



State Significant Development Application SSD 15_6957 Crime Prevention Through Environmental Design Report



Crown Sydney Hotel Resort

Barangaroo South

Submitted to Department of Planning & Environment
On Behalf of Crown Resorts Limited

April 2015 ■ 13351

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1.0 Introduction

This Crime Prevention through Environmental Design (CPTED) assessment has been undertaken to assess the elements of crime, and the fear of crime that may be associated with the proposed Crown Sydney Hotel Resort development at Barangaroo, Sydney (herein referred to as 'the site').

CPTED is a situational crime prevention strategy that focuses on the design, planning and structure of the environment. It aims to reduce opportunities for crime by employing design and place management principles that minimise the likelihood of essential crime ingredients. This assessment has been prepared by a Certified NSW Police Risk Assessor, and uses qualitative and quantitative measures of the physical and social environment to analyse and suggest treatment for crime opportunity in accordance with the Australian and New Zealand Risk Management Standard AS/NZS 31000:2009.

In accordance with the NSW Department of Planning and Infrastructure's guidelines, the aim of the CPTED strategy is to influence the design of buildings and places by:

- increasing the perception of risk to criminals by increasing the possibility of detection, challenge and capture;
- increasing the effort required to commit crime by increasing the time, energy or resources which need to be expended;
- reducing the potential rewards of crime by minimising, removing or concealing 'crime benefits'; and
- removing conditions that create confusion about required norms of behaviour.

The following drawings have been reviewed as part of this assessment:

- Architectural Plans, prepared by Wilkinson Eyre Architects
- Landscape Plans, prepared by St Legere Landscape Architects

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

- Review of key literature on CPTED including that by the Department of Attorney General and Justice;
- Collection and analysis of local and NSW State crime statistics from the Bureau of Crime Statistics and Research (BOSCAR);
- Review of the proposed development as shown in the Architectural Plans as prepared by Wilkinson Eyre Architects and included with the EIS for the SSDA;
- Consideration of any relevant feedback obtained through the pre-lodgement consultation process undertaken by Crown and its consultants;
- Consultation with Crown Resorts regarding procedures and policies to be implemented in operating the hotel development;

- A safety audit of the proposed development and the masterplan for the Barangaroo precinct, in accordance with the current NSW policy and practice, of the following regulation and assessment principles:
 1. Surveillance
 2. Lighting/technical supervision
 3. Territorial reinforcement
 4. Environmental maintenance
 5. Activity and Space Management
 6. Access control
 7. Design, definition and designation.

A site inspection was not conducted to assess the current site conditions and situational crime prevention measures and safety impacts. The primary reason for this is the Barangaroo site is not established and is the subject of extensive construction. Instead consideration has been made of the proposed desired character of development sought to be implemented and as proposed under Modification 8 to the Barangaroo South Concept Plan.

Sections 3 and 6 of this report reflect the findings and recommendations of the Safety Audit.

Disclaimer:

CPTED strategies must work in conjunction with other crime prevention strategies and police operations. By using recommendations contained within this document, any person who does so must acknowledge that:

- *it is not possible to make areas assessed completely safe for the community and their property;*
- *recommendations are based upon information provided to, and observations made at the time the document was prepared; and this document 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.*

2.0 Site Analysis

2.1 Site Location and Context

Barangaroo is located on the north western edge of the Sydney Central Business District (CBD), bounded by Sydney Harbour to the west and north, the historic precinct of Millers Point (for the northern half), The Rocks and the Sydney Harbour Bridge approach to the east and a range of new development dominated by large CBD commercial tenants to the south.

The 22 ha Barangaroo site is generally rectangular in shape and has a 1.4 kilometre harbour foreshore frontage, with an eastern street frontage to Hickson Road. The site has been divided into three distinct redevelopment areas (from north to south) – the Headland Park, Barangaroo Central and Barangaroo South – and has been subject to multiple investigations that detail the physical and natural characteristics of the site. The locational context of the Barangaroo site and its distinct precincts are shown in **Figure 1** below.



