), Social Impact Assessment Policy and Guidelines, Appendix C: Common social impact types

Crime and safety consideration ³	The proposal
Safety of workers (safe work practices)	<ul style="list-style-type: none"> During construction, the safety of workers would be ensured through the implementation of a Construction Management Plan (CMP) and Construction Traffic Management Plan (CTMP). During operations, the safety of workers would be ensured through the implementation of a Plan of Management.
Safety of patrons	<ul style="list-style-type: none"> The safety of hotel, gym and bar patrons would be ensured through the implementation of a Plan of Management, in addition to the operation of the hotel in accordance with the liquor licence.
Public violence	<ul style="list-style-type: none"> See 'public violence/assault' row in this table.

EVALUATION AND RECOMMENDATIONS

5.0 EVALUATION AND RECOMMENDATIONS

This CPTED assessment has been undertaken by HillPDA to assess a proposal for a 31-storey mixed-use development at 402 Macquarie Street, Liverpool against the four principles of CPTED. The proposal is for a 31-storey 22,918sqm tower and podium, consisting of a 198-room hotel component, 168 residential apartments, communal areas and facilities, ground floor retail floorspace, and a publicly accessible gym.

The key findings of the assessment include:

- Crime mapping revealed that the site is located within high-density crime hotspots, including for theft, assault and malicious damage to property. Crime rates in central Liverpool are also high compared to the state and wider LGA.
- Socio-economic mapping revealed that the site is located in an area of high socio-economic disadvantage. Such areas tend to be correlated with higher rates of crime.
- Liverpool City Council has been collaborating with Liverpool PAC and the community to develop crime prevention strategies and processes. These include the Liverpool Crime Prevention Plan 2019-2021, Community Safety and Crime Prevention Strategy 2019-2022, Community Safety and Crime Prevention Advisory Committee and Social Impact Assessment Policy and Guidelines. These have identified key crime issues and strategies for crime reduction, which have been considered in this CPTED.
- HillPDA's consultation with Liverpool PAC indicated that standard crime prevention methods, such as access control, adequate lighting and surveillance, would be effective in the proposed development. The PAC also noted that a restricted access arrangement for residents' parcel deliveries would help to deter theft, which is a common issue in nearby apartment developments. The inclusion of a bulky mail room near a concierge/security desk will likely help to address this issue.
- During a site visit, HillPDA identified that there is high passive surveillance surrounding the site, though it is currently neglected. Development is expected to improve the site activation, with a positive impact through the construction of new buildings and landscaping.
- The site is planned to include licensed premises, increasing the risk of alcohol-related crime. HillPDA has considered the proposed bar design, judging that it would partly mitigate such risks. It is also suggested that the hotel Plan of Management identify methods to reduce such risks, as outlined in Appendix A.

Overall, the proposed development is expected to increase perceived safety at the site, due to comprising a new investment into a currently under-maintained site. General crime risks would decline due to a greater level of site activation. However, risks of alcohol-related crime would increase due to the operation of a licensed premises. As such, the following suggestions are made to ensure that the development's design helps to mitigate crime risks:

Surveillance

Recommendations to improve surveillance at the site include:

- Incorporate glass in basement elevator lobby areas to ensure visibility between car parking and elevator areas
- Ensure that landscaping does not conceal building entrances or lines of sight
- Provide entry lights around building doorways
- Display the building street number with reflective material

- Ensure lighting complies with Australian Standards 1158.1, 2890.1. Install adequate artificial lighting to reduce dark areas, particularly around external entry paths/foyers/driveways/carparks and on the underside of awnings
- Paint basement parking areas in light colours
- Install a CCTV system that covers high-risk and entry areas.

Access Control

Recommendations to improve access control at the site include:

- Maintain safe access for both pedestrians and vehicles during the construction phase to cause minimal disturbance
- The installation of effective signage to direct visitors to relevant parts of the building once operational.

Territorial Reinforcement

Recommendations to improve territorial reinforcement at the site include:

- Construct ground floor windows and doors from toughened glass
- Install a security alarm system in the building
- Install clear signage indicating loading docks and other areas that cannot be accessed by the public
- Display of appropriate signage including entry/exit signs, warning signs, and wayfinding signs.

