3-5 Help Street Chatswood

CPTED Report

Prepared for:
Loftex Chatswood Pty Limited
December 2024

HillPDA
CONSULTING

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Reviewer

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INTRODUCTION

1.0 INTRODUCTION

This Crime Prevention Through Environmental Design (CPTED) report has been prepared by HillPDA to accompany a State Significant Development Application (SSDA) for the proposed redevelopment of a site located at 3-5 Help Street, Chatswood (the site).

This CPTED report has been prepared to address part of item 7 of the Secretary's Environmental Assessment Requirements (SEARs), which were issued on 8 October 2024 (SSD-76555711). Item 7 requires the proponent to "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*."

1.1 Purpose of the report

The design and layout of the physical environment effects individual and social behaviour in varying ways. New developments, particularly those that significantly alter the built environment, can impact the perceived or actual safety of an area, including crime and antisocial behaviour. CPTED is a process for assessing and analysing crime risk to guide the design, use and management of the built environment. CPTED aims to reduce both actual and perceived levels of crime and promote public health and quality of life.

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

1.2 CPTED guidelines

The former NSW Department of Infrastructure, Planning and Natural Resources introduced the *Crime prevention and the assessment of development applications guidelines* (the guidelines) in April 2001.[1] These guidelines require consent authorities to ensure that development provides safety and security to users and the community.

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

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

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

1.3 Method

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

- Site visit on 15 November 2024 to review existing site features and local context

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

- Review of the architectural plans of the proposal prepared by EMBECE (based on provided architectural plans, dated 5 December 2024)
- Analysis of crime statistics from the NSW Bureau of Crime Statistics and Research (BOCSAR)
- Assessment of the existing environment, the surrounding context, and the proposed development against the CPTED principles
- Discussions with project team representatives regarding the design of the proposed development and the application of appropriate crime mitigation measures.

THE PROPOSED DEVELOPMENT

2.0 THE PROPOSED DEVELOPMENT

2.1 The site

The site is located in Chatswood, near the Chatswood town centre, within the Willoughby Local Government Area (LGA), as shown in Figure 1. The site consists of two lots:

- 3 Help Street, legally described as CP/SP134; and
- 5 Help Street, legally described as CP/SP52320.

In total, the site has an area of approximately 2,290 square metres.

Figure 1: The site

Source: HillPDA, SixMaps (2024)

The site has frontages to Help Street, Cambridge Lane, and Mcintosh Street, with vehicle access to the site via existing driveways on Help Street and Mcintosh Street.

The existing land use at the site is residential accommodation, with low-rise apartment buildings present at both lots. The building at 3 Help Street is a four storey red brick structure, with associated hardstand and landscaped areas. The building at 5 Help Street is a two storey blonde brick structure, also with hardstand and landscaped areas. These are shown in Figure 2.

Figure 2: Existing development at the site

Source: HillPDA (2024)

2.2 Site context

The site is located within Chatswood's urban core, to the east of the railway line, approximately 250 metres northeast of Chatswood railway station. Generally, Chatswood's centre is defined by the railway line and major roads including the Princes Highway and Anderson Street.

Development in this area is characterised by mixed-use residential buildings within an increasingly dense urban core, including several high-rise towers over twenty storeys tall. This includes various high-rise residential buildings, and commercial and office buildings of various types and scales. Outside this core area, development is typified by low-density suburban streets and low-rise mixed-use and commercial buildings.

Chatswood is anticipated to undergo significant additional development in coming years, with various planning proposals enabling increased height and density of development in its centre. This is supported by the increased transport accessibility offered by the Sydney Metro, with services providing rapid connectivity between Chatswood and the Sydney and North Sydney CBDs.

The built environment immediately surrounding the site includes:

- North: Mcintosh Street and three- and four-storey apartment buildings
- East: High-rise residential towers with ground-floor commercial uses
- South: Help Street and high-rise residential towers with ground-floor commercial uses
- West: Cambridge Lane, a high-rise residential tower, and Sydney Metro and Sydney Trains railway lines.

2.3 The proposal

The proposal is for a mixed-use development consisting of basement carparking, retail and commercial space at the ground and podium levels, 32 levels of residential units, and associated landscaping.

As per the architectural plans, the proposal would include vehicle and loading dock access from Help Street, with its main frontage located on Cambridge Lane. The Cambridge Lane frontage would include the main residential entrance and lobby, as well the entrance to one of the ground floor retail spaces, and to the lobby for the podium commercial spaces. Access to the other ground floor retail space would be from Mcintosh Street.

A ground flood plan of the proposed development is shown in Figure 1.

Figure 3: Upper ground floor plan of the proposed development

Source: EMBECE Studio (2024)