Figure 1 – Barangaroo site locational context and precincts

The CSHR is located on land in the north west corner of Barangaroo South. With reference to the Barangaroo 'development blocks', as identified within the approved Concept Plan Urban Design Controls (MP06_0162 Mod 4), the CSHR site is located to the west of Blocks 4A, 4B and 4C and to the north of Globe Harbour, and referred to by Concept Plan (Mod 8) as Block Y. The CSHR building has a site area of 6,204m², with another 6,447m² subject to public domain and a

basement car park that will sit below ground level. This area is herein referred to as 'the site'. A site plan is provided at **Figure 2** below.

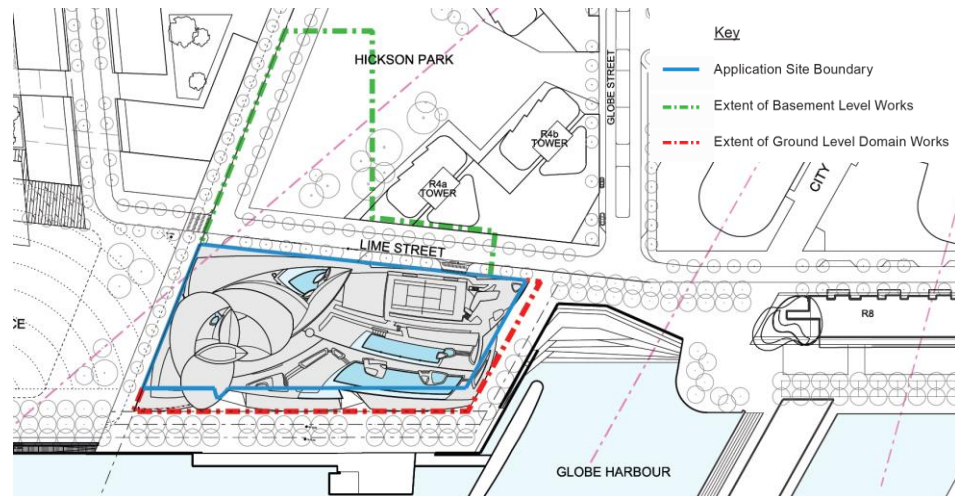


Figure 2 – Site Plan

Source: Wilkinson Eyre Architects

2.2 Site Conditions

The site is currently devoid of vegetation and includes hardstand paving. It will be the subject of excavation prior to the development of the Crown Sydney Hotel Resort development. A separate approval is being sought for this scope of preparatory work for the site and is referred to as Stage 1C (see EIS prepared by JBA for more detail).

2.3 Surrounding Development

The Site is surrounded by the following existing and proposed future land uses:

- **North:** The area immediately to the north of the Site is Barangaroo Central, which is currently being used as a construction logistics area, and which currently contains the Barangaroo South construction works water treatment plant. Barangaroo Central will ultimately be developed for a range of commercial, residential and open space uses in accordance with the Concept Plan. Further to the north is the new Headland Park (which is being developed for open space land use) currently under construction.
- **South:** To the south of the Stage 1C site is the Stage 1A development work site. Stage 1A is under construction and will provide for commercial, residential and open space land use.
- **East:** To the east of the site is the Stage 1B development works site, and beyond this Hickson Road, the northerly continuation of Sussex Street. The Stage 1B development site will ultimately be developed for commercial, residential and open space land uses, in accordance with the Concept Plan. On the eastern side of Hickson Road are residential and commercial multistorey buildings.
- **West:** To the west of the site are the waters of Darling Harbour, and beyond this Pyrmont and Balmain East.

3.0 Description of Proposed Development

The proposed development will comprise a 71 storey mixed use building comprising a 350 room hotel, VIP gaming facilities and 66 residential apartments with associated retail, restaurants, and recreational facilities.

A level by level description of the development is included at **Table 1** and photomontages are provided at **Figures 3-5**.

