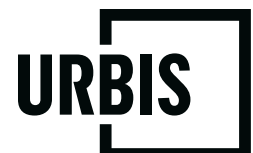


CPTED ASSESSMENT

2 – 30 Tempus Street, Rouse
Hill

Prepared for
FREECITY
10 April 2025



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Urbis acknowledges the important contribution that Aboriginal and Torres Strait Islander people make in creating a strong and vibrant Australian society.

We acknowledge, in each of our offices the Traditional Owners on whose land we stand.

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EXECUTIVE SUMMARY

This Crime Prevention Through Environmental Design (CPTED) assessment has been prepared by Urbis Ltd (Urbis) to accompany a detailed State Significant Development Application (SSDA) for the mixed-use development at 2-30 Tempus Street, Rouse Hill. The site is made up of one lot, being Lot 19 in DP 280013.

This report has been prepared to address the Secretary's Environmental Assessment Requirements (SEARs) issued for the project (SSD-76190964).

This CPTED assessment has been prepared in accordance with NSW Department of Planning, Housing and Infrastructure (DPHI)'s NSW Crime Prevention and Assessment of Development Applications (2001), The Hills Shire Council's Designing Safer Community: Safer by Design Guidelines (2002) and Public Domain Strategy (2023).

CPTED ASSESSMENT

A CPTED assessment is a specialist study undertaken to help reduce opportunities for crime by using design and place management principles. The NSW Police Safer by Design Guidelines direct that a CPTED assessment consider four key principles:

- Surveillance
- Access control
- Territorial reinforcement
- Space and activity management.

This report identifies key assessment areas for the proposal, based on the intended site design and an analysis of local crime data. These assessment areas are aligned with the four CPTED principles and focus on different components of the proposal defined as priority areas. Below are the three priority areas and the design elements that align with CPTED principles:

- **Car parking areas and utilities rooms:** the design includes good sight lines and minimal visual obstructions. Secure off-street parking, direct building access, and secure storage options will reinforce secured access to these areas while reducing crimes related to theft and assault.
- **Residential and commercial areas and streetscape interface:** These retail and commercial spaces will activate the site by attracting diverse users, providing natural surveillance throughout the ground floor and its surroundings. Safety is further enhanced through extensive glazing, outdoor public amenities and concierge desks in the residential and commercial lobbies. Concierge staff will also assist with space management. Separate access points for residential and commercial lobbies will increase security for residents. The wider setback from the street to the retail premises provides cues to the transition between public and semi-public/private spaces.
- **Residential indoor and outdoor spaces:** The well-designed communal areas and clear sight lines enhance natural surveillance on-site. These spaces will encourage residents and visitors to gather, activating the site and increasing natural surveillance. Centrally located lifts and straight corridors with minimal obstructions maximise clear sightlines and minimise opportunities for concealment and entrapment. Access control measures include separated access to the co-living lobby and residential areas, ensuring privacy and security for co-living residents and reducing the risk of trespassing. Dedicated lift access to the rooftop communal space further supports access control. The concierge staff will provide support and connection for residents, enhancing the sense of community.

To further increase safety and reduce crime risk, recommendations are provided against each of the four principles for the identified priority key areas.

Car parking areas and utilities rooms

- Install adequate lighting throughout the carpark and at all carpark entry/exit points to support natural surveillance and eliminate dark areas. Lighting will be particularly important in corridors, stairwells and corners. Specific areas requiring particular attention in relation to lighting are also noted in other recommendations.

- Ensure the effectiveness of lighting is not reduced by roof soffits, ceiling mounted signs, air conditioning ducts, pipes and other obstructions.
- Install CCTV to more hidden and inactivated areas of the carpark, where natural surveillance is limited. CCTV could also be installed to each entry/exit point. Include clear signage to inform people about the presence of CCTV cameras. Specific areas requiring particular attention in relation to CCTV are also noted in other recommendations.
- Utilise lighting, and CCTV if needed, to the area behind the elevators on basement level 2.
- Ensure the underground parking does not have areas that could facilitate entrapment, particularly in corner spaces. In basement level 2, consider constructing walls around access ramps, similar to those in basement level 1 to eliminate the dead corners.
- While the secure bike room on the ground floor ensures the secure storage of bikes, it could also increase the risk of concealment and entrapment. The entry is isolated, located away from activated areas and located between the underground parking entrance and the adjacent loading area for the neighbouring Coles site. Provide adequate lighting and CCTV to address the lack of natural surveillance around the entry and within the storage area.
- Install CCTV to the corridors and stairs linking the access point on White Hart Drive to basement level 1.
- Consider installing CCTV in the utility rooms including the chute room, fire pump room and bin holding rooms.
- The detailed arrangement of storage areas should seek to minimise dark corners and opportunities for concealment and entrapment.
- Consider installing solid, opaque materials to storage units to prevent the ability to view contents, thereby reducing the risk of opportunistic theft.
- Install wayfinding measures, such as signage, icons, directional wall and ground markers, colour coding, and changes in materiality, throughout the carpark areas to support efficient and direct movement of different user groups. This would include signage and wayfinding in relating to the different designated car parking spaces, entry and exist points, amenities, BOH spaces and utility rooms. Signage should also indicate spaces that have restricted access. A site wayfinding strategy could be developed during the detailed design phase to address all areas of the site.
- Provide on ground directional signage to guide vehicle, cycle and pedestrian movement to reduce opportunities for collisions and to improve pedestrian safety. This could include ground marking and signage that indicates pedestrian routes.
- Use signage and ground markings to also highlight the loading zone and to notify peak use periods. Consider also installing visual and audible warning signals to indicate when a loading operation is in progress.
- Use signage, speed control measures and design cues (e.g. pavement changes) to slow vehicles entering and exiting the car park. Also consider safety mirrors, visual or audible alerts at the basement level vehicle entry and exit points to reduce the risk of vehicle and pedestrian conflict.
- Install signage that reminds car owners to lock vehicles to reduce risk of car theft and theft of belongings.
- Install access control measures (e.g. key, swipe card or pin code) to all Back of House (BOH) and utility rooms in the basement parking levels and ground floor to support access for relevant uses and prevent unauthorised access.

- Install additional access control measures within each of the lifts to control access to each residential level and tower from the basement levels. This will reduce opportunities for trespassing and breaking and entering.
- Install access control measures to the access door to the stairs leading from the secured bike parking to the co-living areas to prevent unauthorised entry.
- Install roller doors at the carpark entrance to restrict unauthorised access.
- Consider painting the ceilings and/or walls of basement levels white to help reflect light. This can make a basement space look larger, more spacious and more appealing and welcoming. It can also increase lux levels without the need for additional lighting fixtures.
- The Transport Impact Assessment prepared by Asongroup (2025), proposes a Loading Dock Management Plan (LDMP) be prepared to manage delivery and waste vehicles accessing the basement. Incorporate measures in the plan that will enhance pedestrian safety, including scheduling loading times that avoid peak periods when residents and commercial users will be leaving and entering the car park.
- Develop a site Plan of Management to ensure all areas (including basement and utility areas) are kept safe, clean and tidy. The plan should include a schedule and procedures for regular monitoring, maintenance, repair and cleaning of spaces and ensuring issues (e.g. damage, broken elements, rubbish and graffiti) are addressed in a timely manner. Access control systems (e.g. door and gate locking systems, fire exit controls, lift access controls) should also be checked regularly to ensure they are in working order. This will ensure the area appears comfortable and appealing, encouraging perceptions of safety.

Residential and commercial areas and streetscape interface

- Include CCTV to provide 24/7 mechanical surveillance in areas where it is difficult to achieve natural surveillance, particularly at the retail premises and more isolated site access points.
- The commercial lobby should be embellished to create welcoming and inviting spaces to encourage people to sit and gather, thereby enhancing activation and natural surveillance. This will also assist in terms of territorial reinforcement by creating a place that building users enjoy and feel connected to.
- Provide adequate lighting throughout all external areas, including lighting of the surrounding public pedestrian pathway and retail areas, in accordance with Australian Standards. Adequate lighting ensures there are no dark corners, and natural surveillance is maintained both day and night to deter potential offenders.
- Ensure balanced lighting between internal and external spaces is used to avoid the mirroring of glazing at night and allow for a continuation of sight lines from and into the building.
- Implement access control measures to restrict unauthorised access to retail staff-only back-of-house areas at all times and to retail and commercial spaces during non-operational hours.
- Ensure the retail space incorporates robust windows, doors and locks to prevent break and enter incidents.
- Implement secure access control measures to prevent users of the retail and commercial areas from entering residential areas and lobbies. This will ensure the safety and privacy of residents.
- Ensure clear and legible wayfinding throughout ground floor and streetscape interface areas to distinguish between the various uses on site. This will enhance navigation and minimise unauthorised access. Signage and other wayfinding elements should clearly articulate entry and exit points and distinguish between public (retail and commercial) and private (residential) components. Ensure

wayfinding incorporates universally legible signage. This could be addressed in the overall site wayfinding strategy.

