

Redfern Community Safety Audit (2010)

This document details the concerns and issues identified by all participants during the safety Audit. It will be the basis for planning future activity in the area in the pursuit of improved safety for residents and visitors to the Redfern Area.

The document is owned by the Project Control Group which oversaw the Audit. The commitment of all participants who supported this work is much appreciated.

Section 1: THE PROCESS AND KEY ISSUES

1.1. Redfern Safety Audit

The Redfern Community Safety Audit was initiated to develop strategies and actions to improve the safety of the public housing area within Redfern and to improve the amenity of residents who live in the area. The area shows distinct evidence of poor amenity and is often the location of antisocial behaviour, graffiti and rubbish accumulation. Residents have consistently called for action to improve the safety and the appearance of the area.

The scope of the Audit is all the social housing buildings (not individual houses) in Redfern, with a particular focus on the area of concentrated social housing bounded by Phillip, Elizabeth, Cooper and Young Streets. The social housing properties in Redfern are composed of walk up apartments, up to 60 years old; 5 high rise apartments (or 8 storeys or more) and a limited number of 'in-fill' buildings generally built since 1980.

Community Safety Audits are a recognised process for identifying problems, prioritising physical improvements to improve safety and amenity. These audits are partnerships with key agencies working with residents and local not-for-profit organisations to develop joint strategies for resolving safety problems and working to keep areas safe.

The Redfern Safety Audit was carried out as a partnership between the Redfern Neighbourhood Advisory Board (NAB), NSW Police (Redfern Local Area Command), Housing NSW, the City of Sydney (CoS), and the Factory Community Centre. It also involved social housing residents of the area. A Project Control Group (PCG), with membership drawn from these groups, oversaw the project and developed the recommendations. This report has been drafted by housing NSW with input from the PCG.

The recommendations from this Audit will be considered by Housing NSW and other identified agencies and organisations, and an implementation plan will be developed. Housing NSW has indicated its commitment to implement the recommendations, particularly the physical improvements outlined, as funds become available to do so. The recommendations will be implemented with the relevant Tenant Representatives for each precinct in Redfern and HNSW will report progress to the Redfern NAB.

A review of implementation will be carried out in about 12 months from the date of this report.

1.2. Precincts

The Redfern area was divided into 7 precincts, roughly following NAB precinct boundaries, as follows:

- Precinct 1 - Lawson: Lawson building and grounds (57 Morehead St)
- Precinct 2 - Gilmore: Gilmore building and grounds (55 Morehead St).
- Precinct 3 - Kendall: Kendall building and grounds, including shops at front of building (43 and 45 Morehead St)
- Precinct 4 - McKell: McKell building and pedestrian walkway between McKell and Kendall buildings (55 Walker St).
- Precinct 5 – Elizabeth St: all low rise buildings bounded by Kettle St, Elizabeth St, Redfern St and Walker St.
- Precinct 6 – Cooper St, involving 3 sub precincts:
 - Precinct 6a: all low rise buildings bounded by Redfern St, Elizabeth St, Cooper St and Morehead St;
 - Precinct 6b: all buildings bounded by Cooper St, 41 Morehead St, Redfern St and Young St.
 - Precinct 6c: Purcell building and grounds (55 Young St).
- Precinct 7: three buildings at 38 Wells St, 125-127 George St and 267-271 Chalmers St.

The audit did not include two blocks bounded by Phillip, Elizabeth, Kettle and Morehead Sts because this is the site of two major redevelopment projects, one nearing completion at the time of the Audit.

Map of walk around audit precincts:



1.3. Safety Audit Process

The core process for conduct of a Safety Audit involves a series of 'walk around', audits of safety concerns, organised by precinct. Tenants in each precinct are invited to take part in 'walk around' audits, along with representatives of the organisational partners (HNSW, Police, City of Sydney, the Factory). All tenants in the precinct are invited to participate, by way of a flyer dropped into all letterboxes. Posters advertising the audit invited participants and NAB precinct representatives were all invited to take part.

Each audit started with an informal briefing session. After introduction of residents and staff, the purpose and intended outcome of the safety audit were explained. This was followed by a general discussion of safety issues in the precinct and the broader area. Residents were asked to briefly describe matters of concern. The walk around audit process was explained and teams were formed.

Each team was led by an experienced facilitator who has, in most cases, undertaken a safety audit previously. The teams had 6-8 members each. Residents generally chose to join a team that covered the precinct in which they live. Walk arounds generally took place during daylight hours and were repeated at dusk.