Table 1 – Land use by level

Level	Dominant use
B3	Self parking
B2	Self parking + residential parking spaces
B1	Loading dock + valet parking
Ground	Hotel reception, porte cochere, restaurants/bars, retail + back of house facilities
0 (Mezzanine)	Restaurant, staff facilities and hotel back of house facilities
1	Restaurant, bar and VIP gaming rooms
2	Restaurant, bar and VIP gaming rooms
3	Restaurant, hotel function rooms + pool deck
4	Hotel spa, gym, tennis court + pool
5	Plant + hotel offices
6 – 22	Hotel rooms
23	Plant
24	Hotel boardroom, residents lounge, Crystal Club, lounge, reception to villa hotel rooms + pool terrace
25-26	VIP Gaming Rooms
27 – 28	Plant
29 – 33	Hotel villa rooms
34 – 47	Residential apartments
48	Plant
49 – 64	Residential apartments
65	Plant
66 – 69	Hotel villa rooms
70 - 71	Plant + BMU



Figure 3 – View from Robert Street (night)

Source: Wilkinson Eyre Architects



Figure 4 – View from Pyrmont Bridge, Darling Harbour
Source: Wilkinson Eyre Architects



Figure 5 – View from Darling Harbour
Source: Wilkinson Eyre Architects



Figure 6 – View of the Porte Cochere on Lime Street
Source: Wilkinson Eyre Architects



Figure 7 – View from Hickson Road
Source: Wilkinson Eyre Architects



Figure 8 – View of Lime Street looking south
Source: Wilkinson Eyre Architects



Figure 9 – View of the southern façade from the promenade
Source: Wilkinson Eyre Architects

3.1 Access and Parking

3.1.1 Vehicular Access

All vehicular access to the proposed basement car park will be provided via a single entry and exit from Lime Street. In addition a porte cochere is provided at ground floor level leading from and returning back onto Lime Street (refer to **Figure 6**).

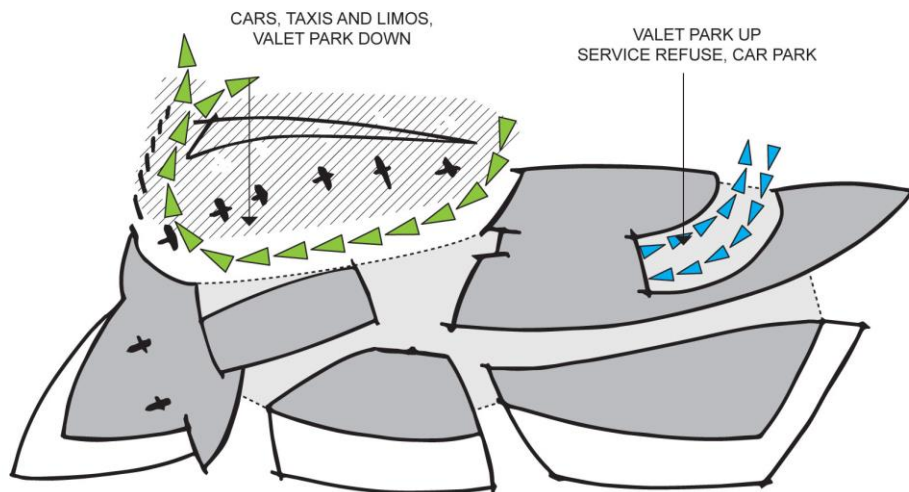


Figure 10 – Vehicular Access
Source: Wilkinson Eyre Architects

3.1.2 Car Parking

Three levels of basement parking will be provided for residents and visitors. This will include a valet parking service and servicing and loading areas.

3.1.3 Pedestrian Access

Four separate access points at ground floor are provided within the development, and the restaurant terraces will be able to be accessed directly from the surrounding public domain areas. All pedestrian entries lead to the main lobby and hotel reception area and allow for through pedestrian traffic at ground floor level. The main pedestrian access points are depicted by the pink arrows and the restaurant access points are depicted by the orange arrows **Figure 7**).

