

Tracey Lamont picked up this letter in the morning of 29 April 2016 after being notified by Riverside Plaza Management on the same morning


VICINITY
CENTRES

11th March 2016

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City & Better Living
VICINITY COUNCIL

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Dear Sir/Madam,

In response to your letter dated 29-Jan-2016, Ref no. 66660, Re. Riverside Plaza North Car Park Fence.

Vicinity Centres Pty Ltd purchased Riverside Plaza in June 2014 from AMP Capital Investors.

Through tenant meetings, customer surveys and community engagement, a number of key drivers to improve the services within Riverside Plaza were identified. Customer parking was the number one issue raised by customers and tenants.

Vicinity Centres Pty Ltd entered an agreement with Queanbeyan City Council to patrol all three car parks, 3 times per week.

Whilst this satisfied the customers, tenant complaints for safe all day parking was still an issue. Vicinity Centres Pty Ltd identified the northern car park as an opportunity to improve tenant safety without affecting customer parking.

The northern car park was being utilised by Woolworth's and Kmart (not associated with Riverside Plaza) staff and customers at the detriment of Riverside/Vicinity tenants.

Vicinity Centre Pty Ltd is currently reviewing a plan to make the northern area of the northern car park reserved for "Tenant Parking Only". This will continue to free up valuable car park spaces in the undercover and Morisset St car park for our customers.

The fence provides safe and secure parking for our tenants and customers. It reduces rubbish and debris from Kmart and Woolworths loading dock and directs all pedestrian traffic to use the only pedestrian access within the northern car park, further reducing public liability risks for the Centre.

Vicinity Centres Pty Ltd has explained the reason for the fence to various Queanbeyan City Council (QCC) staff and Councillors via emails, phone conversation and in person over the past nine months.

The reason for installing the fence was to reduce our risk and provide a safe environment for our customers and tenants, as explained to

- Gary Cheung, Compliance Officer (Development) via email on 3rd August 2015.
- Mayor Tim Overall and the General Manager Peter Tegart on Friday 21st August. Centre Management Office Riverside Plaza

During the acquisition of Riverside Plaza, Vicinity Centres Pty Ltd completed a risk assessment of the building, car parks and grounds. All risks were placed into High, Medium or Low categories.

The area in question, Northern car park was identified as a medium risk for two reasons.

1. Pedestrians walking between cars, over kerb and guttering, through a garden bed. **Trip/Slip/Fall Hazard**
2. Old copper log barrier was broken in a number of places. **Trip/Slip/Fall and Personal Injury Hazard**

The only pedestrian access within the northern car park that complies with current Australian Standards and Building Code of Australia can be found at the South west corner, which leads pedestrians onto the Morisset St footpath. This access has not been blocked. The fence directs pedestrians towards the complying access.

We would like to note the out-of-date photo (Nov 2007) QCC provided Queanbeyan councillors for the meeting minutes held on 27th January 2016.

A review of Google Streetview photos (Figures 4 and 5) that are dated November 2007 shows medium strip between the carparks and a log barrier fencing system. This was not intended for free flow of pedestrian traffic and was designed to be a garden bed between properties.



The photo above does not show the large emergency generator in the northern corner of Kmart car park. The photo shows a copper log, post and rail style barrier between the car parks, the fence in question, replaced this barrier.

Parked cars, kerb and guttering, scrubs and garden beds, copper log post and rail barrier. These all impeded safe pedestrian access and greatly increase public liability risks associated with slips, trips and falls.



Vicinity Centres Pty Ltd is currently planning to replace scrubs and add greenery along the fence.

Vicinity Centres Pty Ltd will comply with

- 1.b. the fence must be freestanding and not encroach onto adjoining land. This means the attachment to the Kmart building must be removed and any damage to the wall repaired.
- The fence in question meets the Council requirements for flood zone and allows the free flow of water if required during any future flood.

Yours sincerely



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