The team leader asked prompting questions along the way to stimulate observation, discussion of issues and to prompt suggestions for solutions. One person in the team was tasked with writing down comments and observations and another took photos of problem areas.

Once walk around audits were completed, teams returned to the meeting point to discuss what the key issues were in the area they covered. Participants then held a short debrief to discuss key findings, suggestions for strategies to address concerns, and to identify any process improvement for the future.

After all walk around audits were completed, a community forum was held with all participants, Housing NSW contractors and Area Assets Team to discuss key findings, prioritise actions and discuss strategies. A prize draw was conducted among participating residents as an additional thank you.

Results were then collated and reported back to the PCG for its discussion. Final recommendations about strategies actions and priorities were developed by the PCG. The report of findings and recommendations was then sent to PCG members for final review.

1.4. Key Safety Issues

The key safety issues identified in the Redfern Community Safety Audit (2010) requiring attention are as follows:

- **Signage:** street numbers are often poorly displayed or missing. Street numbers are not large enough or close enough to street fronts for emergency services. There is no evidence of ownership on display.
- **Way finding:** is lacking with insufficient building or evacuation plans. Existing lay out plans for larger blocks are inadequate or no longer readable.

- **Maintenance:** there is evidence of lack of general maintenance such as broken clothes lines, fences falling down or missing, cracked paths, graffiti not cleaned up, refuse bays not cleaned out. Ground conditions are poor in general with overgrown vegetation and garbage.
- **Building security:** although all blocks visited have intercom systems, doors are often propped open (either front, back or both) or locks are broken. Unauthorised access is gained by non-residents by tail gating tenants or tenants giving their security swipe cards to others. Residents report that current security contractors are not doing their jobs.
- **Lighting:** street lighting is poor in general, in particular in the area bounded by Young, Redfern, Elizabeth and Cooper Sts. Grounds lighting is also poor generally and many lights are broken. Those which are working, often do not provide adequate output.
- **Fences and gates:** are generally good for medium and high rise buildings. Recently, some fences have been replaced in the walk up unit blocks, however, they are either poorly designed, or still missing in places, thus providing hiding places and decreased surveillance. Internal fences in general do not provide good surveillance or clear delineation of spaces and allow spaces between buildings to be used as short cuts from street to the next (most evident between Young and Elizabeth Streets).
- **Antisocial behaviour:** is evident in most blocks with graffiti, drugs paraphernalia left behind, unauthorised access, common area (including letter boxes) vandalised, fire doors left open, shouting, break ins, people sleeping in common areas. Other related issues are: unauthorised occupants, using common area (stairs, garages and laundries) as storage space and unregistered vehicles. Residents are of the view that these issues are a result of poor tenant allocation and tenancy management.

NSW Police recommended that 125 George Street and 41 Morehead Street be identified as priority areas for building blitz. This recommendation is supported by Housing NSW and the Redfern NAB.

Section 2. PROPOSED SAFETY STRATEGIES

2.1 The Core of the Proposed Approach

Many of these issues and problems are complex and interrelated. Solutions require a 'joined up' effort involving multiple strategies and multiple players.

The strategies proposed in this report begin with a belief that many of the safety problems arise as a result of an acceptance in the community and among authorities of standard of behaviour and of amenity that would not be accepted or tolerated in other communities. Successful approaches to this core problem rely on setting new standards and finding ways of supporting and enforcing them. The core elements are:

- Community leaders defining what they consider the standards of behaviour and amenity they want maintained and are prepared to work at maintaining
- Getting the support and commitment of relevant authorities (principally HNSW, Police and Council), and working with community leaders, to maintain this standard.

- Community leaders recruiting a broad spectrum of the community to actively support these new standards and to take action in support of them.
- Authorities working with each other and community leaders to develop the strategies and actions that will maintain the standards and deal with the impediments as they arise
- Strategies need to be highly flexible and integrated and range from legal enforcement (mostly by Police and Housing), through individual communication with the perpetrators of anti social behaviour and community development work to support community action to influence behaviour and reinforce the standards.

These are the core elements of the highly successful approach which has resulted in a significant reduction in anti social behaviour at The Block in Redfern over the last 2 -3 years. This success has relied on persistent and flexible joint work by community leaders, Police and the Aboriginal Housing Company, together with personal commitment and passion of community leaders and the heads of the key authorities.