SOCIAL BASELINE

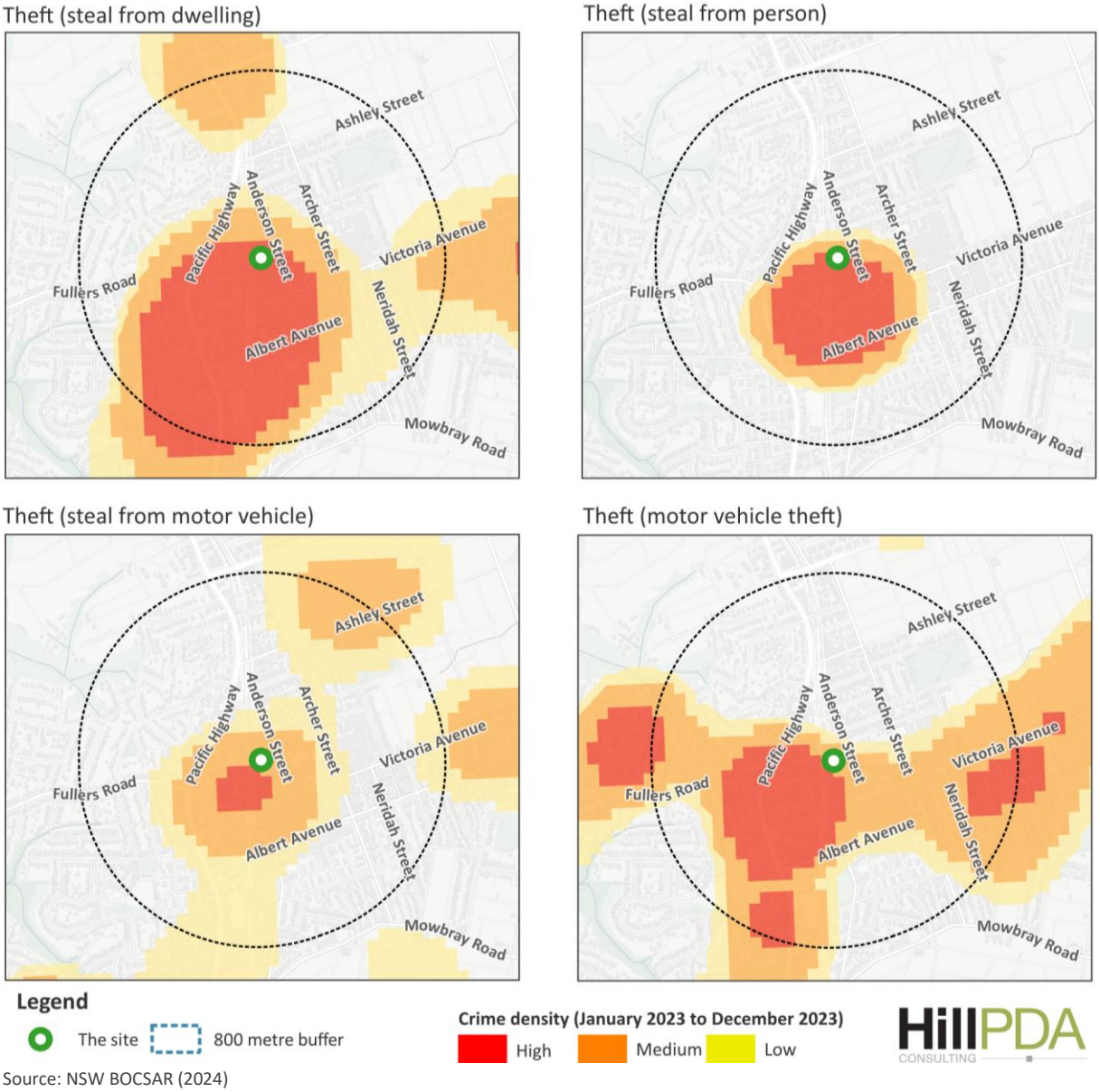
3.0 SOCIAL BASELINE

3.1 Crime statistics

This section presents crime data from the NSW Bureau of Crime Statistics and Research (BOCSAR) for the area surrounding the site. NSW BOCSAR prepare crime statistics reporting including 'crime hotspots' mapping, revealing areas with elevated levels of crime, as shown in the following figures. The hotspot data shows that that the site was co-located with high-density hotspots for several crime types, including:

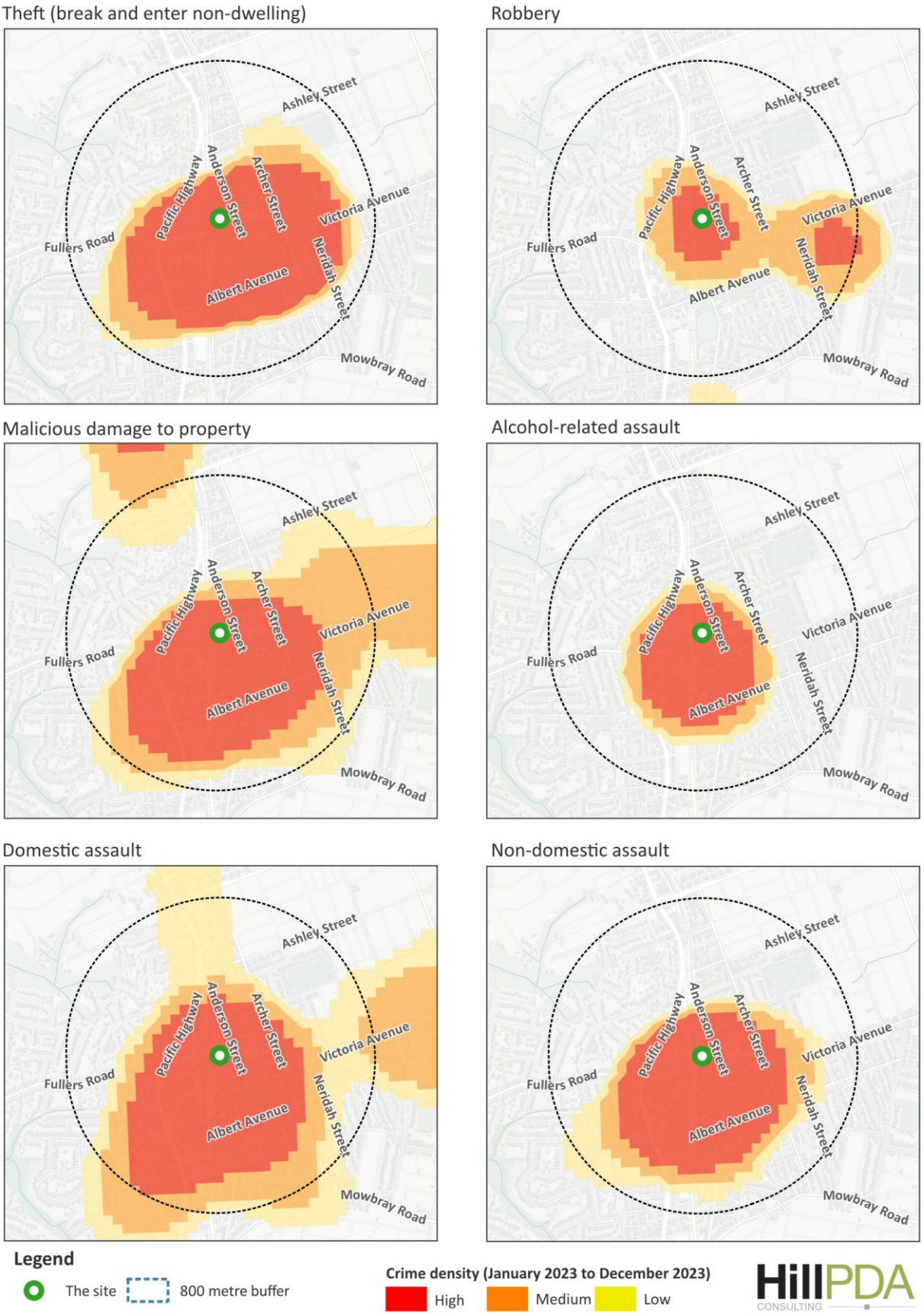
- Theft (steal from motor vehicle)
- Theft (steal from person)
- Theft (steal from motor vehicle)
- Theft (motor vehicle theft)
- Theft (break and enter non-dwelling)
- Robbery
- Malicious damage to property
- Alcohol-related assault
- Domestic assault
- Non-domestic assault.

Figure 4: Selected crime hotspots near the site (January-December 2023)



Source: NSW BOCSAR (2024)

Figure 5: Selected crime hotspots near the site (January-December 2023)



Source: NSW BOCSAR (2024)

The findings suggest that the site is highly exposed to crime, however, BOCSAR's hotspots are derived from counts of incidents, which often results in densely populated or highly visited areas (such as the Chatswood CBD) being associated with crime hotspots. It is useful, therefore, to consider identified crime hotspots against the relevant incidence rate of these crimes (per 100,000 persons). An assessment and comparison of these rates across the 2067 postal area (which contains the site), the wider Willoughby LGA, and NSW as a whole is shown in Table 1.

Table 1: Count and occurrence rate (per 100,000 population) of selected crimes (July 2023-June 2024)

Offence type	Chatswood POA (2067)		Willoughby LGA		New South Wales	
	Count	Rate	Count	Rate	Count	Rate
Theft (steal from dwelling)	28	103.3	95	125.9	16,313	199.8
Theft (steal from person)	11	40.6	19	25.2	2,129	26.1
Theft (steal from motor vehicle)	35	129.1	102	135.1	28,493	348.9
Theft (motor vehicle theft)	25	92.2	54	71.5	14,891	182.4
Theft (break and enter non-dwelling)	29	106.9	59	78.2	8,372	102.5
Robbery	7	25.8	10	13.2	2,004	24.5
Malicious damage to property	84	309.8	218	288.8	49,940	611.6
Alcohol-related assault	33	121.7	51	67.6	17,704	216.8
Domestic assault	56	206.5	125	165.6	37,332	457.2
Non-domestic assault	95	350.3	161	213.3	34,940	427.9

Source: NSW BOCSAR (2024)

In general, the 2067 postal area recorded higher incidence rates than the Willoughby LGA but lower rates than NSW as a whole. However, the 2067 postal area did record the highest rates for the following crimes: theft (steal from person); theft (break and enter non-dwelling); and robbery. With the exception of theft (steal from person), these crimes did not occur at rates significantly higher than across NSW.

Overall, the review of crime data indicates that the area surrounding the site may be subject to a somewhat elevated level of crime. The intensity of commercial and residential development and the presence of a major transport hub in Chatswood generate an elevated level of activity and foot traffic in the local area.