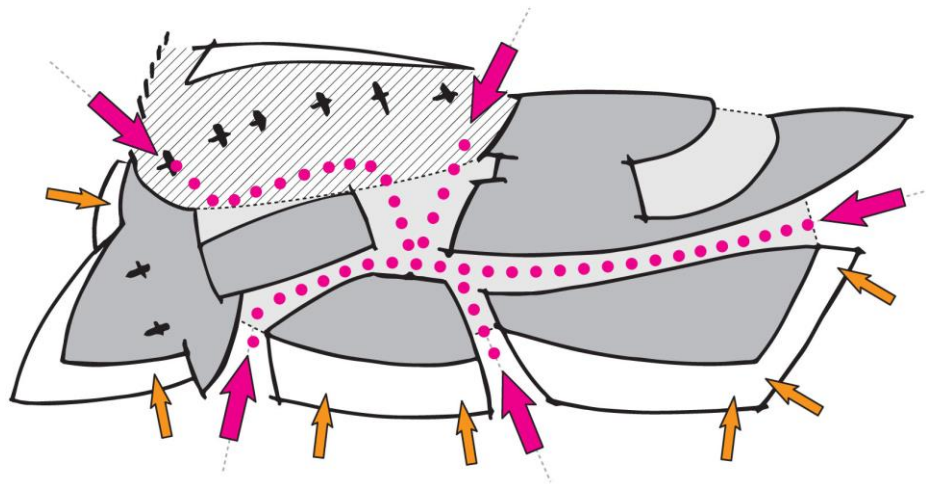


Figure 11 – Pedestrian Access
Source: Wilkinson Eyre Architects

3.2 Landscaping

At ground floor, the proposed landscaping will be principally focused around the edge of the development including the outdoor restaurant and bar areas. It will include:

- street trees along Lime Street;
- a landscaped area adjacent to the porte cochere, which will include small accent trees, shrubs and ground cover;
- shrubs and ground cover surrounding the north western corner of the development adjacent to the western promenade;
- planters and seat walls integrated into the terraces along the western promenade.

These works will integrate into the more extensive public domain works that surround the site and which includes a wide foreshore promenade to the east and south of the site, the Lime Street streetscape to the east and a large public park to the north, which is expected to serve as a public event space. These adjoining landscaping works will be subject of separate approvals to be sought by Lend Lease.

3.3 Operational and Security Management

An Operational and Security Management Plan (OSMP), prepared by Crown Resorts Limited is submitted with the EIS. As set out within the OSMP, the proposed development will operate 24 hours a day, 7 days a week.

In terms of security, a team of staff will be responsible for the security of various activities and areas throughout the premises including those areas for gaming,

parking, retail, restaurants and bars. A highly sophisticated 24/7 digital video surveillance system complete with cameras and recorders to monitor and record all entrances to the premises and public areas as well as activities within the complex will be installed.

The OSMP includes policies relating to the following aspects, which will be implemented as part of the operational management of the premises to ensure that patrons, residents and visitors are provided with a safe and secure experience:

- responsible service of alcohol;
- illegal drugs;
- general security;
- door policy and dress code;
- public transport awareness;
- incident register and complaints;
- building occupancy;
- security/ patron intervention;
- hold up procedure;
- money handling and cash movement;
- CCTV;
- evacuation/ emergency management and emergency closing plan; and
- training.

4.0 Nature of Recorded Crime

Crime statistics obtained from the NSW Bureau of Crime Statistics and Research represents criminal incidents recorded by NSW Police. A review of the local statistics found that the most commonly occurring crimes within the locality and in the suburb of Sydney in the period between October 2012 and September 2013 were mainly:

- robbery, mainly break and enter to non-dwellings;
- theft of motor vehicles;
- malicious damage to property;
- non-domestic assault;
- robbery; and
- stealing from a person.

The results of these statistics are for the broader Sydney LGA and are not reflective of the site or for Barangaroo more broadly on the basis that this part of the city is not yet publicly accessible. With these types of potential crimes in mind, a review of the architectural and landscape plans for the project has been undertaken to provide advice and comment on possible environmental enhancements to create a safe and secure development.

4.1 Consultation

Crown Resorts Limited has consulted with local residents and other relevant stakeholders through a number of direct and indirect methods including community consultation events, presentations and workshops, and the Crown Sydney Hotel Resort website.

Following lodgement of the SSDA, Crown Resorts Limited will further consult and notify the local community and relevant stakeholders, outlining the imminent public exhibition, formal submissions process and prior to the commencement of site works.