- Ensure all streetscape interfaces are well lit (aligned to intended hours of operation) to further enhance community ownership and natural surveillance.
- Consider the incorporation of public art in the street interface areas to create a welcoming and engaging environment and reinforce community ownership.
- The site Plan of Management should also address all ground floor and streetscape interface areas to ensure they are safe, clean and tidy.
- To reduce the risk of graffiti and vandalism, streetscape interfaces should be well lit, visually interesting and include robust materials and fixtures. Utilise graffiti resistant coatings to outdoor surfaces and building facades that are particularly exposed and vulnerable.
- Ensure that landscaping is well-maintained to provide cues the site is well cared for, as well as to minimise any obstruction to sight-lines and avoid opportunities for concealment.
- Provide bins throughout the ground floor and street interface areas to reduce litter and assist site presentation, thereby fostering perceptions of safety of building users and passersby.
- Future operators of the retail spaces should provide a Plan of Management or contribute to the site Plan of Management. The plan should include details around the hours of operation, security procedures, serving of liquor (if future premises are licenced), and routine cleaning and maintenance.
- As noted by The Hills PAC, there is the opportunity for the future building managers, retail and commercial operators to build connections with The Hills PAC and identify and implement crime prevention strategies and crime reporting procedures. These strategies and procedures could be incorporated in the site Plan of Management.

Residential indoor and outdoor spaces

- Use balanced lighting between internal and external spaces to avoid mirroring of glazing at night and allow for continuous sightlines into and from the building.
- Maintain landscaping on the rooftop to ensure sightlines are kept clear and unobstructed.
- Provide sensor lighting, or similar, to ensure corridors within the residential levels can be lit throughout the day and evening to accommodate residents arriving and leaving at different times.
- The site wayfinding strategy recommended in Section 5.1, could also include all residential areas. This could include measures to direct residents and visitors to entries, lifts and communal areas. Measures could include signage, icons, and changes between different levels and spaces (e.g. colours, materials, artwork).
- Install access control measures (keys, swipe cards, pin codes, intercom/buzzer systems) to entrances, lifts and doors into and through the various sections of residential areas to control access (e.g. residents, visitors and management and maintenance staff) and prevent unauthorised and unwanted access.
- Provide information and signage reminding residents to only allow access to known or authorised visitors.
- Install locked boxes for police and emergency services in key locations. These locked boxes should contain access keys and/or codes to ensure that emergency personnel can quickly and efficiently enter the premises in the event of an emergency. Provide clear signage to these boxes so they can be easily located by emergency services. Ensure that each emergency service and the building manager

are provided with a code to access the lock boxes in the event of an emergency. CCTV could be installed to monitor the locked box locations.

- Install robust, tamper-resistant locks on all entrances, exits, and individual units.
- Ensure that access to the mailbox is secured to prevent theft. Provide postal workers with a unique key or code or install an electronic access control system requiring a secure card or fob. Consider implementing CCTV to mail areas to increase surveillance.
- The interior design of residential communal areas should seek to create welcoming and inviting spaces to encourage people to site, gather and connect.
- Explore opportunities to include art in communal areas to enhance the appeal of spaces and facilitate community connection.
- Welcome packs should be provided to new residents to assist familiarisation with the site and encourage a sense of community and belonging. These packs could provide a map and information on site amenities, activities and the local area.
- The site Plan of Management recommended should also cover residential uses. This should include a plan and schedule for regular monitoring, maintenance and cleaning of all indoor and outdoor communal spaces, ensuring maintenance issues are addressed in a timely manner and access control systems are regularly tested.

1. INTRODUCTION

This Crime Prevention Through Environmental Design (CPTED) assessment has been prepared by Urbis Ltd (Urbis) to accompany a detailed State Significant Development Application (SSDA) for the mixed-use development at 2-30 Tempus Street, Rouse Hill. The site is made up of one lot, being Lot 19 in DP 280013.

This CPTED assessment has been prepared in accordance with NSW Department of Planning, Housing and Infrastructure (DPHI)'s NSW Crime Prevention and Assessment of Development Applications (2001), The Hills Shire Council's Designing Safer Community: Safer by Design Guidelines (2002) and Public Domain Strategy (2023).

Due to its prominent location, in the Rouse Hill Town Centre and close to the Rouse Hill Metro Station, the proposal provides an opportunity to not only influence safety and crime prevention on site, but to contribute to broader community safety. Imbedding CPTED principles into the proposal design is therefore particularly relevant and important.

1.1. AIM

A CPTED assessment is a specialist study undertaken to help reduce opportunities for crime by using design and place management principles. A CPTED assessment employs four key principles as shown in Figure 1.

Where CPTED risks are identified in the proposed design, recommendations are made within this report to help reduce the likelihood of the crime from occurring.

Figure 1 CPTED principles



1.2. METHODOLOGY

Our methodology for completing this CPTED has included three main stages.

Local context analysis	Proposal analysis	Recommendations
<ul style="list-style-type: none"> ▪ Review of surrounding land uses and site visit ▪ Review of relevant state and local policies to understand the strategic context and approach to crime and community safety ▪ Analysis of relevant data to understand the existing context and crime activity. 	<ul style="list-style-type: none"> ▪ Review of site plans and technical assessments ▪ Consultation with The Hills Police Area Command to discuss potential crime and safety risks ▪ Review of proposal against CPTED principles. 	<ul style="list-style-type: none"> ▪ Design recommendations ▪ Draft and final reporting.

1.3. THE PROPOSAL

The application seeks development consent for the development of an 11, 18 and 23 storey mixed use development at 2-30 Tempus Street, Rouse Hill. Specifically, the SSDA seeks development consent for:

- Site preparation works including removal of temporary planting, bulk excavation and earthworks
- Construction and operation of an 11, 18 and 23 storey mixed use development, comprising:
 - Consolidated podium comprising ground level lobby, retail and wellness tenancies, and two levels of commercial floor space above
 - 216 co-living units within the 11-storey tower
 - 332 build-to-rent units across the 18 and 23-storey towers, including 105 units in a dual key configuration
 - Rooftop internal and external amenity spaces on each tower to service the build-to-rent and co-living residents
- Landscaping and public domain works, including:
 - Retaining existing street trees
 - Provision of a deep soil landscaped buffer zone along the rear boundary
 - On-structure landscaping on each rooftop.
- Construction and use of two basement levels, accessed from White Hart Drive, to accommodate:
 - 111 car spaces
 - Motorcycle and bicycle parking
 - Loading dock facilities
- Extension and augmentation of services and infrastructure as required.

The purpose of the project is to facilitate the delivery of high-quality, diverse housing and retail floor space on a strategically located site, at the edge of Rouse Hill Town Centre and adjacent to Rouse Hill Metro Station.

This report has been prepared in response to the requirements contained within the Secretary's Environmental Assessment Requirements (SEARs) dated 30 September 2024 and issued for SSD-76190964. Specifically, this report has been prepared to respond to the SEARs requirement issued below.

Table 1 SEARs Requirements

Item	Description of Requirement	Section Reference (this Report)
7. Public Space	Address how Crime Prevention through Environmental Design (CPTED) principles are to be integrated into the development, in accordance with Crime Prevention and the Assessment of Development Applications Guidelines.	Section 6 and Section 7

2. SITE CONTEXT

2.1. CONTEXT DESCRIPTION

The site at 2-30 Tempus Street, Rouse Hill, is situated within The Hills local government area (LGA) and is legally described as Lot 19 in DP 280013. It features a frontage of approximately 118 metres to Tempus Street and 50 metres to White Hart Drive, encompassing a total area of 4,387sqm.

Positioned on the southern edge of Rouse Hill Town Centre and east of Rouse Hill Metro Station, the site is strategically located close to public transport, retail offerings and other services. To the east, across White Hart Drive, lies a large residential area with single dwellings and townhouses. To the south, also across White Hart Drive, is a new residential flat development ranging from 6 to 12 storeys.

Nearby open spaces include Castlebrook Memorial Park to the south-west across Windsor Road, Caddies Creek Park and Reserve to the south, and Iron Bark Ridge Reserve to the west at Caddies Creek.