It is likely that this contributes to the 2067 postal area's elevated crime incidence rates compared to other areas, as BOCSAR's incidence rates are calculated based on incidents of crime per 100,000 residents. Areas with high activity levels will therefore present with intense crime hotspots and higher crime incidence rates, as there are comparatively more people passing through or utilising the area on a regular basis.

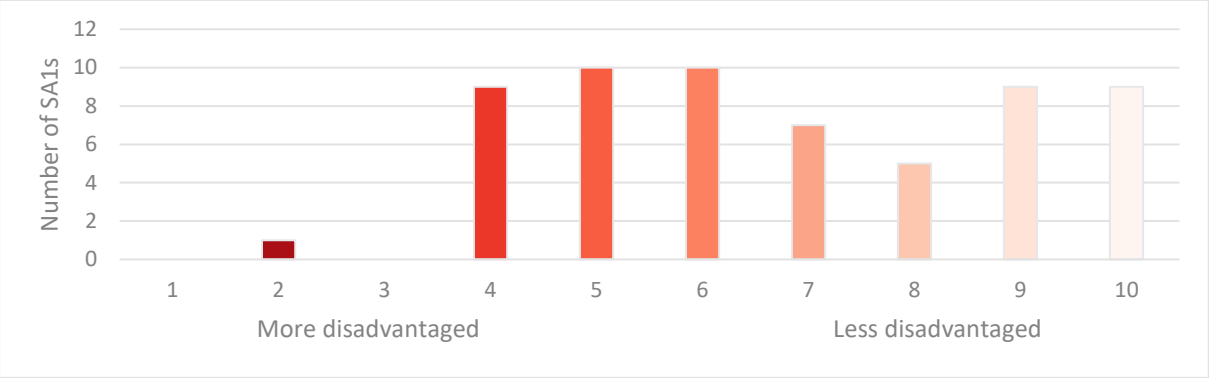
3.2 Social advantage and disadvantage

The Socio-Economic Indexes for Areas (SEIFA) are rankings of relative socio-economic status (advantage and disadvantage) for different geographic areas, within each state and nationally. The indexes rank areas against others of the same geographic type (e.g. Local Government Area or Statistical Area Level 1) based on specific socio-economic metrics, selected based on the particular SEIFA index. The below analysis has been prepared using 2021 Census data.

3.2.1 Relative socio-economic disadvantage

Index of Relative Socio-economic Disadvantage (IRSD) examines factors like unemployment, proportion of lower income households, lower education levels or lack of internet access to compare overall levels of disadvantage in areas. Figure 6 shows the distribution of IRSD rankings for SA1s within Chatswood POA. The SA1s surrounding the site are concentrated in the middle to upper deciles, with only one SA1 ranked within the three most disadvantaged deciles.

Figure 6: Distribution of SA1s within Chatswood POA on the IRSD (national)



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

Figure 7 shows this data in relation to the site. The SA1s immediately surrounding the site have moderate levels of disadvantage, including a mixture of highly disadvantaged and least disadvantaged SA1s.

Figure 7: SA1s near to the subject site ranked against others on the IRSD using deciles

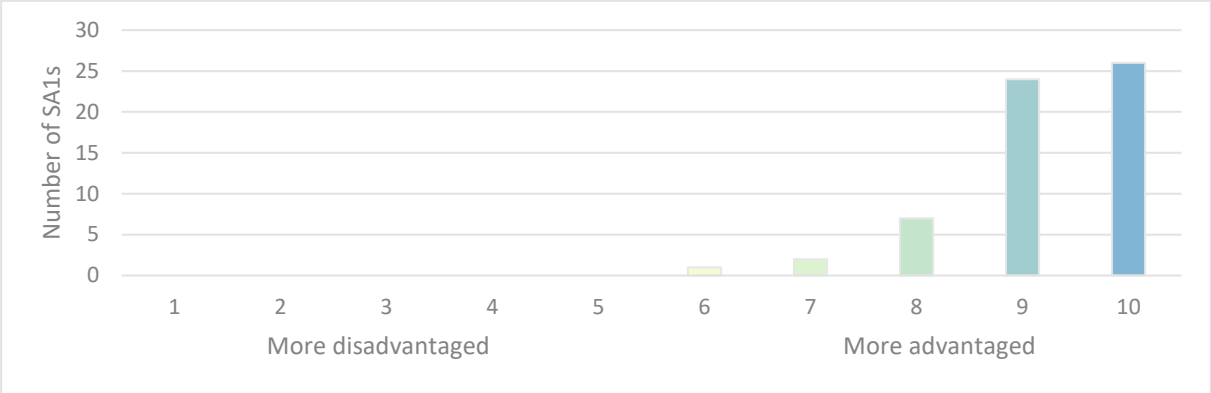
Source: ABS (2021). SA1s for which no score is recorded (low population) have been excluded.

3.2.2 Relative socio-economic advantage and disadvantage

The Index of Relative Socio-economic Advantage and Disadvantage (IRSAD), in addition to the indicators of disadvantage above, examines factors like professional occupations, high income, higher education levels, and larger houses to compare overall levels of advantage and disadvantage in areas. Figure 8 shows the distribution of IRSAD rankings for SA1s within Chatswood POA.

There are no disadvantaged areas, with all SA1s in the study area ranked in the top five deciles. Additionally, out of the 60 SA1s in the study area, 50 (83 per cent) are ranked within the top two deciles, indicating an extremely high concentration of socio-economic advantage.

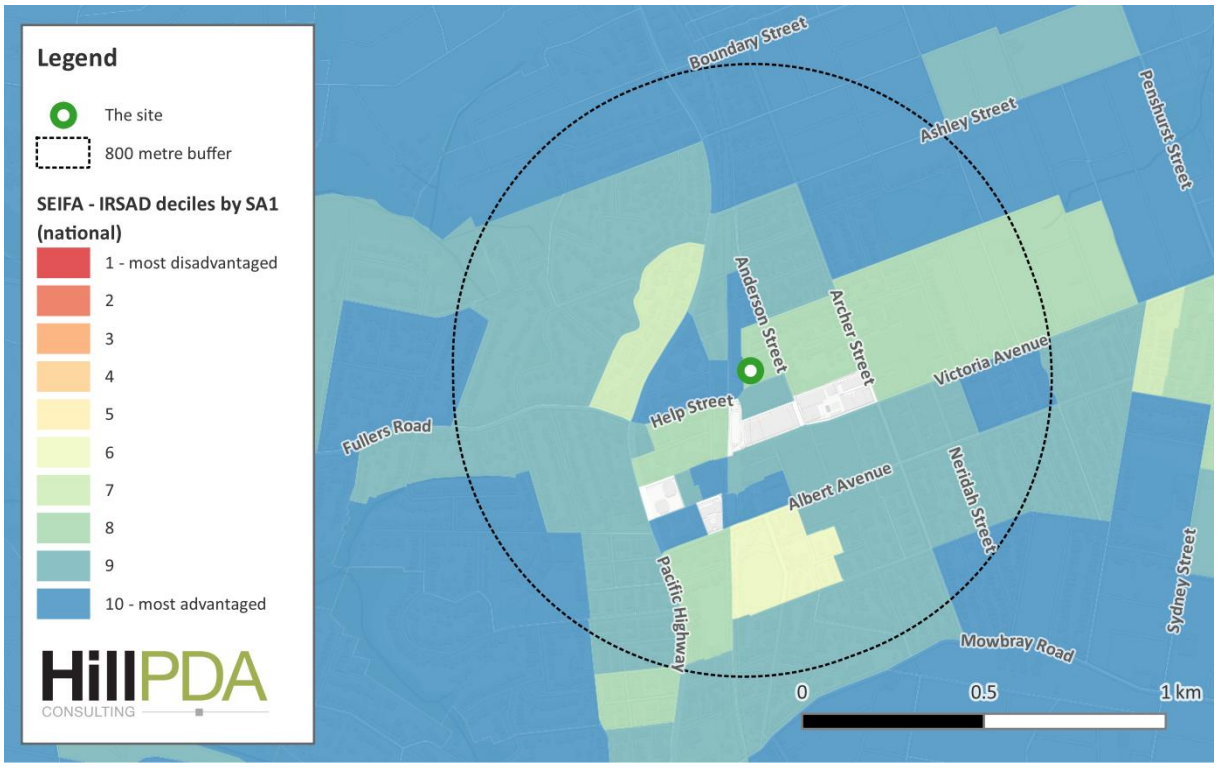
Figure 8: Distribution of SA1s within Chatswood POA on the IRSAD (national)



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

Figure 9 shows this data in relation to the site. The SA1s immediately surrounding the site have moderate to high levels of advantage, potentially indicating more households with high incomes, or more people in skilled occupations. Further from the site, there are greater concentrations of high levels of advantage, potentially indicating fewer households with low incomes, or fewer people in unskilled occupations.