The strategies proposed are arranged under four headings, as follows:

- Physical Improvements
- Strengthening Client Service
- Community Development
- Working with City of Sydney

2.2 Physical Improvements

2.2.3. Priority Improvements

The Safety Audit PCG has identified a set of priorities for physical improvements, based on the feedback provided by residents involved in the Safety Audit walk arounds.

Project Partners pointed out that Housing NSW should be identifying where they can get some "quick wins" as far as the outstanding maintenance issues are concerned. This will hopefully generate some more momentum for any proposed social/community development initiatives.

It is proposed these improvements are carried out in the following order, as funds become available to do so:

- ***Pruning of street trees and common area trees and shrubs.***

It is proposed that HNSW staff and City of Sydney staff take the results of this audit and conduct an assessment, precinct by precinct, of what pruning is required, with particular reference to the areas identified in this audit, as follows:

Morehead and Young Streets: between Kettle and Cooper Sts, Walker St: between Phillip and Cooper Streets: there are some very large old fig trees that are dangerous trip hazards and make the area very dark.

Cooper St: used by many residents to get to Surry Hills shopping centre,

These streets are important pedestrian paths across the Redfern area.

HNSW may engage an independent arborist to assess the condition of trees, and then negotiate a management plan with the City of Sydney. This was a successful approach used at the Waterloo Green, following the 2007 Safety Audit in that area. City of Sydney is more than happy to address, and advise Housing NSW on any issues with trees as identified in the arborist's report.

- ***Improved lighting***

It is proposed the results of this audit will contribute to a further audit of lighting, jointly carried out by HNSW and the City of Sydney, to make sure existing lights are functioning in all common areas and on streets. Where identified, bulbs providing improved illumination should be installed. The City is more than happy to assess any lighting issues, particularly in Young, Redfern, Elizabeth and Cooper Streets, and also provide advice to HNSW re lighting on their land, car parks, paths etc. The City does not support the installation of blue lighting to prevent illicit drug use - any user can simply mark the designated injection spot and then proceed to the area - blue lights can make people more fearful. The experience from Northcott complex (Surry Hills) shows that putting blue lights in laundries and corridors leading to laundries has not changed concerns and behaviour.

Lighting is seen by NSW Police as a major issue for their responsive actions.

- ***Paths***

Cracking of pathways that present potential trip hazards have been identified across the area. Some cracked paths have been identified in the proposed external improvement works for the Poet's Corner area and may therefore be carried out as part of that plan, should it go ahead. Paths should be repaired as funds are available to do so, with priority to the following:

Morehead Street: on even number side near corner of Cooper and Morehead Sts; and path between Walker and Morehead Street: these paths are badly damaged by very large old fig trees.

Poets Corner: the recent exterior work at this complex and further damage caused by rodent activities have caused extensive damage to the driveways. There has been remedial work at Lawson building but this issue needs to be assessed and systematically addressed.

New pathways may also be identified as a result of design projects. With many buildings on superlots with poor fencing alignment, many residents use short cuts through the grounds as these are faster and easier to negotiate. These tracks should be identified in effort to resolve fencing issues (see under).

- ***Signage***

Many buildings do not have adequate directional signage, thereby presenting problems for Police, emergency services vehicles and visitors. A program to ensure minimum signage standards are met in all buildings should be undertaken. These standards may be that:

- Every building has a street address clearly visible from the street

- Every building has signs at the front door identifying the location of every unit in the block.
- Main entries and car park entry points have a map identifying every building on the site and way finding signs to allow access to every building
- Every unit has a number on the front door.
- In high rise buildings, every floor has a fire exit sign at the lift and all exit points.

Street numbers and wayfinding issues would make great community projects - something that perhaps could be looked at with the City Matching Grants programs and tenant involvement.

Inadequate signage and way findings is a major impediment for Police operations. They can also compromise residents safety in major incidents.

Where evidence of ownership is lacking, residents have consistently reported problems with commuters parking their vehicles in their blocks and storing of unregistered vehicles. Additional signage and enforcement measures need to be considered.

- ***Fencing and garbage bays***

Some areas need additional fencing and some fencing needs to be repaired or replaced. In a number of locations the existing paling fencing needs to be replaced with a 'see through' fencing style, to prevent people being able to hide behind fences and use injectable drugs or cause nuisance in other ways. Priority should be given to all walk up buildings sharing rear yard access.