Activity and Space Management

Recommendations to improve activity and space management at the site include:

- Install vandal-resistant, high-mounted light fixtures in elevators to carparks
- Include a policy addressing sexual harassment of staff and patrons in the Plan of Management of the licensed premises
- Installation of appropriate signage and/or branding identifying the intended uses of spaces throughout the development
- Proactive management and maintenance of the broader site both during construction and operation to improve the level of amenity (e.g. removal of litter) and minimise opportunities for vandalism and criminal behaviour.

A full checklist for compliance with CPTED principles, including related suggestions, is provided at Appendix A.

APPENDIX

APPENDIX A: COMPLIANCE CHECKLIST

The following table assesses design components according to a guideline of CPTED principles. It also includes additional design considerations for licensed premises, which are informed by Local Government NSW (2022), *Crime Prevention Through Environmental Design (CPTED)*, p. 14.

Standard	Provisions	Compliance
Natural Surveillance	1. Openings in buildings are located and designed to overlook public places to maximise casual surveillance.	Yes, building entrances/openings are located on Macquarie Street, providing opportunities for overlooking and passive surveillance over the public streetscape
	2. The main entry to a building should face the street.	Yes, main entrances are located on Macquarie Street, which has an active flow of traffic
	3. An external entry path and the foyer to a building must be direct to avoid potential hiding places.	Proposed entrances are direct and short in length, limiting opportunities for potential hiding places
	4. Entry lobby areas to and from car parking areas should be transparent allowing viewing into and from these areas.	Elevators and elevator lobby areas connect to car parking areas. It is recommended that these areas incorporate transparent materials
	5. Landscaping must not conceal the front door to a building when viewed from the street	Current site plans indicate that landscaping will not conceal building entrances. It is recommended that this be maintained in more developed landscape plans
	6. Pedestrian access should be well lit and maximise sight lines.	The streetscape adjacent to the site is currently lit with standard streetlights. It is recommended that additional lighting be provided around constructed building entrances to facilitate pedestrian access and sight lines
	7. Landscaping should not inhibit sight lines.	Current site plans indicate that landscaping will not inhibit sight lines. It is recommended that this be maintained in more developed landscape plans
	8. ATM design and location is within direct view of pedestrian paths so that they can be overlooked from vantage points.	Should an ATM be located on site, it is recommended to be within direct view of pedestrian paths
	9. The street number of a building must be visible from reflective material to allow visitors and emergency vehicles to easily identify the location of the building.	Comprising both a hotel and residential development, the proposed development is expected to be easily identifiable. It is nonetheless recommended that the street number is displayed with reflective material
Measures /security devices	10. All windows and doors on the ground floor must be made of toughened glass to reduce the opportunities for 'smash and grab' and 'break and enter' offences.	Ground floor windows and doors are recommended to be constructed from toughened glass to reduce 'smash and grab' and 'break and enter' offence opportunities
	11. A security alarm system must be installed in a building.	Security alarm systems are recommended to be installed in the building
	12. Unless impracticable, access to an outdoor car park must be closed to the public outside of business hours via a lockable gate.	The development is proposed to contain an underground carpark, which is expected to be secured for guests and residents
	13. CCTV system must cover all high-risk areas and including all entry areas.	It is recommended that a CCTV system covers all high-risk areas and all entry areas
Access control	14. Loading docks in the vicinity of main entry areas are secured outside of business hours.	The development is proposed to contain a loading dock near a Vehicle Entry point on Basement 1. The hotel component of the development would operate 24/7. It is nonetheless recommended that the loading dock is secured from publicly accessible areas