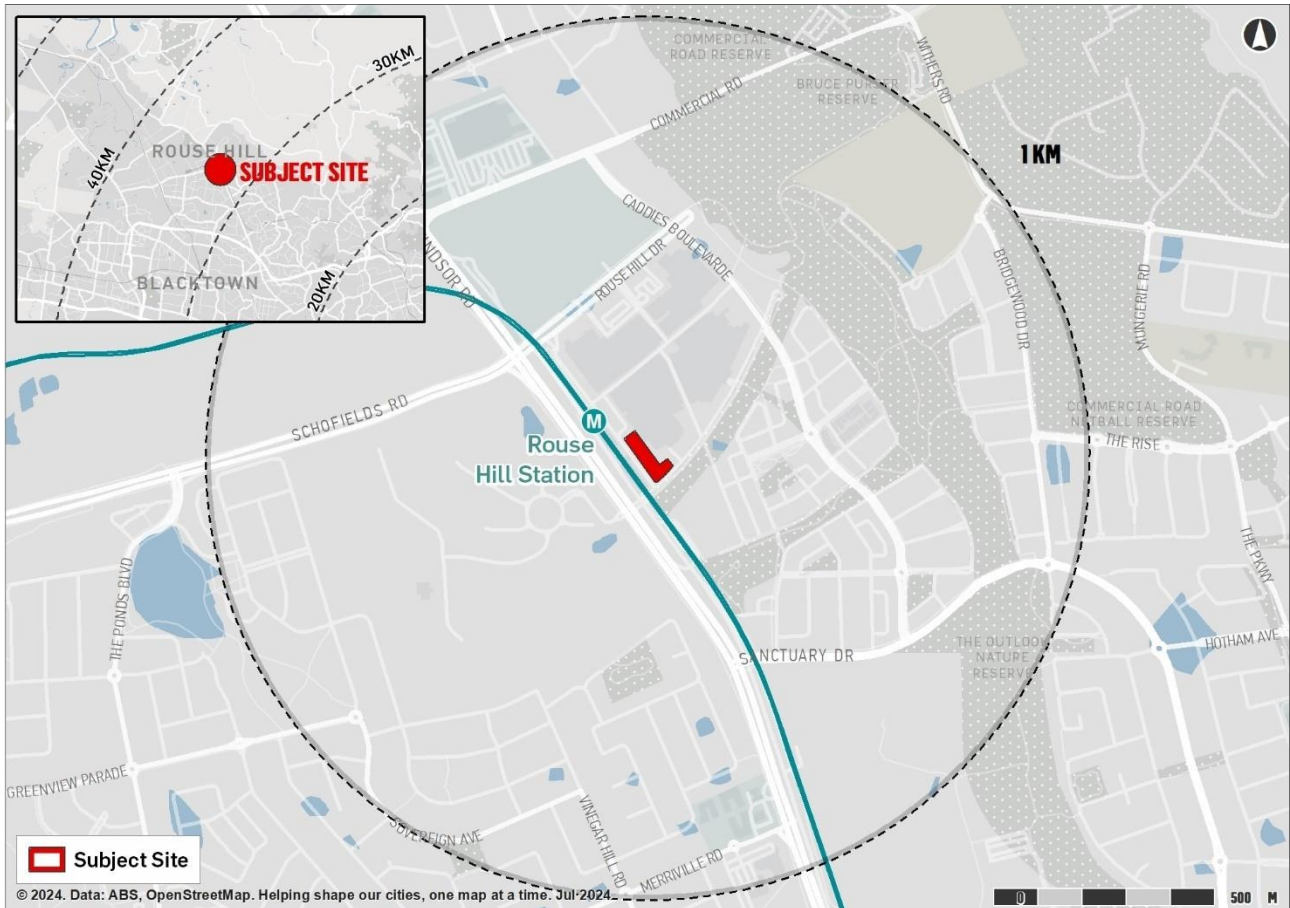
The site is designated as a 'sleeve' site in the Rouse Hill Town Centre Precinct Plan (DA 1581/2005/HB), intended to screen the existing big box retail and car parking structures behind it. Currently, the site is temporarily treated with earth berms, landscaping, and tree planting, awaiting future development. No other structures are present on the site.

Figure 2 Site context



Source: Urbis

Figure 3 Site's regional context



Source: Urbis

2.2. SITE OBSERVATIONS

A site visit was conducted by Urbis on Thursday 5 December 2024 in the morning. The site visit was used to understand the existing activity around the site and the interface between surrounding land uses.

The site visit found that:

- The site is currently a vacant block with bushland present on site.
- The site is adjacent to Rouse Hill Town Centre and opposite the Rouse Hill Metro Station on Tempus Street. The town centre has several retail and service offerings within walking distance, including a medical and dental centre. A loading dock for Coles supermarket is also located behind the site.
- At the time of the site visit, the pathway bordering the site along White Hart Drive was closed off due to nearby construction and traffic work.
- The footpath bordering the site along Tempus Street was well used by pedestrians near the town centre and metro station. The site also has good natural surveillance from vehicles using Tempus Street to pick up and drop off commuters at the metro station.
- The site was not enclosed by any fencing at the time of the site visit. There was also no evidence of mechanical surveillance such as CCTV used on site.
- There was some evidence of litter and rubbish onsite, including discarded shopping trolleys and general plastic rubbish.

Figure 4 Site visit photos



Picture 1 Site boundary bordering Tempus Street



Picture 2 Site boundary bordering White Hart Drive



Picture 3 Rouse Hill Metro Station, located opposite the site



Picture 4 Rouse Hill Town Centre located in close proximity to site



Picture 5 Litter on site – shopping trolley



Picture 6 Litter on site – plastic rubbish

Source: Urbis, 2024

3. POLICY CONTEXT

The following section provides a summary of relevant state and local policies in relation to crime and safety.

Crime Prevention and Assessment of Development Applications (NSW DPPI, 2001)

In April 2001, the NSW Department of Urban Affairs and Planning (now the Department of Planning, Housing and Infrastructure) introduced the Crime Prevention Legislative Guidelines (the Guidelines) to Section 4.15 (formerly 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.

The Guidelines introduce the four CPTED principles introduced in Section 1. These are: surveillance, access control, territorial reinforcement and space management.

The Guidelines aim to help councils implement and consider the CPTED principles. CPTED assessments seeks 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'
- Removing conditions that create confusion about required norms of behaviour.

Designing Safer Community: Safer by Design Guidelines (The Hills Shire Council, 2002)

The Hills Shire Council Safer by Design Guidelines (2002) outlines the principles for applying crime prevention through environmental design in The Hills Shire (Baulkham Hills Shire Council at the time of the document publication). The Council guidelines identify the following four safer by design principles, similar to that identified in the Crime Prevention and Assessment of Development Applications guidelines: Natural surveillance, Access control; Ownership; and Maintenance. The Council guidelines propose key design objectives and directions under each principle.

The Council guidelines also contains a Crime Prevention Checklist, that includes key questions/items for consideration in the planning, design and assessment of a new development.

The principles, objectives and directions have been considered in this CPTED assessment.

Public Domain Strategy (The Hills Shire Council, 2023)

The Hills Shire Council Public Domain Strategy (2023) presents the key priorities for each Strategic, Town and Village Centre within the LGA. This includes the design strategy 4.1.3 'Create safe and inviting spaces and implement Crime Prevention Through Environmental Design (CPTED) principles through the correct use of lighting, natural surveillance and placement of vegetation and elements.' More specifically, this design strategy includes:

- Consideration of CPTED principles for public domain and new development designs.
- Encouragement and prioritisation of opportunities for natural surveillance of public spaces to improve safety and make public spaces inviting and relaxing.
- Provision of clear and appropriate signage and marking for exists from spaces.
- Consideration of CCTV and/or lighting that is movement activated in areas that may be perceived as unsafe at night, particularly women and girls.

4. SOCIAL BASELINE

4.1. DEMOGRAPHIC PROFILE

The profile of a community can influence the type and likelihood of crime that may impact a development. The following section contains a brief analysis of the characteristics of Rouse Hill – Beaumont Hills Statistical Area (SA2) ('local area') and The Hills Shire Local Government Area (LGA) based on the data from the Australian Bureau of Statistics (2021) Census of Population and Housing and DPPI (2022). The demographic characteristics of Greater Sydney have been used, where relevant, to provide a comparison.

In 2021, it is estimated that there were **17,581 people living in the local area**. Key characteristics of this community in 2021 are outlined below.



Family and household composition

The local area predominantly consists of couple families with children (66.0%), which is significantly higher than the proportion in The Hills Shire LGA (59.2%). In contrast, couple families without children make up 22.9% of the local area, compared to 30.0% in The Hills Shire LGA. One-parent families account for 10.4% in the local area, slightly higher than the 10.0% in The Hills Shire LGA. Both the local area and The Hills Shire LGA have a lower proportion of single or lone-person households (8.3% and 12.2% respectively) compared to Greater Sydney (23.2%).



Forecast demographic changes

Forecast .id predicts The Hills Shire LGA is expected to see its population rise from 211,644 people in 2024 to 326,725 people in 2046, marking a substantial increase of 54.37%. Similarly, the local area is projected to experience a population increase from 17,652 people in 2021 to 26,807 people in 2041, representing a growth of 51.9%. Within this timeframe, the number of children and young people (0-19 years) is anticipated to grow from 5,557 to 7,075, an increase of 27.3%.