Figure 9: SA1s near to the subject site ranked on the IRSAD using deciles



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

3.3 NSW Police

HillPDA contacted local police at the North Shore Police Area Command (North Shore PAC) to arrange an informal interview and discussion regarding the proposed development and the existing crime context of the local area.

On 21 November 2024, a HillPDA representative spoke with a representative of North Shore PAC's crime prevention section (via phone call). The PAC representative advised HillPDA that (as at the time of discussion), the North Shore PAC crime prevention section's preference was to consider any development proposals at the exhibition or agency referral stage. As such, HillPDA were unable to undertake the informal interview and discussion as planned.

Despite this, the PAC representative elected to provide a short brief on a selection of design interventions that were identified as common practice or that had been given attention in recent periods. These were:

- The proposed development should employ CCTV
- A secure mail room should be provided to minimise parcel theft
- If the proposed development includes residential storage cages, opportunities to reduce the visibility of their contents should be considered.

ASSESSMENT

4.0 ASSESSMENT

4.1 Approach

This section provides an assessment of the proposed development against the four principles of CPTED:

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

In this section, we first discuss the existing environment as it relates to each of the CPTED principles. The assessment of the existing environment provides a 'baseline' understanding of the CPTED qualities of the existing development and its context. We then consider the proposed development (based on the architectural plans) against the CPTED principles. This approach will inform the evaluation of the proposal, enabling comparison of the proposed development with the baseline assessment.

4.1.1 Site visit

To inform our assessment, HillPDA representatives undertook a site visit on Friday 15th November 2024, at approximately 2:00pm. This consisted of attending the site and walking around its perimeter and observing the existing environment at the site and its surrounds, including the built environment, vehicle and pedestrian movements, site access arrangements, passive and active surveillance, and various other elements relevant to the CPTED principles. The assessment of the existing environment presented in the following sections is primarily based on the site visit and includes observations and photographs (where relevant).

4.2 Surveillance

Definition:

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

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

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

Deterrence can be achieved through design by implementing:

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

Existing environment

In general, the existing environment surrounding the site provides a high level of natural and passive surveillance.

At the time of HillPDA's site visit, there was a high level of pedestrian activity, largely concentrated around Cambridge Lane and Help Street. The majority of this activity was school children departing the nearby schools, as well as other members of the community travelling to and from the Chatswood CBD. The nearby fruit market and Asian grocer also appeared to capture pedestrian and vehicle movement near the site.

Mcintosh Street was comparatively quiet, with few pedestrian or vehicle movements noted during HillPDA's attendance at the site.

In addition to the high level of natural surveillance offered by the activity levels surrounding the site, the adjacent land uses also provide a good level of passive surveillance throughout the day. Sources of passive surveillance around the site include:

- A ground floor bar (with hotel accommodation above), located across Help Street, which has a covered outdoor area facing the site and is open late (refer Figure 10)
- The mixed-use building opposite the site on Cambridge Lane (*1 Cambridge Apartments*), which has a café on the ground floor, with residential apartment balconies facing the site above (refer Figure 11)
- The low-rise apartment building opposite the site on Mcintosh Street, the windows and rooftop terrace of which overlook the site.

At the time of the site visit, the land immediately to the east of the site is subject to façade repair works, with construction underway. The associated hoardings and other construction activity likely detract from the overall passive surveillance environment.

No formal surveillance measures were identified during the site visit. Observations of the residential and vehicle entry points at both lots identified that there was lighting (including sensor lighting) installed in some locations, but there were no CCTV cameras identified associated with either building.

Figure 10: Bar on Help Street, opposite the site

Source: HillPDA (2024)

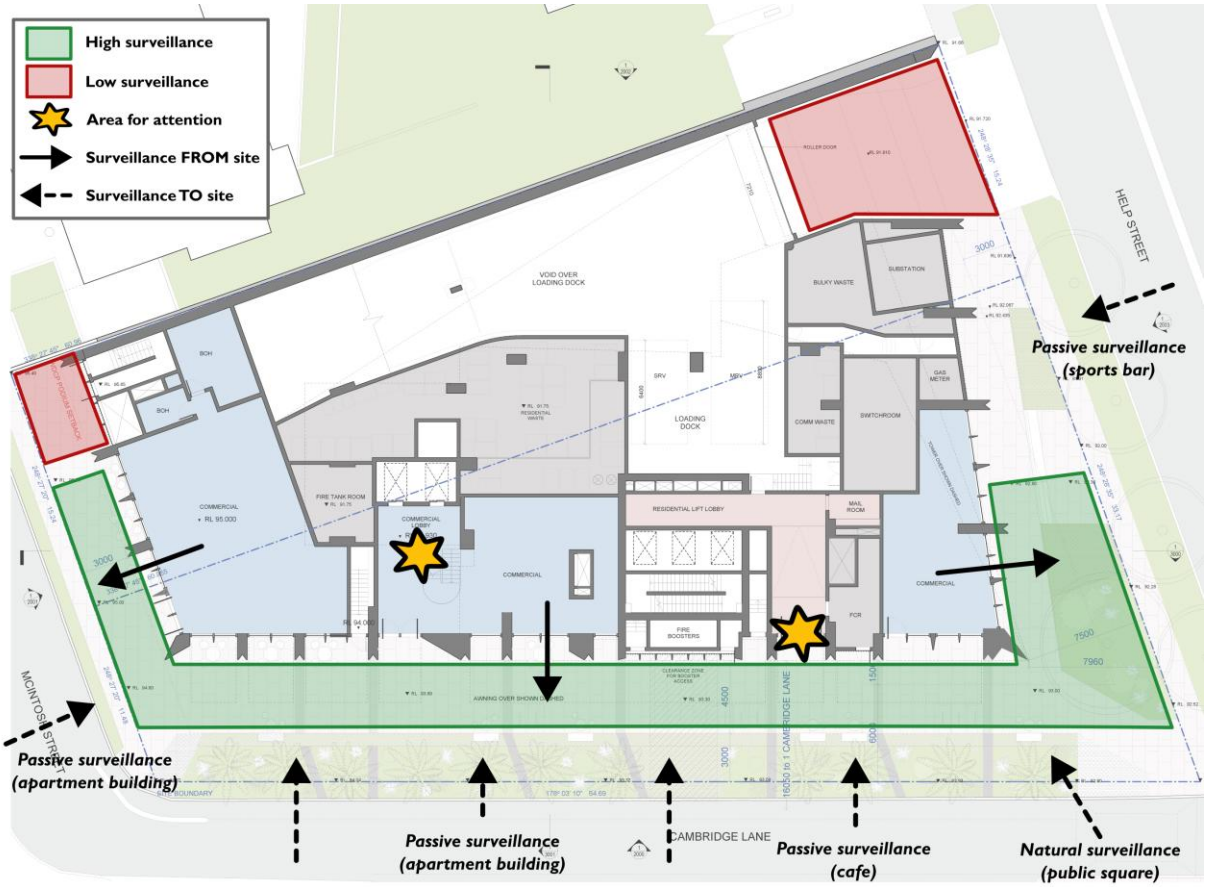
Figure 11: Mixed-use building with café, opposite the site on Cambridge Lane

Source: HillPDA (2024)

Proposed development

The proposed development would continue to benefit from the high level of natural and passive surveillance offered by the existing environment around the site, as outlined above. Figure 12 provides an overview of the CPTED assessment of the proposed development in terms of surveillance.