Standard	Provisions	Compliance
Territoriality / ownership	15. Access to a loading dock, or other restricted area in a building must only be accessible to tenants via a security door, intercom, code or other mechanism.	It is recommended that mechanisms such as security doors, intercoms and codes are used to secure restricted areas from people who are not tenants
	16. Clear signage should be erected indicating loading docks and other areas which cannot be accessed by the general public.	It is recommended that clear signage be installed indicating loading docks and other areas which cannot be accessed by the general public
	17. Site planning provides a clear definition of territory and ownership of all private, semi- public and public places.	Territory and ownership are to be clearly delineated by site planning. The public places of Macquarie and Carey street footpaths will be located outside pedestrian and vehicle entrances. The semi-public places of building lobbies will reflect building purposes, with separate access for hotel and residential components. The hotel and residential lobbies will feature separate branding and concierges/security. Access to private spaces will be restricted to the public.
Lighting	18. Both natural and artificial lighting is used to reduce poorly lit or dark areas and therefore deterring crime and vandalism.	It is recommended that artificial lighting be adequately provided to reduce poorly-lit/dark areas and thus deter crime. Landscape plans indicate that glass windows will be present on building facades. This is expected to direct natural lighting into the building
	19. Lighting must be provided to the following areas of a building to promote safety and security and night; a. an external entry path, foyer, driveway and car park to a building b. shopfront. This may be in the form of motion sensitive lighting or timer lighting c. the underside of an awning.	It is recommended that lighting is provided to external entry paths/foyers/driveways/car parks, and to awning undersides, to promote night-time safety and security
	20. Lift access to a car park that are intended for night use must be well lit using a vandal resistant, high mounted light fixture.	It is recommended that elevators to all carparks are lit using vandal-resistant, high-mounted light fixtures
	21. The lighting in a car park must confirm to Australian Standards 1158.1, 2890.1.	Recommendation: All lighting to comply with Australian Standards 1158.1, 2890.1
	22. The use of lighting fixtures, and vandal resistant, high mounted light fixtures, which are less susceptible to damage in the car park and laneway areas.	It is recommended that carparks and laneway areas are lit using vandal-resistant, high-mounted light fixtures
	23. Car parking areas should be painted in light colours which will increase levels of illumination.	It is recommended that carparks are painted in light colours to increase illumination levels
Vandalism and graffiti	24. Development minimises blank walls along all street frontages.	Landscape plans indicate that the proposed development would feature minimal blank walls along street frontages, with building thresholds predominantly containing glass doors and windows
Licensed premises	25. Are there bottlenecks or congestion points in or around the licensed premises	The hotel lift lobby adjacent to the licensed premises could function as a bottleneck or congestion point but is nonetheless wider compared to corridors elsewhere in the building
	26. Are there places where people cluster in areas near the licensed premises, such as fast food outlets or bus stops	Some nearby areas have the potential for people to cluster, e.g. Speedway service station; bus stop opposite
	27. Are there large numbers of people on narrow footpaths	There would be a 'Public Domain Interface' outside the proposed development, which would provide space for people to navigate outside the building

Standard	Provisions	Compliance
	28. What is the venue capacity and what is the staff-to-patron ratio, especially on Friday and Saturday nights	The venue will have indoor capacity of 57 and outdoor capacity of 140. It is recommended that staff are rostered for an appropriate staff-to-patron ratio, especially on weekend nights
	29. Are security employed at the venue – if so, how many, on which nights, and during which hours	Recommendation: Venue operator to employ security staff in line with expected venue risks, drawing on consultation with NSW Police
	30. What access control and movement measures are in place inside the venue	The venue is designed to allow for generally unobstructed movement and clear lines-of-sight within the bar area. Access from the venue to resident-only areas (such as resident communal space) must be restricted by key-activated doors.
	31. Is there potential for congestion in areas where people are seated or at the bar/service area or elsewhere	There is potential for congestion, including bar seating potentially blocking standing access to the bar
	32. Are there areas in the venue which are unsupervised	Recommendation: Ensure that all indoor and outdoor venue space is supervised, with sufficient venue staff for passive and potential active surveillance
	33. Does the venue have a policy in its Plan of Management which addresses sexual harassment of staff and patrons	It is recommended that the venue's Plan of Management includes a policy addressing sexual harassment of staff and patrons
	34. Does the application include a floorplan, and if so, what does it reveal	There is a floorplan for the level of the proposed development on which the bar is to be located. It indicates that the bar would have an open layout, with clear lines-of-sight between the bar, entrances/exits, and toilets. This would increase passive surveillance and safety. It also indicates that there is bar seating, which may block standing access to the bar
	35. Are there open sightlines between the bar/service area and seated areas	The bar/service area would have clear lines of sight to seated areas
	36. How does the venue manage noise which may compromise local amenity	The bar currently has an indicative operating schedule of 12pm to late at night. The Plan of Management will involve specific hours, which would allow for consistent ongoing noise agreements with relevant authorities
	37. Does the venue have a procedure for what happens at closing time	Recommendation: Venue operator to develop a closing time procedure

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