Cultural diversity

The local area shows low linguistic diversity, with 62.4% of the population speaking only English at home compared to The Hills Shire LGA (58.6%) and Greater Sydney (57.3%). The local area also has a presence of residents born outside of Australia, including 5.8% from India, 4.7% from China, 3.6% from the Philippines, and 2.7% each from South Africa and England.



Aboriginal and/or Torres Strait Islander communities

The local area has an underrepresentation of Aboriginal and Torres Strait Islander people, who make up 0.8% of the population. This is comparable to The Hills Shire LGA (0.6%) but lower than the proportion in Greater Sydney (1.7%).



Economic characteristics

The economic characteristics of the local area reveal a relatively high level of affluence compared to The Hills Shire LGA and Greater Sydney. The local area boasts a higher median weekly household income (\$3,228) compared to The Hills Shire LGA (\$2,990) and Greater Sydney (\$2,374). Similarly, the median weekly family income in the local area is \$3,206, higher than The Hills Shire LGA' \$2,831 and Greater Sydney's \$2,077. The median weekly personal income in the local area is also higher at \$1,059, compared to \$1,033 in The Hills Shire LGA and \$881 in Greater Sydney.

The local area has an index of relative socio-economic disadvantage score of 1101, indicating a high level of advantage, placing it in the 96th percentile, meaning it is in the top 4% of the most advantaged SA2s in Australia. Additionally, the local area has an index of relative socio-economic advantage and disadvantage score of 1141, also placing it in the 96th percentile. The index of economic resources score is 1154, placing the local area in the 94th percentile, indicating it is in the top 6% of the most advantaged SA2s in Australia.



Housing

The median weekly rent in the local area is \$610, which is higher than both The Hills Shire LGA (\$580) and Greater Sydney (\$470). The median monthly mortgage repayments for the local area are \$2,900, closely aligned with The Hills Shire LGA (\$3,000) and higher than Greater Sydney (\$2,427).

In terms of dwelling types, most people in the local area occupy separate houses (83.4%), followed by semi-detached or terrace houses (11%) and apartments (5.4%). This distribution differs from The Hills Shire, where separate houses account for 81.2%, semi-detached or terrace houses for 8.9%, and apartments for 9.8%. In Greater Sydney, the distribution is more varied, with separate houses at 55.8%, semi-detached or terrace houses at 12.8%, and apartments at 30.7%.

Regarding home ownership, 22.1% of the local population own their private dwelling outright, 55.8% own with a mortgage, and 21.2% rent their dwelling. This contrasts with The Hills Shire LGA (owned outright 31.0%, owned with a mortgage 46.1%, rented 20.4%) and Greater Sydney (owned outright 27.8%, owned with a mortgage 33.3%, rented 35.9%).

Additionally, 26.7% of households in the local area have rental payments greater than 30% of their household income, compared to 29.9% in The Hills Shire LGA area and 35.3% in Greater Sydney. For mortgage households, 15.7% in the local area have mortgage repayments greater than 30% of household income, which is lower than The Hills Shire LGA (18.8%) and Greater Sydney (19.8%).

4.2. CRIME PROFILE

Crime data from the Bureau of Crime Statistics and Research (BOCSAR) was analysed to identify the crime profile for Rouse Hill (suburb). The Hills Shire LGA and the NSW rates have been used to help assess risk compared to LGA and statewide averages. The full crime profile is contained in Appendix A.

Key crime findings relevant to this assessment include:

- The Bureau of Crime Statistics and Research (BOCSAR) produces hotspots to illustrate areas of crime density relative to crime concentrations across NSW. Specifically, the site is categorised as:
 - A low hotspot area for domestic assault
 - A high hotspot area for non-domestic assault
 - A medium to high hotspot area for break and enter non-dwelling
 - A high hotspot for malicious damage to property
 - No hotspot map has been found for liquor offence, steal from retail store and trespassing.
- Rouse Hill has higher rates of crime compared to The Hills Shire and NSW for several offences and crimes:
 - **Non-domestic assault:** 801.9 per 100,000 individuals compared to 138.5 in The Hills Shire and 426.8 in NSW.
 - **Break and enter non-dwelling:** 232.5 per 100,000 individuals compared to 50.7 in The Hills Shire and 101.8 in NSW.
 - **Liquor offence:** 120.3 per 100,000 individuals compared to 17.1 in The Hills Shire and 71.4 in NSW.
 - **Malicious damage to property:** 729.7 per 100,000 individuals compared to 241.9 in The Hills Shire and 606.5 in NSW.
 - **Motor vehicle theft:** 184.4 per 100,000 individuals compared to 59.2 in The Hills Shire and 178.6 in NSW.
 - **Steal from retail store:** 769.8 per 100,000 individuals compared to 210.3 in The Hills Shire and 339.9 in NSW.
 - **Trespass:** 176.4 per 100,000 individuals compared to 46.7 in The Hills Shire and 153.3 in NSW.
- Rouse Hill also has a high prevalence of:
 - **Stealing from motor vehicles:** 312.7 per 100,000 individuals, although lower than NSW (335.0 per 100,000 individuals).
 - **Stealing from persons:** 24.1 per 100,000 individuals, slightly lower than NSW (25.5 per 100,000 individuals).
- Two-year crime trends from October 2022 – September 2024 indicates that crime is generally stable in Rouse Hill and The Hills Shire LGA.

Overall, the crime profile of Rouse Hill highlights several areas of concern, particularly in non-domestic assault, break and enter non-dwelling, malicious damage to property, and various theft-related offences.

4.3. ENGAGEMENT OUTCOMES

4.3.1. Interview with The Hills Police Area Command

An interview with a representative from The Hills Police Area Command (The Hills PAC) on 28 January 2025 provided insights into the local community and the concerns and opportunities regarding crime and safety surrounding the site. Key information provided, relevant to this CPTED assessment, included:

Key existing crimes and challenges

- The primary concerns are violent crimes such as break in with weapons and other minor offenses, especially in car parks such as steal from motor vehicles.
- There has been an increase in crimes around the Metro station, particularly involving youth, including anti-social behaviour, and more serious offenses such as armed break-ins in surrounding residential areas.
- Vacant lots, like the current proposal site can be used as places for potential offenders to gather. Activation of the lower ground level of buildings is crucial to reducing opportunities for crime. Dead corners can attract criminal activity, whereas activated spaces deter it.
- Vegetation has been used to hide weapons. The risk of this should be considered in any landscape treatments.
- Common crimes include theft from mailboxes and storage areas, lobby break-ins, and motor vehicle thefts especially in underground parking areas.

CPTED suggestions for the proposal:

- Residential security:
 - Implement access control for emergency services, such as lock boxes for police and ambulance access.
 - Secure/ control access to mailboxes.
 - Building management plays a key role in monitoring building security and reducing crime risks.
- Ground Level retail:
 - Install high-quality CCTV and clear signage indicating surveillance use.
 - Activate retail spaces to deter crime.
 - Ensure robust windows and doors to prevent overnight break-ins, especially in clothing stores.
- Other suggestions:
 - Ensure fully secured access to car parks with quality garage doors and pin code access.
 - Design public spaces to encourage legitimate use. For example, park benches can sometime invite gathering and antisocial behaviour at night. These spaces should be monitored with good CCTV, lighting, and passive/natural surveillance from the town centre to prevent them from becoming places that attract anti-social behaviour.
 - Encourage crime reporting to facilitate police action. Retailers should develop relationships and strategies with the local Police Area Command to encourage communication and support crime prevention efforts.

4.4. IMPLICATIONS FOR THE PROPOSAL

- The local area has high crime rates in diverse offenses including non-domestic assault, break and enter non-dwelling, malicious damage to property and various theft-related offences. It is important that the proposal uses adequate CPTED measures to mitigate these risks.
- The demographic profile highlights that the local area has a high proportion of families with children. The proposal design should support the safety of families as well as people of all ages.

- While the area has low linguistic diversity, the presence of local residents from various cultural backgrounds should be considered in the implemented safety and management measures, including adequate wayfinding, community engagement and place activation.
- The proposal should consider the broader site surrounds, particularly the proximity of the site to the Rouse Hill Metro Station. As noted by The Hills PAC representative, there has been an increase in crime around the station in recent years.
- There should be a focus on designing-out crime risks and designing-in safety features, including for example, the avoidance of dead-ends/corners and hidden spaces, and the inclusion of access control measures and mechanical surveillance when needed.
- The proposal's land-uses and design provide opportunities to increase safety on-site and within the surrounding public domain and to reduce crime risks through activation and natural surveillance.
- Landscape design and site maintenance will play a key role in addressing issues such as antisocial behaviour.
- Theft-related crimes experienced in the area can be addressed in the proposal design through secured access control, as well as natural and mechanical surveillance.