Figure 12: Upper ground floor – surveillance



Source: HillPDA, EMBECE Studio (2024)

As indicated in the figure above (in dashed arrows), the neighbouring active ground floor uses and residential balconies and windows adjacent to the site would provide a strong level of passive and natural surveillance. This would be concentrated at the Cambridge Lane frontage, and the corner of Cambridge Lane and Help Street, particularly benefiting the residential and commercial lobbies, as well as the entrances to the retail areas.

The proposed development would also generate an increased level of surveillance at the site, both through the larger residential population and through the inclusion of commercial and retail uses in the podium. As indicated by the solid lined arrows above, the retail and commercial uses on the ground floor and podium would provide passive surveillance to the surrounding public domain, along with natural surveillance being generated through both lobby areas. The residential apartment windows and balconies, as well as the commercial and residential communal areas within the podium and on the mezzanine level would also provide passive and natural surveillance over the surrounding areas.

Our assessment of the proposed development identifies two areas likely to have noticeably low levels of surveillance, as indicated in the figure above. These are associated with the garage / loading dock entrance from Help Street, and a fire escape / back of house area on Mcintosh Street. Both areas are anticipated to have minimal passive or natural surveillance.

Our assessment also notes the residential and commercial lobbies as potential areas for attention. Whilst these are likely to have adequate passive and natural surveillance during parts of the day, this may be inadequate during quiet periods, potentially necessitating formal surveillance interventions.

4.3 Access control

Definition:

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

Effective access control can be achieved by creating:

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

Existing environment

As at the time of undertaking the site visit, the level of access control at the site is mixed.

There are two separate residential apartment buildings at the site. Pedestrians can access 3 Help Street from Help Street or Mcintosh Street, with vehicle access from Help Street. Access control for pedestrians is minimal, consisting of unsecured gates and signage only, with no access control for the site's vehicle entrance. The building has individual garages for vehicles, however, offering a degree of access control.

Pedestrian access to 5 Help Street is via both Help Street and Cambridge Lane, and vehicle access from Mcintosh Street. Access control for 5 Help Street is minimal, although the main residential entrance/lobby (on Help Street) is grade-separated and locked. The secondary residential entrance on Cambridge Lane appears to be accessible by members of the public via a set of stairs and open door (refer Figure 13).

Access to the parking area and undercover garage (at-grade) is unsecured, with no closing or locking mechanism apparent (refer Figure 14). The undercover garage is of the 'undercroft' type, and could be accessed on foot via Cambridge Lane.

Figure 13: Secondary residential entrance to 5 Help Street (viewed from Cambridge Lane)

Source: HillPDA (2024)

Figure 14: Parking area of 5 Help Street, viewed from Mcintosh Street

Source: HillPDA (2024)

Proposed development

Overall, the proposed development is anticipated to provide a significant improvement in terms of access control compared to the existing development at the site. In part, this would arise through replacing two existing buildings with one development, with consolidated access points. Figure 15 and Figure 16 provide an overview of the CPTED assessment of the proposed development in terms of access control.

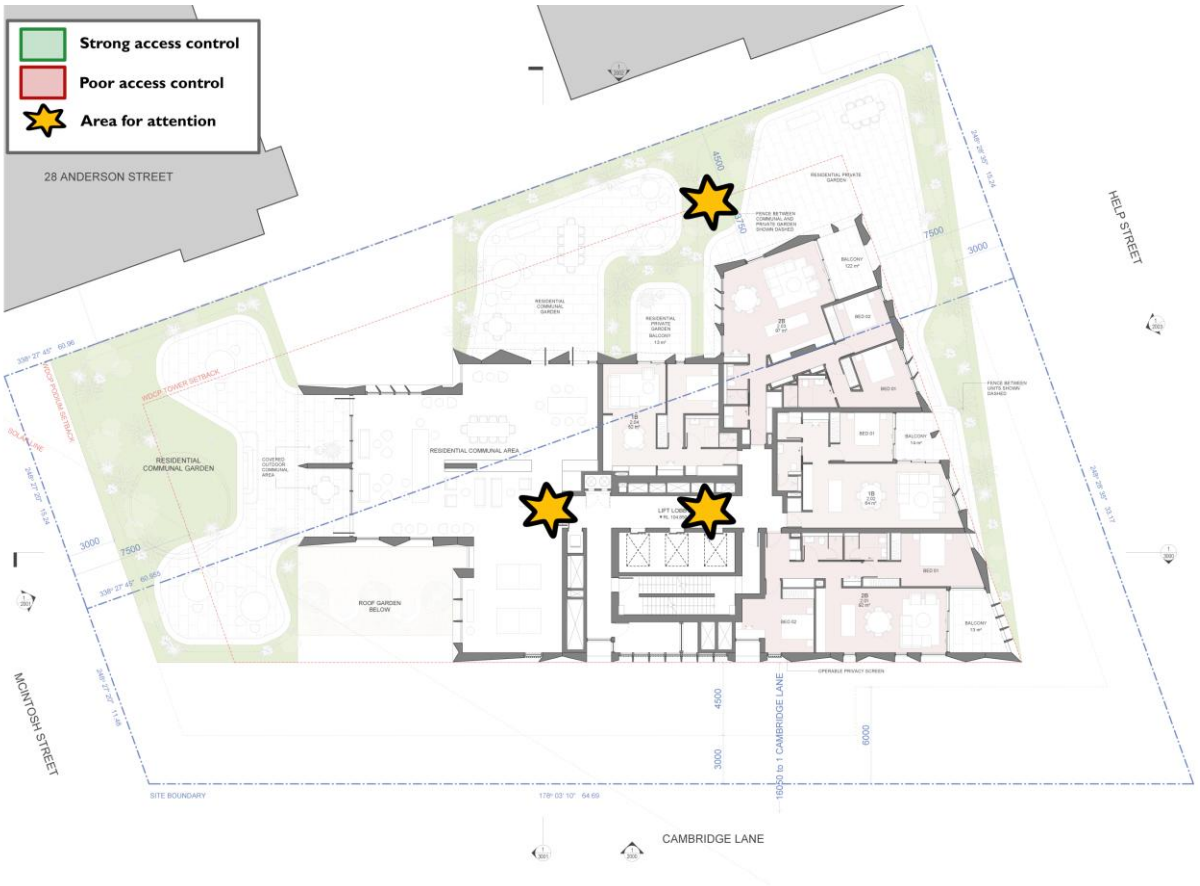
Figure 15: Upper ground floor – access control

Source: HillPDA, EMBECE Studio (2024)

As shown above, our assessment of the architectural plans for the site did not identify any notable potential access control issues at the upper ground level. The inclusion of a dedicated mail room within the residential lobby and a secure roller door to the loading dock / garage area represents a significant improvement over the existing development at the site (as outlined previously).

The figure above identifies several areas for attention with regard to access control, however. These relate to the residential and commercial lobby areas and to both the residential and commercial lifts. It is not possible to determine (based on the architectural plans) what the eventual access regime would be for these areas, but it will be important to consider how, when, and to whom access would be granted to these areas.