To date consultation has been undertaken with:

- Barangaroo Delivery Authority
- Lend Lease
- Local Chamber of Commerce
- Barangaroo Business Liaison Group
- Millers Point Resident Action Group
- Darling Harbour Alliance
 - Members include:
 - Sydney Harbour Foreshore Authority
 - IMAX
 - Darling Harbour Live
 - Darling Quarter
 - Australian National Maritime Museum
 - Cockle Bay Wharf
 - Sydney Festival
 - Lend Lease
 - Mirvac

- Merlin Entertainment
- Verve Communications
- Local residents:
 - Hickson Road
 - Kent Street
 - King Street Wharf
 - Walsh Bay / Dawes Point
- Barangaroo Community Liaison Group
- Local businesses:
 - Hickson Road
 - Walsh Bay / Dawes Point
 - King Street Wharf
- City of Sydney Council (as above)
- NSW Department of Planning and Environment
- Utility service providers:
 - Telstra
 - Sydney Water
 - Jemina / Ausgrid
 - AGL
- Office of Environment and Heritage
- Transport for NSW;
- Sydney Harbour Foreshore Authority ;
- Roads and Maritime Services;
- Housing NSW;
- NSW Police;
- Environmental Protection Authority;
- North Sydney Council;
- Leichardt Council; and
- City of Sydney Council.
- Maritime users:
 - Ferry operators / Transport for NSW
 - Commercial cruise businesses at King Street Wharf
- Powerhouse Museum;
- Sydney Observatory;
- State Government Agencies ;
- Local Council's; and
- Local Schools.

Following lodgement of the SSDA and ongoing throughout the life of the project, Crown Resorts Limited will continue to undertake further detailed consultation with the relevant agencies and stakeholders above and with key NSW Government Agencies.

5.0 Matters for Consideration

The application of CPTED aims to utilise place making and environmental strategies to:

- increase risk to offenders by increasing the likelihood of detection, challenge and apprehension;
- increase the effort required to commit crime by increasing the time, energy and resources required to commit crime;
- minimise the actual and perceived benefits of crime by removing, minimising or concealing crime attractors and rewards; and
- minimise excuse making opportunities by removing conditions that encourage/facilitate rationalisation of inappropriate behaviour.

The key applied principles that support CPTED include:

- **Surveillance** – by maximising opportunities for those visiting or residing or working with the development to observe the site and its surrounds.
- **Access control** – by controlling access to authorised persons through the use of barriers, controlled access and more subtle strategies such as the use of landscaping.
- **Territorial Reinforcement** – by using physical attributes that express and provide clear distinctions between private and public spaces and that encourage responsible use of spaces.
- **Space Management** – by ensuring spaces are well maintained and cared for, this assists in discouraging criminal behaviour and encouraging appropriate use of these spaces.

The following assessment considers the potential crime and security risks associated with the proposal, and makes safety and security recommendations that may be natural, mechanical and/or operational in nature. Our assessment takes into account:

- the proposed design, uses and operation of the development as outlined in the Environmental Impact Statement (EIS) and the architectural and landscape drawings that accompany the DA;
- the characteristics of the development site and its future surrounds (see Section 2.0);
- the proposed operational and management aspects of the development (see Section 3.0); and
- the results of the BOSCAR crime statistics for the broader CBD area (see Section 4.0).

Our assessment identifies areas of the development that we recommend specific attention to ensure maximum safety and security within and around the development. These recommendations have been considered in detail to ensure that the combination of design, treatment and security measures maximise safety to the public and occupants of the development. It should be noted that these recommendations are only one component in seeking to ensure a safe and secure environment and aim to support the operational management of the development.

In summary, the overall development will provide excellent surveillance of surrounding public domain areas. This is given that the development provides an expansive outlook to and addresses all public domain frontages to the building.

The addition of CCTV surveillance, the on site security and implementation of the policies within the OSMP will reinforce and support good natural surveillance outcomes throughout the building and to adjoining public domain areas.

Despite this, some of the adjoining areas to the site may not always provide adequate return surveillance to the development. Consequently internal surveillance, restricted access, provision of adequate lighting and way finding signage are important recommendations for the development.

Implementing these measures is expected to ensure a 'Low' Crime Risk Rating.

5.1 Assessment of the Proposed Development

The overall design of the Crown Sydney Hotel Resort reinforces good access principles, facilitates comprehensive surveillance of the site and its surrounds, and is well supported by comprehensive operational management and security measures.