5. CPTED ASSESSMENT

This section provides a detailed assessment of the proposal against the four CPTED principles of surveillance, access control (and movement), territorial reinforcement and space management. Consideration has also been given to the principles, objectives and directions in Designing Safer Community: Safer by Design Guidelines (The Hills Shire Council, 2002) and the Public Domain Strategy (The Hills Shire Council, 2023) (refer to Section 3).

As the proposal includes many different uses and areas, the assessment has been structured by the different components of the proposal, categorised as below:

- Car parking areas and utility rooms
- Retail and commercial areas and streetscape interface
- Residential areas (including indoor and outdoor spaces)

Recommendations are provided for each priority area to minimise crime risk. These recommendations are also consolidated in Section 6.

NOTE: Best practice CPTED approaches generally preference opportunities to encourage passive/natural surveillance over organised (security guards) and mechanical (CCTV) surveillance. The assessment and recommendations provided seek to prioritise opportunities to support and increase natural surveillance. However, there are some circumstances and spaces where opportunities for natural surveillance will be limited due to lower levels of continual use and activation (e.g. basement carparks and stairwells). In these instances, organised and mechanical monitoring may be recommended.

5.1. CAR PARKING AREAS AND UTILITY ROOMS

The proposal includes the construction and use of two basement levels that will be accessed from White Hart Drive. Overall, the proposal will accommodate 111 car spaces, motorcycle and bicycle parking and loading dock facilities. Car parking spaces are available for the residents of the proposal (including BTR and co-living residents), retail and commercial users.

The crime profile shows that the local area is susceptible to crimes relating to motor vehicle theft and stealing from motor vehicles. The Hills PAC representative highlighted that motor vehicle theft in underground parking is a common crime experienced in the area. The representative suggested access to carparks be secured, including through the implementation of secure garage doors and pin code access control.

Assessment of proposed development

The proposal incorporates the following features and inclusions that align with CPTED principles:

Surveillance

- The design provides good sight lines throughout most of the car parking areas, limits visual obstructions (i.e. columns and walls) and minimises undesired hidden spaces and spaces for concealment and entrapment.

Access control and movement

- Dedicated, secure off-street parking reduces opportunities for motor vehicle related crimes.
- The provision of direct and dedicated building access to the basement parking for BTR, co-living and commercial lobbies via stairs and lifts provides direct and secure access for building users. This will reinforce a perceived sense of safety, as residents and other users of the car park will not have to access basement spaces from an external entry point, including at night.

- The secured bike room on the ground floor (for co-living residents) and the storage cages in the basement carpark (for BTR residents) will provide safe storage options for users, reducing the risk of theft.
- The BTR storage located on basement 1 provides secured and dedicated storage for BTR residents, enabling belongings to be safely stored.

Territorial reinforcement

No territorial reinforcement measures have been identified at this stage.

Space management

No space management measures have been identified at this stage.

Recommendations and design considerations

The following recommendations are proposed for consideration to further enhance alignment with CPTED principles:

Surveillance

- Install adequate lighting throughout the carpark and at all carpark entry/exit points to support natural surveillance and eliminate dark areas. Lighting will be particularly important in corridors, stairwells and corners. Specific areas requiring particular attention in relation to lighting are also noted in other recommendations.
- Ensure the effectiveness of lighting is not reduced by roof soffits, ceiling mounted signs, air conditioning ducts, pipes and other obstructions.
- Install CCTV to more hidden and inactivated areas of the carpark, where natural surveillance is limited. CCTV could also be installed to each entry/exit point. Include clear signage to inform people about the presence of CCTV cameras. Specific areas requiring particular attention in relation to CCTV are also noted in other recommendations.
- Utilise lighting, and CCTV if needed, to the area behind the elevators on basement level 2.
- Ensure the underground parking does not have areas that could facilitate entrapment, particularly in corner spaces. In basement level 2, consider constructing walls around access ramps, similar to those in basement level 1 to eliminate the dead corners.
- While the secure bike room on the ground floor ensures the secure storage of bikes, it could also increase the risk of concealment and entrapment. The entry is isolated, located away from activated areas and located between the underground parking entrance and the adjacent loading area for the neighbouring Coles site. Provide adequate lighting and CCTV to address the lack of natural surveillance around the entry and within the storage area.
- Install CCTV to the corridors and stairs linking the access point on White Hart Drive to basement level 1.
- Consider installing CCTV in the utility rooms including the chute room, fire pump room and bin holding rooms.

- The detailed arrangement of storage areas should seek to minimise dark corners and opportunities for concealment and entrapment.
- Consider installing solid, opaque materials to storage units to prevent the ability to view contents, thereby reducing the risk of opportunistic theft.

Access control and movement

- Install wayfinding measures, such as signage, icons, directional wall and ground markers, colour coding, and changes in materiality, throughout the carpark areas to support efficient and direct movement of different user groups. This would include signage and wayfinding in relating to the different designated car parking spaces, entry and exist points, amenities, BOH spaces and utility rooms. Signage should also indicate spaces that have restricted access. A site wayfinding strategy could be developed during the detailed design phase to address all areas of the site.
- Provide on ground directional signage to guide vehicle, cycle and pedestrian movement to reduce opportunities for collisions and to improve pedestrian safety. This could include ground marking and signage that indicates pedestrian routes.
- Use signage and ground markings to also highlight the loading zone and to notify peak use periods. Consider also installing visual and audible warning signals to indicate when a loading operation is in progress.
- Use signage, speed control measures and design cues (e.g. pavement changes) to slow vehicles entering and exiting the car park. Also consider safety mirrors, visual or audible alerts at the basement level vehicle entry and exit points to reduce the risk of vehicle and pedestrian conflict.
- Install signage that reminds car owners to lock vehicles to reduce risk of car theft and theft of belongings.
- Install access control measures (e.g. key, swipe card or pin code) to all Back of House (BOH) and utility rooms in the basement parking levels and ground floor to support access for relevant uses and prevent unauthorised access.
- Install additional access control measures within each of the lifts to control access to each residential level and tower from the basement levels. This will reduce opportunities for trespassing and breaking and entering.
- Install access control measures to the access door to the stairs leading from the secured bike parking to the co-living areas to prevent unauthorised entry.
- Install roller doors at the carpark entrance to restrict unauthorised access.

Territorial reinforcement

- Consider painting the ceilings and/or walls of basement levels white to help reflect light. This can make a basement space look larger, more spacious and more appealing and welcoming. It can also increase lux levels without the need for additional lighting fixtures.

Space management

- The Transport Impact Assessment prepared by Asongroup (2025), proposes a Loading Dock Management Plan (LDMP) be prepared to manage delivery and waste vehicles accessing the basement.

Incorporate measures in the plan that will enhance pedestrian safety, including scheduling loading times that avoid peak periods when residents and commercial users will be leaving and entering the car park.

- Develop a site Plan of Management to ensure all areas (including basement and utility areas) are kept safe, clean and tidy. The plan should include a schedule and procedures for regular monitoring, maintenance, repair and cleaning of spaces and ensuring issues (e.g. damage, broken elements, rubbish and graffiti) are addressed in a timely manner. Access control systems (e.g. door and gate locking systems, fire exit controls, lift access controls) should also be checked regularly to ensure they are in working order.
- This will ensure the area appears comfortable and appealing, encouraging perceptions of safety.

5.2. RETAIL AND COMMERCIAL AREAS AND STREETScape INTERFACE

The proposal includes the construction of an 11, 18 and 23 storey mixed-use development. This includes a consolidated podium comprising ground level lobby, retail and wellness tenancies.

Assessment of proposed development

The proposal incorporates the following features and inclusions that align with CPTED principles:

Surveillance

- The proposed retail and commercial space will help activate the site and public realm by attracting a diverse range of users on-site. This increased foot traffic will provide natural surveillance throughout the ground floor and the site's surrounding.
- The extensive glazing to the retail areas will provide natural surveillance to and from the residential lobby and the street. In general, the facades of the commercial and retail spaces incorporate significant use of glazing and visual access to and from the street, maximising natural surveillance.
- The provision of outdoor amenities, such as tables and seating areas, will provide opportunities for activation and natural surveillance to the buildings' entry points and the adjacent streets and outside car parking.
- The provision and positioning of the concierge desk in the commercial lobby will provide organised surveillance of the lobby and wellness centre.
- The provision of seating in the commercial lobby will support building users to linger and meet, therefore providing natural surveillance of this area.
- The extensive glazing to the two commercial floor facades will facilitate passive surveillance of both Tempus Street and the outdoor spaces, deterring potential crime and increasing perceptions of safety for passes by and building users.