Figure 16: Level 02 – access control



Source: HillPDA, EMBECE Studio (2024)

As shown in the above figure, our assessment identified a potential area for attention in terms of access control on level two of the proposed development. This pertains to the hallway adjacent to the residential lifts, which provides access to the three units on this floor and to the mezzanine communal room and garden areas. Unlike other residential floors, this area would be accessible by all residents. As such, interventions to manage shared and private space may be required in this location.

Further, we identified two additional areas for attention on level two. Interventions are anticipated to be required to manage access to the shared communal area to adequately manage potential safety, privacy, and noise issues. The interface between the communal garden and private balcony at the southeast corner of the site will also require consideration. The architectural plans indicate that a fence would separate these areas. It will be necessary to consider the materials used and sightlines offered by the fencing to ensure that private areas are adequately delineated, and that access is sufficiently discouraged.

4.4 Territorial reinforcement

Definition:

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

Effective territorial reinforcement can be achieved through:

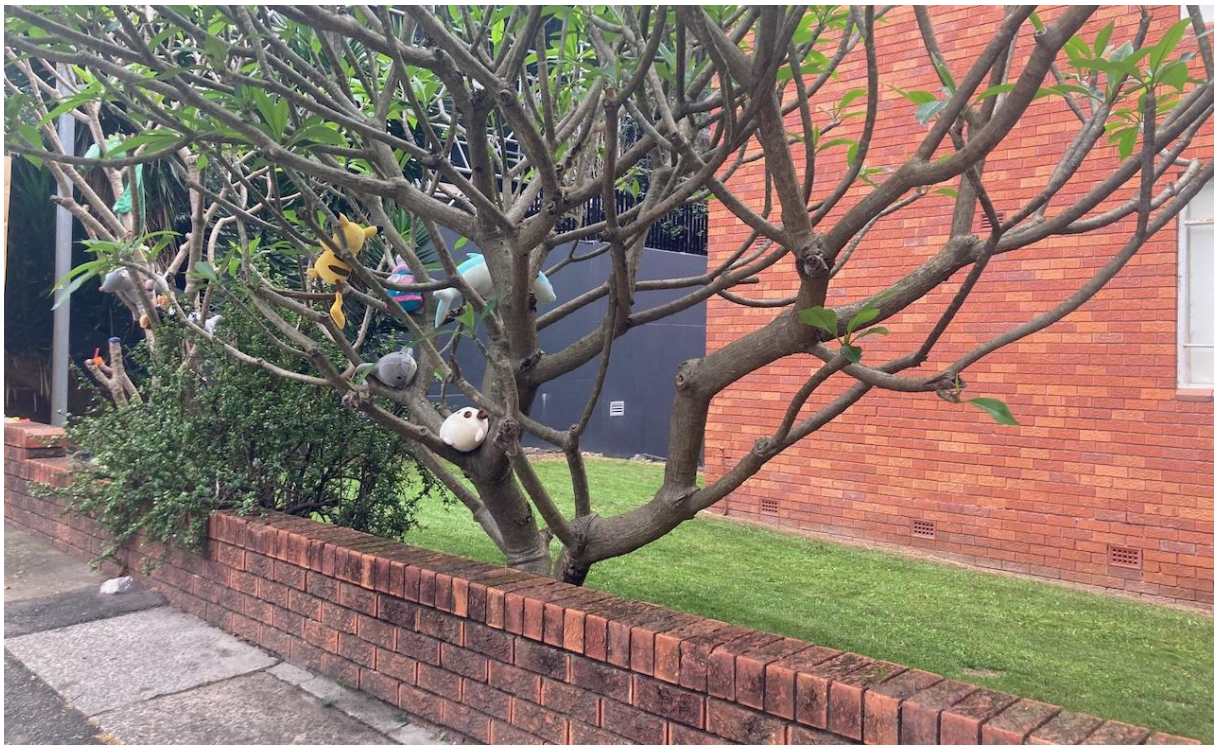
- Design that encourages people to gather in public space and to feel some responsibility for its use and condition
- Design with clear transitions and boundaries between public and private space
- Clear design cues on who is to use space and what it is to be used for. Care is needed to ensure that territorial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

Existing environment

Territorial reinforcement at the site is mixed in quality. In general, the delineation of public and private areas is poor, with much of the site presenting as accessible to the public. Despite this, elements of the existing buildings at the site indicate its private nature well, or at least demonstrate that it is well-used and cared for.

The existing building at 3 Help Street is delineated as private space through the use of gates and low walls. Its landscaped areas are well-cared for, and the building appears in good condition overall. Residents have decorated a tree on the Mcintosh Street frontage of the site with toy animals, indicating that the area is looked after and frequently used (refer Figure 17).

Figure 17: Toys and low brick fence at 3 Help Street (from Mcintosh Street frontage)



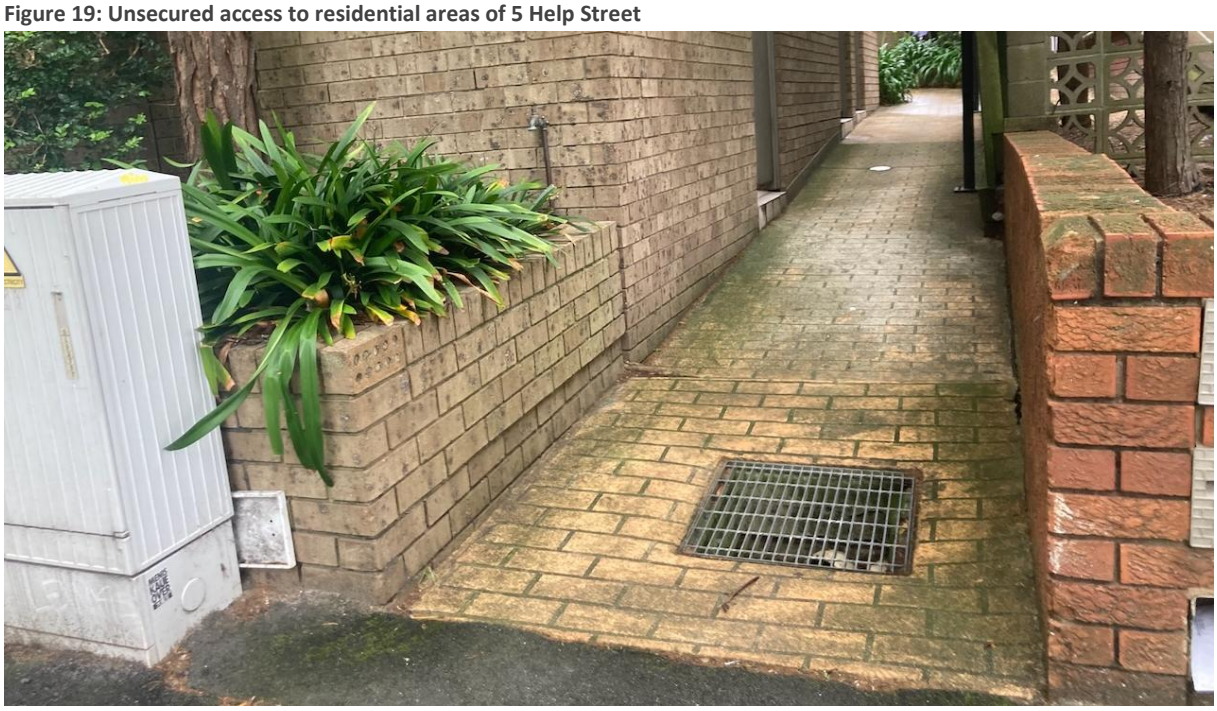
Source: HillPDA (2024)

The existing building at 5 Help Street has minimal territorial reinforcement. Whilst, in general, it is clear that the residential areas are intended to be private, this is reflected only in the 1.8 metre high brick walls fronting Help Street and Cambridge Lane (refer Figure 18). As stated in previous sections, parts of the building appear to be publicly-accessible, with unsecured or ungated entrances, including a residential access point on Help Street (refer Figure 19).