The majority of walk ups bounded by Elizabeth, Cooper, Morehead and Redfern Streets are awkwardly situated with shared common laundries in their rear yards. Where fences were recently replaced and new seating provided, residents were not consulted. The result is that more hidey holes have now been provided with residents fearing illicit activities in their own back yard.

Some of the recently built garbage bays also provide 'hidey holes' for people to create antisocial behaviour. The design of these areas needs to be reviewed to identify any ready modifications that may improve surveillance and security. These area are particularly identified: Cooper, Kettle , Morehead and Walker Streets

In addition, the garbage bays on the ground floor of the Poet's Corner buildings are in very poor condition with broken locks and doors. Refuse and discarded chattels regularly build up outside the rooms creating fire and health hazards.

Housing NSW and the City of Sydney are currently reviewing the system for garbage collection and recycling to address a set of problems in these buildings. This work needs to be progressed and reported on as part of the implementation of this Safety Audit.

2.2.4. Design Projects

Some safety problems relate to inherent physical design of buildings or the outdoor spaces adjacent to them, or to the layout of the street blocks and their relationship to the street. Some buildings also have significant safety problems as a result of the interior design of access ways, stairs or the placement of laundries and clothes line. These sorts of issues require carefully considered design solutions.

It is therefore proposed that design projects are carried out for a small number of identified buildings and street blocks. The University of NSW has previously undertaken these design projects, using students from a number of faculties and with tenant groups acting as client.

Priority for a design project is 41 Morehead St and the open space around the building. This area has problems with access, surveillance and security, internal layout, open space configuration and the use of the area as a short cut. A design project would aim to identify immediate improvements to the building and its open space to improve safety and amenity for residents. Potential longer term solutions may also be identified in these design projects, but will be subject to the preliminary masterplan process due to begin in 2011.

A design project might also be considered for the undercroft areas in the three Poet's Corner high rise buildings. These areas have a number of places where people can hide, places that are poorly lit and problems with garbage collection, recycling and car parking.

NSW Police suggests a quick solution for these under crofts is for better lighting and security cameras installed and height markings painted on columns. These measures will help identify offenders who carry out illegal activities in these areas.

2.3 Strengthening Client Service

2.3.1. 'Better Living' Teams

The cooperative approach outlined in the proposed action could be taken a step further in some buildings. It is proposed there be a trial of two or three Better Living Teams, drawing on place management principles. The concept is to promote a team approach to managing the complex set of issues that cause antisocial behaviour and deteriorating maintenance and safety standards in buildings. The Better Living Team will have a core membership drawn from Housing NSW (CSO, a rep of Area Assets), Police, local mental health team, Tenant Rep(s) for the precinct, tenants from the building and someone with community development skills. This Team would identify problems that contribute to, or cause, safety or maintenance problems in the building and develop and implement strategies to resolve the problems as quickly as possible. The principle is that by working together, most problems can be resolved. This model draws on the operating principles already successfully operating in a number of existing precinct committees (for example Purcell).

Tenants would be asked to be the 'eyes and ears' on safety problems, and provide neighbourly support and encouragement to other tenants. They would be identifying problems, logging information that can be used in tenancy management or policing action, reporting incidents and encouraging other residents to help maintain good living standards for all. The tenant members of the team will also assist the CSO to identify unmet support needs among tenants and to promote local neighbourly support where it is required.

Tenants who have an interest in providing neighbourly support can obtain training from the CADRE project. It is hoped that gradually, we can build up an informal supportive network of CADRE in the Redfern Waterloo area.

To avoid individual tenants being targeted by those doing the wrong thing, it will help to have a reasonable number of tenants involved (say 10%), and to promote a culture of doing the right thing. Lessons from the Block in Redfern can be applied here, including the use of signage to define appropriate behaviour (No drug or alcohol usage is allowed in this area) and using a variety of strategies (from Police enforcement to neighbourly peer pressure) to get compliance. Sharing the roles and building support for the approach will be critical in changing entrenched behaviours. Police support for these strategies and their active involvement in enforcing them will be important.

The CSO would take up tenancy problems and take action to correct tenancy breaches or arrange additional support to assist tenants to maintain daily living. Where required, the CSO will refer issues to other agencies or organise a support plan with referral agencies, using the Human Services Accord processes. Tenants can support this approach by offering neighbourly support to tenants who need it or by applying a bit of peer support or pressure to assist keep tenants on track. Residents and local workers have pressed for the need for client service staff to be more visible and accessible. Regular inspections of common areas by client service staff is identified as the key to ensuring that responsive maintenance are carried out and planned work activities better addressing clients' needs.