Access control and movement

- The different access points for the residential and commercial lobbies ensure clear separation between the different users. This will enhance security and privacy for residents and will reduce risks of trespassing, theft, vandalism and break and enter related crimes.

Territorial reinforcement

- The wider setback from the street to the retail premises provides subtle cues that define the transition between public and semi-public/private spaces, while still welcoming visitors and users into the retail spaces.
- The proposed retail and commercial space will help activate the site and public realm by attracting a diverse range of users on-site and fostering resident and broader community connection and sense of belonging.
- The concierge staff will provide a 'familiar face', support and connection for building uses, enhancing fostering a sense of community and also providing a cue the development is supervised and well cared for.

Space management

- The concierge staff will assist with space management, by being on hand to report any damage, maintenance requirements or other issues.

Recommendations and design considerations

The following recommendations are proposed for consideration to further enhance alignment with CPTED principles:

Surveillance

- Include CCTV to provide 24/7 mechanical surveillance in areas where it is difficult to achieve natural surveillance, particularly at the retail premises and more isolated site access points.
- The commercial lobby should be embellished to create welcoming and inviting spaces to encourage people to sit and gather, thereby enhancing activation and natural surveillance. This will also assist in terms of territorial reinforcement by creating a place that building users enjoy and feel connected to.
- Provide adequate lighting throughout all external areas, including lighting of the surrounding public pedestrian pathway and retail areas, in accordance with Australian Standards. Adequate lighting ensures there are no dark corners, and natural surveillance is maintained both day and night to deter potential offenders.
- Ensure balanced lighting between internal and external spaces is used to avoid the mirroring of glazing at night and allow for a continuation of sight lines from and into the building.

Access control and movement

- Implement access control measures to restrict unauthorised access to retail staff-only back-of-house areas at all times and to retail and commercial spaces during non-operational hours.
- Ensure the retail space incorporates robust windows, doors and locks to prevent break and enter incidents.
- Implement secure access control measures to prevent users of the retail and commercial areas from entering residential areas and lobbies. This will ensure the safety and privacy of residents.
- Ensure clear and legible wayfinding throughout ground floor and streetscape interface areas to distinguish between the various uses on site. This will enhance navigation and minimise unauthorised access. Signage and other wayfinding elements should clearly articulate entry and exit points and

distinguish between public (retail and commercial) and private (residential) components. Ensure wayfinding incorporates universally legible signage. This could be addressed in the site wayfinding strategy recommended in Section 5.1

Territorial reinforcement

- Ensure all streetscape interfaces are well lit (aligned to intended hours of operation) to further enhance community ownership and natural surveillance.
- Consider the incorporation of public art in the street interface areas to create a welcoming and engaging environment and reinforce community ownership.

Space management

- The site Plan of Management recommended in Section 5.1, should also address all ground floor and streetscape interface areas to ensure they are safe, clean and tidy.
- To reduce the risk of graffiti and vandalism, streetscape interfaces should be well lit, visually interesting and include robust materials and fixtures. Utilise graffiti resistant coatings to outdoor surfaces and building facades that are particularly exposed and vulnerable.
- Ensure that landscaping is well-maintained to provide cues the site is well cared for, as well as to minimise any obstruction to sight-lines and avoid opportunities for concealment.
- Provide bins throughout the ground floor and street interface areas to reduce litter and assist site presentation, thereby fostering perceptions of safety of building users and passersby.
- Future operators of the retail spaces should provide a Plan of Management or contribute to the site Plan of Management. The plan should include details around the hours of operation, security procedures, serving of liquor (if future premises are licenced), and routine cleaning and maintenance.
- As noted by The Hills PAC, there is the opportunity for the future building managers, retail and commercial operators to build connections with The Hills PAC and identify and implement crime prevention strategies and crime reporting procedures. These strategies and procedures could be incorporated in the site Plan of Management.

5.3. RESIDENTIAL AREAS (INCLUDING INDOOR AND OUTDOOR SPACES)

The proposal includes the construction and operation of residential apartments across three towers. This includes 216 co-living units within an 11-storey tower, 332 built-to-rent units across 18 and 23-storey towers (including 105 units in a dual key configuration). In addition, designated spaces for residents include the residential lobby/amenity area and the co-living lobby, both on the ground floor podium, and rooftops with open space and indoor community spaces.

Assessment of proposed development

The proposal incorporates the following features and inclusions that align with CPTED principles:

Surveillance

- The well embellished indoor and outdoor communal areas, including the co-living amenities (lounge, the dining/kitchen space, coworking space and outdoor terrace area) and the BTR amenities (coworking and collaborative spaces, gym, lounge, library, kitchen, dining, cinema room, rooftop bar and outdoor terraces), will enhance opportunities for residents and visitors to gather, activate the site, and increase opportunities for natural surveillance.
- The residential levels include centrally located lifts and straight corridors with minimal obstructions. This layout maximises clear sightlines and minimises opportunities for concealment and entrapment.
- The rooftop communal open spaces dedicated to the residents are designed with clear sight lines and have limited blind corners or spaces that could provide opportunities for concealment and entrapment. While they include some nooks and breakout spaces, they balance open gathering areas and more intermate spaces, to enable simultaneous use by different groups. The diversity of uses on the rooftop both within the indoor and outdoor spaces will enhance natural surveillance of these areas.
- The concierge desk in the co-living lobby and in the residential areas will provide organised surveillance by staff.

Access control and movement

- The separated access to the co-living lobby and co-living residential areas will ensure the privacy and security of the co-living residents. This will also reduce the risk of trespassing.
- Dedicated lift access to the rooftop communal space supports access control and reduces opportunities for trespassing.

Territorial reinforcement

- The well embellished indoor and outdoor communal areas for co-living and BTR residents, will provide opportunities for residents to gather, meet and form social connections, contributing to community cohesion and sense of belonging. Neighbours who are connected are more likely to watch out for the safety of each other, their properties and their neighbourhood.
- The concierge staff will provide a 'familiar face', support and connection for residents, enhancing fostering a sense of community and also providing a cue the development is supervised and well cared for.

Space management

No space management measures have been identified at this stage.

Recommendations and design considerations

The following recommendations are proposed for consideration to further enhance alignment with CPTED principles:

Surveillance

- Use balanced lighting between internal and external spaces to avoid mirroring of glazing at night and allow for continuous sightlines into and from the building.
- Maintain landscaping on the rooftop to ensure sightlines are kept clear and unobstructed.
- Provide sensor lighting, or similar, to ensure corridors within the residential levels can be lit throughout the day and evening to accommodate residents arriving and leaving at different times.

Access control and movement

- The site wayfinding strategy recommended in Section 5.1, could also include all residential areas. This could include measures to direct residents and visitors to entries, lifts and communal areas. Measures could include signage, icons, and changes between different levels and spaces (e.g. colours, materials, artwork).
- Install access control measures (keys, swipe cards, pin codes, intercom/buzzer systems) to entrances, lifts and doors into and through the various sections of residential areas to control access (e.g. residents, visitors and management and maintenance staff) and prevent unauthorised and unwanted access.
- Provide information and signage reminding residents to only allow access to known or authorised visitors.
- Install locked boxes for police and emergency services in key locations. These locked boxes should contain access keys and/or codes to ensure that emergency personnel can quickly and efficiently enter the premises in the event of an emergency. Provide clear signage to these boxes so they can be easily located by emergency services. Ensure that each emergency service and the building manager are provided with a code to access the lock boxes in the event of an emergency. CCTV could be installed to monitor the locked box locations.
- Install robust, tamper-resistant locks on all entrances, exits, and individual units.
- Ensure that access to the mailbox is secured to prevent theft. Provide postal workers with a unique key or code or install an electronic access control system requiring a secure card or fob. Consider implementing CCTV to mail areas to increase surveillance.

Territorial reinforcement

- The interior design of residential communal areas should seek to create welcoming and inviting spaces to encourage people to site, gather and connect.
- Explore opportunities to include art in communal areas to enhance the appeal of spaces and facilitate community connection.

Space management

- Welcome packs should be provided to new residents to assist familiarisation with the site and encourage a sense of community and belonging. These packs could provide a map and information on site amenities, activities and the local area.
- The site Plan of Management recommended in Section 5.1, should also cover residential uses. This should include a plan and schedule for regular monitoring, maintenance and cleaning of all indoor and outdoor communal spaces, ensuring maintenance issues are addressed in a timely manner and access control systems are regularly tested.

6. CONCLUSION

Urbis has undertaken a CPTED assessment for the proposed development against the four CPTED principles and has identified potential risk areas and recommendations to help reduce crime risk. The assessment has been informed by a review of relevant local and State policies, as well as demographic and crime data.