Figure 18: High brick walls of 5 Help Street, fronting Cambridge Lane

Source: HillPDA (2024)

Figure 19: Unsecured access to residential areas of 5 Help Street



Source: HillPDA (2024)

Proposed development

The proposal would contribute significantly to improvements in territorial reinforcement over the existing environment at the site. The public realm, structures, and landscaping of the proposal have been designed in a consolidated and holistic manner across the site, providing a generally strong degree of territorial enforcement. Figure 20 and Figure 21 provide an overview of the CPTED assessment of the proposed development in terms of territorial reinforcement.

Figure 20: Upper ground floor – territorial reinforcement

Source: HillPDA, EMBECE Studio (2024)

As shown in the figure above, our assessment identifies the proposal's frontage to Cambridge Lane as contributing to the territorial reinforcement at the site by clearly delineating the area as a shared zone. The use of landscaping and trees to separate the roadway from the shared and pedestrian area would reinforce the perception of this area as a shared, publicly accessible area. This is likely to encourage use of the area and promote a high level of activity.

The area identified between the footpath and roller door at the loading dock / garage access point is anticipated to contribute poorly to territorial reinforcement at the site. Based on the architectural plans, the setback of the roller door from the site boundary has the potential to create a publicly accessible area poor sightlines and limited access control.

Our assessment also noted that the entries to both the commercial and residential lobbies have poor territorial reinforcement (based on the architectural plans and early renders of the proposal). This results from a combination of factors, including the aforementioned public area along Cambridge Lane, the total of four separate ground floor entrances to the building, and the limited visual definition of the two entrances. Adequately delineating these entrances from parts of the building and footpath area that are intended to be

publicly accessible (such as through landscaping interventions, paving or façade material differentiation, or signage), would improve outcomes in terms of territorial reinforcement.

Figure 21: Level 02 – territorial reinforcement

Source: HillPDA, EMBECE Studio (2024)

As outlined in the previous section, our assessment identifies the hallway and lift access area on level 02 as serving both communal and private areas. As such, it will be important to adequately delineate the entrance to the communal area through design interventions to minimise any potential safety or privacy impacts on residents.

We also identify the aforementioned separation of the communal garden and private balcony on level 02 as a potential area for attention in the design process. Interventions that limit access to the fence and limit the ability for visual connectivity between the two areas would support improved territorial reinforcement in this regard.

4.5 Space management

Definition:

Linked to the principle of territorial reinforcement, space management ensures that space is appropriately utilised and well cared for.

Space management strategies include:

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

Existing environment

In general, the existing development at the site performs relatively well with regard to space management.

The building at 3 Help Street is well cared for, as outlined above, and there is a delineation between public and private areas at the address. However, pedestrians can see through the lot on either side of the building, and the opportunity for passersby to use the building's footpath or driveway as a public through-site link is evident. Current interventions are limited to a low fence, an unsecured gate, and signage (refer Figure 22).

Figure 22: Gate, fence, and signage at 3 Help Street (from Mcintosh Street)

Source: HillPDA (2024)

The existing building at 5 Help Street performs poorer in terms of space management. There is little or no signage evident at the side indicating that access is not permitted, and some parts of the building appear to be in poor condition. Much of its face brickwork is discoloured with black mould, and various unrepaired or temporarily repaired sections were identified from the perimeter (refer Figure 23).

Figure 23: Damaged and mouldy brick wall at 5 Help Street (from the corner of Help Street and Cambridge Lane)

Source: HillPDA (2024)

Proposed development

The proposed development is likely to improve space management conditions at the site, with the new and cohesively designed structure offering significant design and quality improvements over the existing structures. Figure 24 and Figure 25 provide an overview of the CPTED assessment of the proposed development in terms of space management.

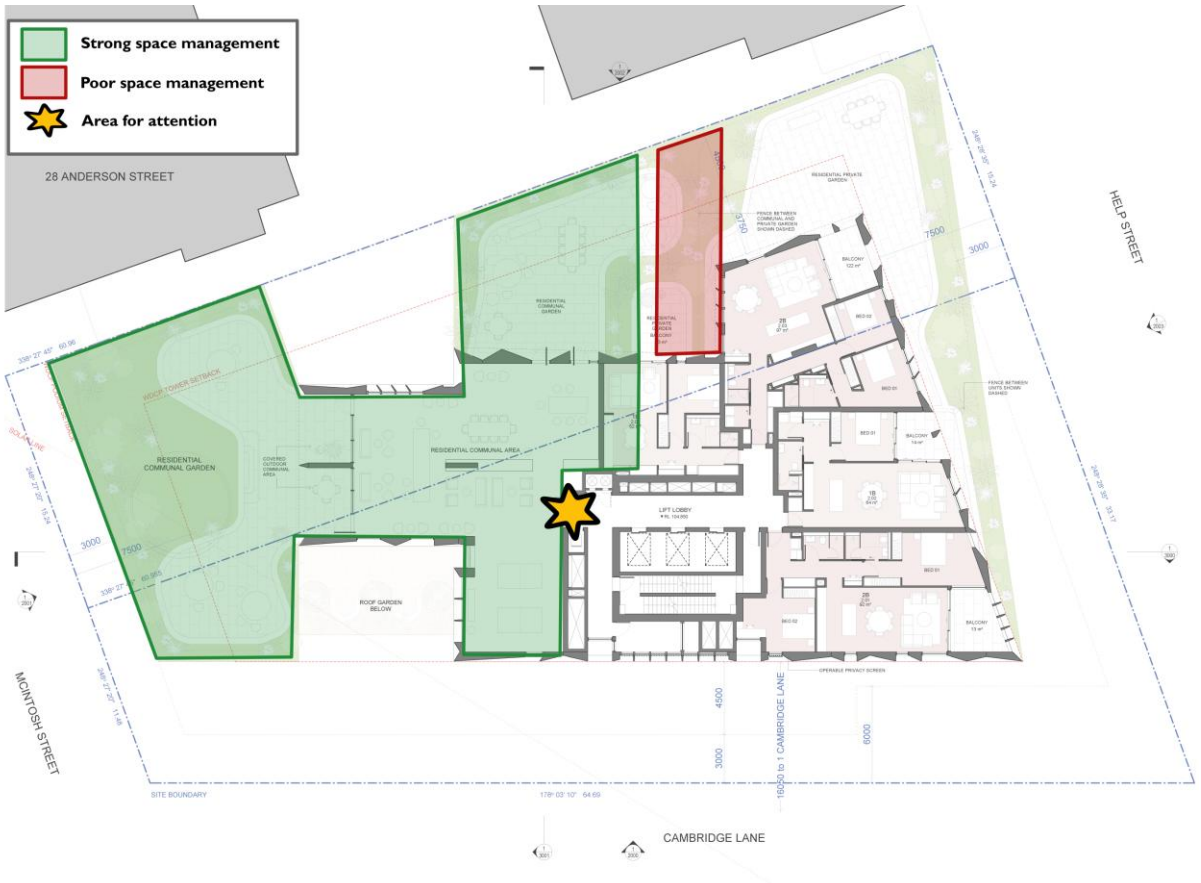
Figure 24: Upper ground floor – space management

Source: HillPDA, EMBECE Studio (2024)

As shown in the figure above, our assessment identifies that the public realm provided at the Cambridge Lane and Mcintosh Street frontages of the site offers a strong space management environment. The level of public amenity and attractiveness are anticipated to encourage public use of the space, which would also serve to draw users away from spaces not intended for public uses.