In the case of 41 Morehead Street, a building undergoing property transfer, there is a need for both Housing NSW and St George Community Housing to work together to address tenancy and property management issues.

Community development is an important part of the mix of strategies to address safety problems. Sometimes, a community development approach may achieve more than formal tenancy management action. For example, a tenant who is causing antisocial behaviour may be drawn into a diversionary activity where their skills are utilised for a positive purpose. A key concept here is that everyone has particular talents and interests and everyone wants recognition and respect. By tapping into skills and interests and providing a path towards positive activity, negative impacts on other residents may be averted. The community development approach will also be important in helping to build bonds between residents and fostering neighbourly support and assistance. To support these community level strategies someone with community development skills should be recruited to each of the Better Living Teams, either drawn from local community development organisations or from the HNSW community building team within Strategic Projects.

The structure for this team approach is proposed to be a bi-monthly walk around of the building followed by a problem solving session and team meeting. At the meeting, action on existing problems will be monitored and new strategies developed. New problems will be identified and strategies set out. Support required from other agencies will be identified and tasked to a Better Living team member to follow up. These team meetings should be well facilitated to keep the emphasis on a strengths based approach and problem solving, not blaming or buck passing. The aim is to resolve problems using all available resources as quickly as possible, without blame. In this way, problems are resolved before they need to be escalated to the Housing Standards Committee or the NAB.

Police support will be critical to the success of this approach. Police need to play a role in the suite of strategies to address anti social behaviour. The commitment of the Local Area Commander to support this strategy will therefore be important to it's success.

2.3.2. Antisocial Behaviour Interagency Group

It is proposed that an Antisocial Behaviour Interagency Group is established, possibly extending the existing scope, or using a similar approach, to an Interagency that currently operates successfully in the Glebe area. It would be comprised of HNSW, Police, local mental health team and a number of human services agencies and NGOs. The role of the group is to coordinate action to address antisocial behaviour in Redfern. This may be extended to Waterloo later.

The Team will initially identify the (say) five top perpetrators of current hotspots for, antisocial behaviour and develop coordinated strategies to resolve the problems. Once the issues with these perpetrators/hotspots have been resolved, the Team can move to the next five. The Team will identify the individual perpetrators of the antisocial behaviour and, subject to privacy requirements, coordinate actions to prevent antisocial behaviour by these individuals and mitigate the impacts on others. Commonly, this may involve a set of actions by a number of agencies:

- By HNSW in relation to breaches of tenancy agreement
- By Police in relation to public drinking, drug use or dealing, or public nuisance or other crimes
- By a human services agency to improve the support available to an individual or families who are causing ASB as a result of mental health or drug and alcohol issues.
- By community development agencies in relation to fostering better reporting of crime, better surveillance and reporting by residents, fostering improved provision of neighbourly support by residents and bonding between residents in a building or precinct.

This approach will be significantly strengthened by involving local community leaders who have influence in the community and with local elected officials and Government agencies. The involvement of local leaders has been a critical factor in the success of strategies to reduce anti social behaviour in The Block at Redfern. In addition, the support and commitment of the Police Local Area Command will be critical to the success of this strategy.

2.3.3 Local Allocation Strategies:

Residents and workers in Police, City of Sydney and local groups have pointed out the need to investigate Local Allocation Strategies, particularly in medium and high rise buildings. These buildings with higher number of tenants tend to have higher turn over, a small number of vulnerable tenants can often cause greater impact on their neighbours' right to quiet enjoyment of their tenancies. Again, residents call for any community housing providers to consider applying similar LAS in allocating in the area.

Specific comments were made by residents on the high turn over of Kendall building with older, long term residents of the other two high rises fearing the natural attrition rate will result in concentration of high needs tenants to their buildings.

Similar comments were also expressed by residents in walk up blocks as well.

It was pointed out that in work done for the Joanna O'Dea safety audit, there were helpful statistics around annual turnover numbers, number of tenants on DSP. This information would assist regarding an allocation strategy for part if not all of the area

2.4 Community Development

2.4.1. Activating public space

Once the physical environment has been improved and client service strengthened, it is proposed that community development principles be applied to reinforce the proper use of common areas and public spaces. The aim is to ensure public areas are used for positive purposes and contribute to the peaceful enjoyment by local residents, their friends and families. The concept is to hold regular events in a range of public areas across the Redfern public housing area, in particular in areas that in the past had a reputation as unsafe or dangerous. This is a process of reclaiming space for community and family use, and signalling that antisocial behaviour, public drunkenness and threatening behaviour are unwelcome.