The assessment found that the site will activate the currently vacant lot by providing diverse uses, thereby increasing passive surveillance in and around the site. Natural surveillance will be further enhanced through extensive glazing, outdoor public amenities and concierge desks in the residential and commercial lobbies. Space management will be supported by concierge staff within the different lobbies, ensuring as well ongoing organised surveillance.

The design includes good sightlines in the car parking areas and communal residential spaces, while overall minimising visual obstructions, thus reducing the risks of concealment on-site. Secure off-street parking, direct building access, and secure storage options will reinforce secured access to these areas, reducing crimes related to theft and assault. Separate access points for residential and commercial lobbies will increase security for residents, while the wider setback from the street to the retail premises provides cues to the transition between public and semi-public/private spaces.

Centrally located lifts and straight corridors with minimal obstructions maximise clear sightlines and minimise opportunities for concealment and entrapment. Access control measures, including separated access to the co-living lobby and residential areas, ensure privacy and security for co-living residents and reduce the risk of trespassing. Dedicated lift access to the rooftop communal space further supports access control. The concierge staff will provide support and connection for residents, enhancing the sense of community.

To further increase safety and reduce crime risk, the following recommendations should be implemented:

Car parking areas and utilities rooms

- Install adequate lighting throughout the carpark and at all carpark entry/exit points to support natural surveillance and eliminate dark areas. Lighting will be particularly important in corridors, stairwells and corners. Specific areas requiring particular attention in relation to lighting are also noted in other recommendations.
- Ensure the effectiveness of lighting is not reduced by roof soffits, ceiling mounted signs, air conditioning ducts, pipes and other obstructions.
- Install CCTV to more hidden and inactivated areas of the carpark, where natural surveillance is limited. CCTV could also be installed to each entry/exit point. Include clear signage to inform people about the presence of CCTV cameras. Specific areas requiring particular attention in relation to CCTV are also noted in other recommendations.
- Utilise lighting, and CCTV if needed, to the area behind the elevators on basement level 2.
- Ensure the underground parking does not have areas that could facilitate entrapment, particularly in corner spaces. In basement level 2, consider constructing walls around access ramps, similar to those in basement level 1 to eliminate the dead corners.
- While the secure bike room on the ground floor ensures the secure storage of bikes, it could also increase the risk of concealment and entrapment. The entry is isolated, located away from activated areas and located between the underground parking entrance and the adjacent loading area for the neighbouring Coles site. Provide adequate lighting and CCTV to address the lack of natural surveillance around the entry and within the storage area.
- Install CCTV to the corridors and stairs linking the access point on White Hart Drive to basement level 1.
- Consider installing CCTV in the utility rooms including the chute room, fire pump room and bin holding rooms.

- The detailed arrangement of storage areas should seek to minimise dark corners and opportunities for concealment and entrapment.
- Consider installing solid, opaque materials to storage units to prevent the ability to view contents, thereby reducing the risk of opportunistic theft.
- Install wayfinding measures, such as signage, icons, directional wall and ground markers, colour coding, and changes in materiality, throughout the carpark areas to support efficient and direct movement of different user groups. This would include signage and wayfinding in relating to the different designated car parking spaces, entry and exist points, amenities, BOH spaces and utility rooms. Signage should also indicate spaces that have restricted access. A site wayfinding strategy could be developed during the detailed design phase to address all areas of the site.
- Provide on ground directional signage to guide vehicle, cycle and pedestrian movement to reduce opportunities for collisions and to improve pedestrian safety. This could include ground marking and signage that indicates pedestrian routes.
- Use signage and ground markings to also highlight the loading zone and to notify peak use periods. Consider also installing visual and audible warning signals to indicate when a loading operation is in progress.
- Use signage, speed control measures and design cues (e.g. pavement changes) to slow vehicles entering and exiting the car park. Also consider safety mirrors, visual or audible alerts at the basement level vehicle entry and exit points to reduce the risk of vehicle and pedestrian conflict.
- Install signage that reminds car owners to lock vehicles to reduce risk of car theft and theft of belongings.
- Install access control measures (e.g. key, swipe card or pin code) to all Back of House (BOH) and utility rooms in the basement parking levels and ground floor to support access for relevant uses and prevent unauthorised access.
- Install additional access control measures within each of the lifts to control access to each residential level and tower from the basement levels. This will reduce opportunities for trespassing and breaking and entering.
- Install access control measures to the access door to the stairs leading from the secured bike parking to the co-living areas to prevent unauthorised entry.
- Install roller doors at the carpark entrance to restrict unauthorised access.
- Consider painting the ceilings and/or walls of basement levels white to help reflect light. This can make a basement space look larger, more spacious and more appealing and welcoming. It can also increase lux levels without the need for additional lighting fixtures.
- The Transport Impact Assessment prepared by Asongroup (2025), proposes a Loading Dock Management Plan (LDMP) be prepared to manage delivery and waste vehicles accessing the basement. Incorporate measures in the plan that will enhance pedestrian safety, including scheduling loading times that avoid peak periods when residents and commercial users will be leaving and entering the car park.
- Develop a site Plan of Management to ensure all areas (including basement and utility areas) are kept safe, clean and tidy. The plan should include a schedule and procedures for regular monitoring, maintenance, repair and cleaning of spaces and ensuring issues (e.g. damage, broken elements, rubbish and graffiti) are addressed in a timely manner. Access control systems (e.g. door and gate locking systems, fire exit controls, lift access controls) should also be checked regularly to ensure they

are in working order. This will ensure the area appears comfortable and appealing, encouraging perceptions of safety.

Residential and commercial areas and streetscape interface

- Include CCTV to provide 24/7 mechanical surveillance in areas where it is difficult to achieve natural surveillance, particularly at the retail premises and more isolated site access points.
- The commercial lobby should be embellished to create welcoming and inviting spaces to encourage people to sit and gather, thereby enhancing activation and natural surveillance. This will also assist in terms of territorial reinforcement by creating a place that building users enjoy and feel connected to.
- Provide adequate lighting throughout all external areas, including lighting of the surrounding public pedestrian pathway and retail areas, in accordance with Australian Standards. Adequate lighting ensures there are no dark corners, and natural surveillance is maintained both day and night to deter potential offenders.
- Ensure balanced lighting between internal and external spaces is used to avoid the mirroring of glazing at night and allow for a continuation of sight lines from and into the building.
- Implement access control measures to restrict unauthorised access to retail staff-only back-of-house areas at all times and to retail and commercial spaces during non-operational hours.
- Ensure the retail space incorporates robust windows, doors and locks to prevent break and enter incidents.
- Implement secure access control measures to prevent users of the retail and commercial areas from entering residential areas and lobbies. This will ensure the safety and privacy of residents.
- Ensure clear and legible wayfinding throughout ground floor and streetscape interface areas to distinguish between the various uses on site. This will enhance navigation and minimise unauthorised access. Signage and other wayfinding elements should clearly articulate entry and exit points and distinguish between public (retail and commercial) and private (residential) components. Ensure wayfinding incorporates universally legible signage. This could be addressed in the overall site wayfinding strategy.
- Ensure all streetscape interfaces are well lit (aligned to intended hours of operation) to further enhance community ownership and natural surveillance.
- Consider the incorporation of public art in the street interface areas to create a welcoming and engaging environment and reinforce community ownership.
- The site Plan of Management should also address all ground floor and streetscape interface areas to ensure they are safe, clean and tidy.
- To reduce the risk of graffiti and vandalism, streetscape interfaces should be well lit, visually interesting and include robust materials and fixtures. Utilise graffiti resistant coatings to outdoor surfaces and building facades that are particularly exposed and vulnerable.
- Ensure that landscaping is well-maintained to provide cues the site is well cared for, as well as to minimise any obstruction to sight-lines and avoid opportunities for concealment.
- Provide bins throughout the ground floor and street interface areas to reduce litter and assist site presentation, thereby fostering perceptions of safety of building users and passersby.

- Future operators of the retail spaces should provide a Plan of Management or contribute to the site Plan of Management. The plan should include details around the hours of operation, security procedures, serving of liquor (if future premises are licenced), and routine cleaning and maintenance.
- As noted by The Hills PAC, there is the opportunity for the future building managers, retail and commercial operators to build connections with The Hills PAC and identify and implement crime prevention strategies and crime reporting procedures. These strategies and procedures could be incorporated in the site Plan of Management.