Surveillance

The design of the Crown Sydney Hotel Resort will support excellent ground level and aerial surveillance of the surrounding public domain and in doing so will significantly increase the risk to potential offenders to carry out crime, such as vandalism and person offences such as those that can be experienced in the broader city area.

The buildings podium design, which incorporates active uses on all frontages and levels, enables direct outlook and visual connections with Lime Street other key adjacent public domain areas of Barangaroo. Similarly the upper levels of the development will have good surveillance over the surrounding public domain.

Safety and deterrence of crime will be further reinforced by the expected high staffing levels throughout the building at various times of the day, particularly at the ground floor. The hotel lobby area has wide and direct surveillance of the majority of ground floor entries at all times of the day and will act as a central point for the building. The southern entrance and western pedestrian entries into the building are also within clear view of the proposed restaurant and retail uses. The design of the ground floor will therefore ensure that staff will always be well positioned to observe movements of patrons, visitors and other staff.

The premises will be well staffed 24 hours a day who will be trained to be aware of the surrounding environment and who will naturally act as guardians of the Crown Sydney Hotel Resort thus playing a key role in deterring crime in and around the premises.

CCTV will be used throughout the hotel, including the lobby, the gaming areas, entries, lifts and parking areas. All CCTV will be monitored and will provide comprehensive surveillance throughout the building and its immediate surrounds.

High levels of anticipated pedestrian activity along the promenade are expected and will also provide good levels of public surveillance of the building and its surrounds. By comparison parts of Lime Street and the area directly north of the Crown Sydney Hotel Resort are not expected to have the same high levels of pedestrian activity, however the Porte Cochere will ensure good levels of natural surveillance of the building and surrounding area at all times. Formal surveillance measures such as CCTV and staffing of the premises will further reinforce guardianship over this space.

The implementation of a comprehensive lighting strategy will also improve surveillance of the building in the evenings. Particular attention should be made to light the facades of the building where restaurants and retail premises are as this will ensure that clear well lit sightlines are maintained along these frontages at all times.

Access Control

Key to the safe and successful operation of the Crown Sydney Hotel Resort will be regulation of access for patrons, visitors, hotel guests, residents and staff.

The four key public entry points at the ground floor have been made clear and legible through the use of architectural design, lighting and landscaping. Appropriate and well integrated signage for these entries would also assist with improving legibility as it will provide clear directions for visitors and patrons. Importantly, such signage would also eliminate opportunities for excuse making tactics, which may be used to gain unauthorised access to restricted areas of the premises.

The internal access at the ground floor allows for through flow of pedestrian movements, and will therefore support a high level of permeability and activation throughout the building. This is further reinforced by the presence of multiple restaurants and retail stores that will drive and invite pedestrian traffic.

The building has also been designed to ensure there is a clear distinction between restricted staff areas and public domain areas. All staff areas are generally well concealed behind activated uses and the number of door entries to these areas from public accessible areas have been consolidated and minimised to reduce opportunities to gain unauthorised access.

The use of separate lifts servicing back of house operations, residents and hotel patrons will also enable controlled access throughout the building, and will assist in minimising unauthorised access to staff, restricted gaming and resident areas of the development.

The proposed provision of dedicated off-street parking (which will be regulated by valet staff) and the use of a boom gate to restrict access to this parking area will help reduce the potential for vehicle theft. Internal structures such as concrete columns, solid internal walls, service rooms and enclosed fire exits can create visual obstruction within basement parking areas and may reduce perceived safety, this can however be offset by ensuring all part so the basement are well lit at all times. The proposed linear car parking layout and ease of access to internal lobbies will however enable residents, staff and patrons to safely and easily access the main components of the development. We understand that the car parking levels will also be controlled by secure access and CCTV which further reinforce safety and security.

Territorial Reinforcement

The design of the building provides clear divisions between various uses and spaces that help reinforce intended functions of these areas and clarify ownership. Such delineation of spaces combined with staff presence will ensure that the purpose of individual spaces is understood and intuitive for the public. To further assist with this it is recommended that consideration be given to the use of distinctive paving, ramps and flooring as this will help provide good transitional cues to the division of spaces within the premises.

Incorporation attractive open and landscaped spaces that complement the restaurants and bars will reinforce Crown Sydney Hotel Resort as a place of interest which in turn will increase natural public surveillance and reinforce the division between public and private spaces.