Agencies may join with volunteer residents to hold a wide range of events to suit all tastes and may include those focussed on food (breakfasts, morning teas and BBQs), music, games, markets, gardening and arts/crafts. Events may be on a weekly, fortnightly or monthly cycle and be open to all residents, though some may target particular population groups. These events may also provide an opportunity for agencies to promote their services and upcoming events and to recruit clients to their other services and programs. Signage in the spaces may define acceptable behaviour (drug use and drinking are not welcome here) and advertise events.

Police are keen to support this strategy and a number of agencies are likely to be keen to participate, because it may give them access to potential clients and volunteers.

It is proposed HNSW, the City of Sydney and the Factory, along with the Redfern NAB, sponsor and coordinate this program, and recruit volunteers to staff the events, in conjunction with some of the key NGO's in the area who maintain good volunteer systems and programs. These include Hillsong church, CANA, South Sydney Youth Services, South Sydney Community Aid, National Centre for Indigenous Excellence (NCIE) and the group of NGOs who operate from St Saviours church in Redfern,

This strategy might also be shared with the Waterloo community, in light of developing strategies under the auspice of the Waterloo Safety Action Group to initiate community events in the Waterloo Green area.

2.4.2. Working Closely with City of Sydney

There are a few more strategies that require collaboration with City of Sydney to address the following issues:

- **Parking:** It has been increasing harder for residents, visitors and community workers to find parking even in Housing NSW land because of commuters parking in the area. Council is currently working on some ideas to present to HNSW through MOU re this issue.
- **Waste and recycling education:** Throughout the period of audit activities, it was observed that there is a need for more community education regarding waste and recycling. This is an area that the City can assist with.
- **Removal of drug paraphernalia:** The drug paraphernalia discarded in the common areas needs to be removed much more promptly by both Housing NSW and CoS contractors. These not only present risks to residents being injured but also serve as an encouragement for illicit activities.

Section 3 . REPORTS FROM EACH PRECINCT

What follows are the individual reports from each Audit team, identifying the safety and amenity issues that require attention and setting out recommendations for strategies and actions for each precinct.

3.1 Precinct 1: Lawson

Author: Mike Shreenan (The Factory Community Centre)

Area covered: Lawson building and grounds.

Audit Team:

Team Leader: Michael Shreenan

Notes taken by Michael Shreenan, Grant Lavender, Greg Quinn and Tristan Kell

Grant Lavender (The Factory),
Tristan Kell (Housing NSW),
Kevin Carter (tenant),
Darryl Dartnell (tenant) resident PCG member,
Maria Cepus (tenant),
Jennifer Billiard (Housing NSW),
Greg Quinn (Housing NSW).

Summary of Issues:

Maintenance and common area cleaning:

- Cracked drain pipe at front repaired
- Graffiti to be removed inside and outside building
- Doors to garbage bays and recycling area to be repaired/replaced.
- Cracks in paths and kerb to be repaired.
- Rubbish in car spaces to be removed.
- Leak in pipe in North section of undercroft to be repaired.
- Rubbish on roof of landing (outside central shaft) to be removed.
- Broken windows need reglazing.
- Exposed wiring to be encased and repaired.
- Syringes cleaned out of fire stairs (particularly vents)

Improvement:

Signage:

- Evacuation procedures and a floor plan should be posted in key locations throughout each floor.
- Signs with the phone number for the security team should be on display.
- Signage at the rear of the building so emergency services can identify location in the building.
- Line marking repainted in car park and driveway
- Traffic signs cleaned or replaced

Trees, shrubs and landscaping:

- Shrubs need to be pruned back.
- Implement landscaping upgrade plan to make front of building more accessible for frail aged residents.

Lighting:

- Installation of blue lighting in stairwells to reduce substance misuse and loitering.
- Mixture of street light to varying standards should be review along with all paths

Paths and driveways:

- Rear driveway needs to be repaired, currently in poor conditions with loose gravel and uneven surfaces.
- Line marking repainted on front and rear driveway.
- Kerbs removed from street to front of building as part of landscaping upgrade plan.