Residential indoor and outdoor spaces

- Use balanced lighting between internal and external spaces to avoid mirroring of glazing at night and allow for continuous sightlines into and from the building.
- Maintain landscaping on the rooftop to ensure sightlines are kept clear and unobstructed.
- Provide sensor lighting, or similar, to ensure corridors within the residential levels can be lit throughout the day and evening to accommodate residents arriving and leaving at different times.
- The site wayfinding strategy recommended in Section 5.1, could also include all residential areas. This could include measures to direct residents and visitors to entries, lifts and communal areas. Measures could include signage, icons, and changes between different levels and spaces (e.g. colours, materials, artwork).
- Install access control measures (keys, swipe cards, pin codes, intercom/buzzer systems) to entrances, lifts and doors into and through the various sections of residential areas to control access (e.g. residents, visitors and management and maintenance staff) and prevent unauthorised and unwanted access.
- Provide information and signage reminding residents to only allow access to known or authorised visitors.
- Install locked boxes for police and emergency services in key locations. These locked boxes should contain access keys and/or codes to ensure that emergency personnel can quickly and efficiently enter the premises in the event of an emergency. Provide clear signage to these boxes so they can be easily located by emergency services. Ensure that each emergency service and the building manager are provided with a code to access the lock boxes in the event of an emergency. CCTV could be installed to monitor the locked box locations.
- Install robust, tamper-resistant locks on all entrances, exits, and individual units.
- Ensure that access to the mailbox is secured to prevent theft. Provide postal workers with a unique key or code or install an electronic access control system requiring a secure card or fob. Consider implementing CCTV to mail areas to increase surveillance.
- The interior design of residential communal areas should seek to create welcoming and inviting spaces to encourage people to site, gather and connect.
- Explore opportunities to include art in communal areas to enhance the appeal of spaces and facilitate community connection.
- Welcome packs should be provided to new residents to assist familiarisation with the site and encourage a sense of community and belonging. These packs could provide a map and information on site amenities, activities and the local area.
- The site Plan of Management recommended should also cover residential uses. This should include a plan and schedule for regular monitoring, maintenance and cleaning of all indoor and outdoor

communal spaces, ensuring maintenance issues are addressed in a timely manner and access control systems are regularly tested.

DISCLAIMER

This report is dated 10 April 2025 and incorporates information and events up to that date only and excludes any information arising, or event occurring, after that date which may affect the validity of Urbis Ltd (**Urbis**) opinion in this report. Urbis prepared this report on the instructions, and for the benefit only, of Freecity (**Instructing Party**) for the purpose of Crime Prevention Through Environmental Design Report (**Purpose**) and not for any other purpose or use. To the extent permitted by applicable law, Urbis expressly disclaims all liability, whether direct or indirect, to the Instructing Party which relies or purports to rely on this report for any purpose other than the Purpose, and to any other person which relies or purports to rely on this report for any purpose whatsoever (including the Purpose).

In preparing this report, Urbis was required to make judgements which may be affected by unforeseen future events, the likelihood and effects of which are not capable of precise assessment.

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This report has been prepared with due care and diligence by Urbis and the statements and opinions given by Urbis in this report are given in good faith and in the reasonable belief that they are correct and not misleading, subject to the limitations above.

APPENDIX A CRIME PROFILE

Table 2 Crime rates per 100,000 people, October 2023 – September 2024

Crime type	Rouse Hill	The Hills Shire	NSW
Assault (non-domestic)	801.9	138.5	426.8
Assault (domestic)	328.8	149.6	463.5
Break and enter dwelling	200.5	94.9	239.4
Break and enter non-dwelling	232.5	50.7	101.8
Liquor offences	120.3	17.1	71.4
Malicious damage to property	729.7	241.9	606.5
Motor vehicle theft	184.4	59.2	178.6
Steal from dwelling	176.4	87.3	198.9
Steal from motor vehicle	312.7	107.4	335.0
Steal from person	24.1	6.5	25.5
Steal from retail store	769.8	210.3	339.9
Trespass	176.4	46.7	153.3

Source: BOCSAR, 2024

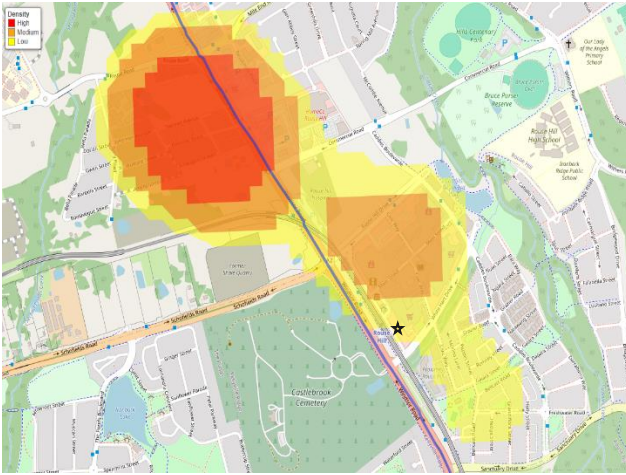
Table 3 Two-year crime trend, October 2022 – September 2024

Crime type	Rouse Hill	The Hills Shire	NSW
Assault (non-domestic)	Stable	Stable	Stable
Assault (domestic)	Stable	Stable	Stable
Break and enter dwelling	Stable	Stable	Stable
Break and enter non-dwelling	Stable	Stable	Stable
Liquor offences	n.c.	Stable	Down 28.6% per year
Malicious damage to property	Stable	Stable	Stable
Motor vehicle theft	Stable	Stable	Stable
Steal from dwelling	Stable	Stable	Stable
Steal from motor vehicle	Stable	Stable	Stable

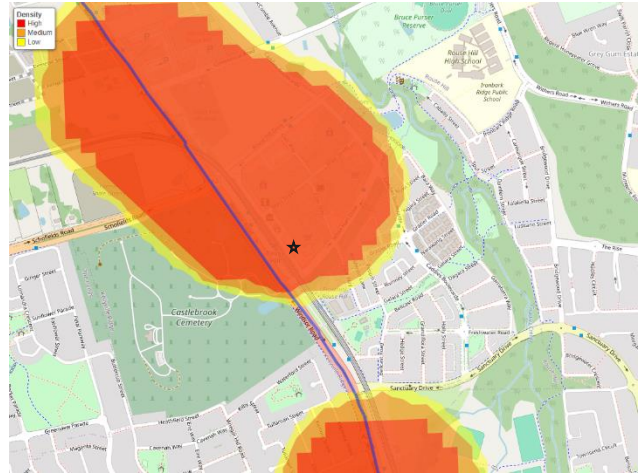
Crime type	Rouse Hill	The Hills Shire	NSW
Steal from person	Stable	Stable	Stable
Steal from retail store	Stable	Stable	Stable
Trespass	Stable	Stable	Stable

Source: BOCSAR, 2024

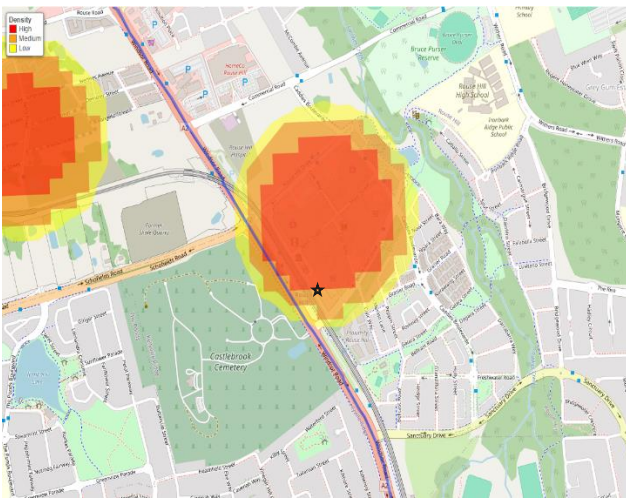
Figure 5 Crime hotspots, January 2024 – December 2024



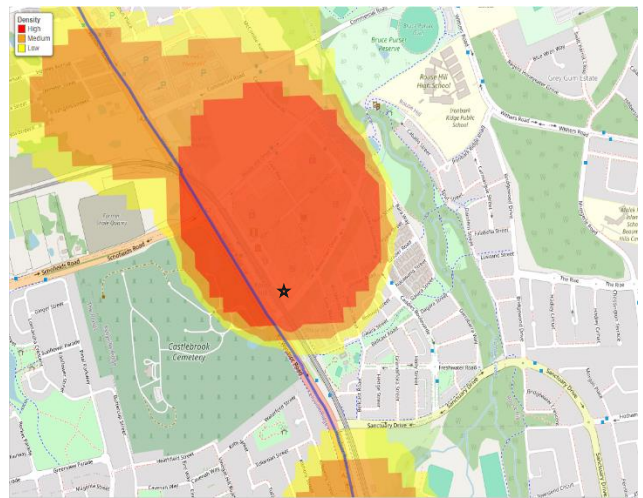
Picture 7 Hotspot map for domestic assault



Picture 8 Hotspot map for non-domestic assault



Picture 9 Hotspot map for break and enter non-dwelling



Picture 10 Hotspot for malicious damage to property

Source: BOCSAR

NB: Approximate site location indicated by a black star