We identify several areas for attention in terms of space management. The residential and commercial lobbies, as well as the entrance to the garage and loading dock area have been identified as potential locations where the proposed development could include interventions that would specify the intended and prohibited uses of the spaces. The landscaped area on the corner of Help Street and Cambridge Lane has been identified as its purpose may not be clearly perceived, and it is highly exposed to the public. It will be important to define the intended use(s) of this area and implement design features and structures to reinforce these.

Figure 25: Level 02 – space management



Source: HillPDA, EMBECE Studio (2024)

The figure above shows the shared communal facilities on the level 02 mezzanine of the proposed development, highlighting that this inclusion supports the enjoyment and use of amenity areas by providing an attractive and useful environment for residents.

As outlined in previous sections, the area separating the communal and private areas on level 02 presents poorly from a space management perspective and will require consideration and treatments to address this.

We also identify the entrance to the communal facilities as an area for attention. The administration of the communal area will be important in preventing space management issues arising from its use. This is likely to include identifying appropriate and prohibited uses of the space and how it is maintained.

EVALUATION AND RECOMMENDATIONS

5.0 CONCLUSION

This CPTED report has been prepared by HillPDA to consider a proposed mixed-use development at 3-5 Help Street, Chatswood, against the CPTED principles. The proposal seeks approval for a mixed-use development consisting of basement carparking, retail and commercial space at the podium level, 32 levels of residential units, and associated landscaping.

The key findings of the assessment include:

- Crime mapping revealed the existence of crime hotspots for all crime categories that BOCSAR provides hotspot mapping for within 400 metres of the site. However, the high presence of crime hotspots surrounding the site is likely attributable to the high activity levels and higher population/worker density of the Chatswood CBD. Further, a review of BOCSAR crime data revealed that crime rates per resident in the study area were significantly lower than NSW averages.
- HillPDA observed high levels of activity at the site during a site visit, particularly from pedestrians on Help Street and Cambridge Lane. The proposal would further contribute to increasing the levels of activity at the site, creating opportunities for passive surveillance and acting as an effective crime mitigation measure.
- The proposal is anticipated to improve site features and levels of amenity through providing new retail space, public domain improvements and a modern building design.
- The proposal is unlikely to have a significant impact on crime rates. The increased residential and worker population at the site arising with the proposal are anticipated to improve passive and natural surveillance in the area, thereby reducing the risk of crime.

Overall, the assessment identified no major crime and safety concerns associated with the proposal. In general, it provides improvements over the existing development against each of the CPTED categories. However, our assessment identifies several aspects of the proposal that could be altered or mitigated to improve CPTED outcomes, as outlined in the following sections.

Surveillance

Recommendations to improve surveillance at the site include:

- Where passive and natural surveillance is lacking, consider interventions such as sensor lighting and CCTV to provide formal surveillance
- Provide 24/7 lighting and CCTV at key internal and external areas of the site, particularly around entry and exit points
- In the detailed design of the communal areas, consider lighting requirements and minimising any potential opportunities for hiding or entrapment.

Access control

Recommendations to improve access control at the site include:

- Determine how access to the residential and commercial lobbies is to be controlled (i.e. swipe/code access)
- Ensure that residents' / workers' keys only grant access to access their floor and any communal areas
- Consider limiting access to communal areas to certain times of day.

Territorial reinforcement

Recommendations to improve territorial reinforcement at the site include:

- Utilise (one or a combination of) landscaping, plantings, signage, awnings, or different paving materials to adequately delineate the entrances to the commercial and residential lobbies
- Utilise different materials and signage to reinforce the publicly accessible area of level 02 and discourage access to private areas.

Space management

Recommendations to improve space management at the site include:

- Prepare a plan of management for the site (both the commercial and residential components) that describes how, when, and by whom shared and communal facilities are to be used
- Installation of appropriate signage identifying both the intended and prohibited uses of a space
- Ensure signage clearly defines areas where access is restricted to certain personnel
- Prepare a plan of management for the site (both the commercial and residential components) that describes arrangements to ensure the cleaning and maintenance of shared and public areas is undertaken to a high standard over the life of the proposed development
- In the design of the public and communal areas, utilise hard-wearing and resilient structures (e.g. seating) to support the ongoing attractiveness, amenity, and utility of these areas.

The above recommendations are included, where relevant, as part of the CPTED checklist in Appendix A: Compliance Checklist.

APPENDICES

APPENDIX A : COMPLIANCE CHECKLIST

The following table provides an assessment overview of design components according CPTED principles.

Criteria	Comment
Surveillance	
Openings in buildings are located and designed to overlook public places to maximise casual surveillance.	• Yes, building entrances/openings provide opportunities for overlooking and passive surveillance over the public streetscape.
The main entry to a building should face the street.	• Yes, main entrances face Cambridge Lane.
An external entry path and the foyer to a building must be direct to avoid potential hiding places.	• Proposed entrances are direct and short in length, limiting opportunities for potential hiding places.
Landscaping must not conceal the front door to a building when viewed from the street or inhibit sight lines.	• Architectural plans indicate that landscaping will not conceal building entrances. It is recommended that this be maintained in more developed landscape plans.
Pedestrian access should be well lit and maximise sight lines.	• The proposed streetscape offers strong sight lines and multiple sources of passive surveillance.
Lighting must be provided to entry paths, driveways, shopfronts, and awning undersides.	• Provide appropriate lighting interventions for these areas.
CCTV system must cover all high-risk areas and including all entry areas.	• Implement a CCTV system to covers identified high-risk areas and entry areas.
Both natural and artificial lighting is used to reduce poorly lit or dark areas and therefore deterring crime and vandalism.	• Provide appropriate lighting interventions for poorly lit and dark areas.
Lift access to a car park that are intended for night use must be well lit using a vandal resistant, high mounted light fixture.	• Ensure that all lift access to basement car park areas are well lit.
The lighting in a car park must conform to the relevant Australian Standards	• Ensure that all car park lighting conforms to the relevant standards.
The use of lighting fixtures, and vandal-resistant, high mounted light fixtures, which are less susceptible to damage in the car park and laneway areas.	• It is recommended that carparks and laneway areas are lit using vandal-resistant, high-mounted light fixtures
Car parking areas should be painted in light colours which will increase levels of illumination.	• It is recommended that the basement car park levels are painted in light colours to increase illumination levels
Access control	
All windows and doors on the ground floor must be made of toughened glass to reduce the opportunities for 'smash and grab' and 'break and enter' offences.	• Ensure appropriate materials are used in ground floor windows and doors.
A security alarm system must be installed in building.	• Ensure security alarm systems are installed in the building.
Unless impracticable, access to an outdoor car park must be closed to the public outside of business hours via a lockable gate.	• N/A – all car parking to be provided in basement levels.
Loading docks in the vicinity of main entry areas are secured outside of business hours.	• Ensure loading dock is secured outside of business hours.
Access to a loading dock, or other restricted area in a building must only be accessible to tenants via a security door, intercom, code, or other mechanism.	• Ensure loading dock and garage areas are secured using appropriate mechanisms.
Territorial reinforcement	
Site planning provides a clear definition of territory and ownership of all private, semi- public and public places.	• Ensure that residential and commercial entrances are delineated (from retail entrances) as private areas. • Communal areas are well-defined and have separate access points, public realm areas are clearly delineated as such.
The street number of a building must be visible from reflective material to allow visitors and emergency vehicles to easily identify the location of the building.	• Ensure that the street number and/or name of the proposal are visible from all frontages, and in all conditions (through use of reflective materials and/or lighting).
Space management	
Clear signage should be erected indicating loading docks and other areas which cannot be accessed by the general public.	• Install signage identifying areas which cannot be accessed by the general public.

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