The location of the hotel lobby and the provision of security and customer service staff will increase opportunities for detection and/or allow staff to apprehend any offenders and to respond quickly to incidents.

The development of a complex signage strategy for the development is premature at this stage, however the use of effective and well placed signage will supplement and reinforce behavioural expectations within and around the premises.

The porte cochere will act as a 'night safe' zone for patrons waiting for vehicles and taxis. We would expect this area to be well lit to ensure good visual recognition of those utilising this area at night.

Space Management

Well maintained spaces encourage expected patron and visitor behaviour, discourage crimes, (most notably that of vandalism in instance of this type of development) and provide natural territorial reinforcement.

A program of maintaining the premises through the rapid removal of graffiti and rubbish, undertaking repairs and maintaining lighting can successfully improve the perception of safety for those within and visiting the development. This will be carried out by on site engineering and maintenance staff, who will be located on site 24 hours a day, seven days a week.

It is anticipated that the licenced restaurants and bars within the ground floor area of the development will be supervised to reduce the incidents of street offences such as public violence. This supervision will also minimise the risk of damage to nearby shops, public domain fixtures and the other nearby development.

The location of the licenced premises within the development is considered appropriate as the bars and restaurants are located within the building or are directed away from existing and future residential development. Furthermore, outdoor terrace areas for ground floor restaurants and bars will be subject to high levels of natural surveillance from pedestrians along the promenade, which may further discourage objectionable behaviour from patrons in these premises.

All premises serving liquor will be regulated under appropriate licencing conditions and arrangements, and will operate within the parameters of 'responsible service of alcohol'. In combination with responsive security staff on site, behaviours of guests and visitors should be able to be successfully regulated and managed.

All gaming activities will also be monitored and regulated by on site staff, in accordance with the terms of the Restricted Gaming Licence issued for the development.

5.2 Recommendations

To further improve upon the anticipated performance of the development with regard to security and safety, the implementation of the following measures is recommended.

- Implementation of the OSMP policies.
- If ATMs are to be placed within the development at the ground floor that these machines are to be placed in view of the hotel lobby area and within view of the CCTV system.
- Signage should be consistently used throughout the development to clearly delineate publicly accessible and restricted areas of the development.
- Signage should also be used to clearly denote and differentiate the lift accesses, most particularly at the ground floor.
- To assist in legibility of the external development signage should be provided as a clear means of identifying lobby entries to the building and at the same time restricting access to unauthorised areas of the building (e.g. loading dock and car parking levels).
- Fire exits are for emergency use only and doors should be alarmed to alert security. These exits should be brightly lit and free of obstructions to ensure good sightlines to these doors.
- To assist in regulating appropriate access throughout the development, secure access should be implemented through the lift system and to all staff only areas.
- The use of CCTV at the car parking and loading dock entry at the eastern edge of the development is strongly recommended as this area may be seen as the weakest point by which to gain unauthorised entry to the development.
- The other area where CCTV should be employed to cover the pedestrian footpath along the eastern edge of the development adjacent to the footpath of Lime Street. This area may present an opportunity for unauthorised access into the development via the fire command centre, gas meter and staff entry doors.
- When the restaurant and bar premises are closed, access to these areas should be restricted to prevent these areas being used as an ideal place to loiter out of business hours.
- Consult a qualified lighting engineer to ensure the correct lighting is provided to meet minimum Australia and New Zealand Lighting Standards, enable sufficient surveillance of the entire site and be vandal proof or resistant to limit breakage and minimise maintenance. To further improve lighting conditions within the car parking areas, painting the car park ceilings white will help to reflect lighting and further brighten these areas.
- Suitable lighting should be installed and well maintained along all pedestrian and vehicular pathways. The continuation of lighting along each of the building's edges is recommended to help illuminate this area during the evening and provide the perception of safety.
- Intercom systems at the publicly accessible lobbies could be installed to ensure access is only for residents, serviced apartment patrons and authorised visitors.
- Ensure mechanisms are in place for on-going maintenance and repairs of the building, which includes:
 - rapid removal policy for vandalism repair and the removal of graffiti; and
 - maintenance of all surrounding public spaces including lighting.