Fencing:

- Fences should be repainted in darker colour to improve visibility.

Cleaning:

- Need prompt removal of graffiti.
- Rubbish, syringes, goods and shopping trolleys dumped in common areas removed quickly to discourage drug use and squatting in fire stairs.

Security:

- CCTV monitoring to be transferred to Sussex Street.
- Security contract monitored and reviewed.
- Consideration be given to a standard of security /screen door fitted on all units and others that would be a fire risk should be removed and replaced.
- Alternatively tenants should be offered a security chain, peep hole and a dead lock to be fitted and frames reinforced to security standard.
- Consideration given to making the doors alarmed to reduce inappropriate use.
- Laundry rooms and lifts access limited by the use of a swipe card security system to reduce uninvited guest to the buildings.
- Consideration be given to intercom system being upgraded with camera system so tenant can see who they are buzzing in.
- 24 on site management service could make significant impact both in terms of safety perceptions and reality.
- Connect intercom system to on site management if provided.
- CCTVs inside and outside of the building and surrounding paths would enhance the feeling of safety.

Amenities:

- Net on balconies would reduce pigeon problems.
- Common area windows and handles in bad state of repair throughout the building and some have window guards while others do not.
- Laundering machines should be securely fastened and all common area wiring encased appropriately.
- Bins provided in common areas throughout the corridors.

- Increase common area storage.

Design:

- Improve passive surveillance in car park. Car park is not secure and open to all.
- Recycling room redesigned as in current state it is unhygienic and unsightly.
- Undercroft should be painted in light colours with height marking to assist identification of offenders.
- Entrance is unwelcoming and passive surveillance into mail area is limited and should be reviewed.
- Improved notice boards, bins, street furniture, lighting, use of white paint, and general design of the entrance and rear area.
- Use of corner mirrors for hidden away areas would possibly improve the passive surveillance

Community:

- Consideration should be given to conducting evacuation drills.
- Interim measure could be to recruit resident volunteers – trained to assist neighbours during evacuation.
- Consideration should be given to “Message in bottle” scheme where next-of-kin details of each resident are stored in each flat that is known to emergency services such as a bottle in the fridge.
- Education campaign in relation to danger of blocking fire exists with shopping trolleys

Client Service:

- Greater thought given to the allocation of high rise units to the elderly and disabled. This could prove life threatening during an evacuation.
- Nuisance and annoyance and unauthorised occupant issues should be dealt with quickly.
- Audit of security screen doors is required and strategies developed to have security screen doors not meeting safety standard removed.
- CSO's carrying out the weekly walk around would ensure maintenance and tenancy management are kept on top of.

Comments and observations during audit:

Grounds condition:

The front of the building:

- Foot path cracks
- The drain pipe in the landscape is broken/ cracked
- The parking sign has graffiti
- The word No Parking on the ground near the building has washed away
- Anti social behaviour happen after sunset, during which a few groups hang outside of the building or on the landscape making noise and drinking.
- Residents and community buses can not park due to the general public using the car park outside of the building.

The back of the building:

- Parking area has graffiti on the no smoking sign
- A wooden door has been placed on the wall in the parking area
- Three car spaces are covered with waste such old doors, metal poles, metal frames of doors and windows.
- There are a numbers of crack on the kerb on the hill on the right hand side
- There was a car with no registration or number plate
- The north side under the building in the car park has a water pipe that is rusted and leaking
- The two main double doors in the recycling area are missing and people are placing other types of rubbish here.
- Three different types of pole lights in the car park area
- No building flood lights
- No secure parking for residents
- No secure fences or gates in the parking area
- Water drain has a crack 1m x 50cm in length

Within the building:

Level 1

- Outside on the roof of the entry of the building there was rubbish of broken glass bottles, security door, newspapers, cigarettes butts, plastic bottles and plastic bags.
- In the rubbish/waste area the Telstra phone line/ wires have been pulled out of the wall and placed on the rubbish/ waste door to keep it open.

Level 2

- Window in the building on the right hand side near the fire exit is cracked.

Level 3

- The left hand side fire exit in stairwell the window is broken
- The right hand side fire exit has graffiti on the window in the stairwell

Level 4

- In the laundry area the dryer has faulty wiring where water is leaking around it
- Syringe needles were placed in the fire hose hole

Level 5

- The fire exit on the right hand side in the stairwell has graffiti on the window
- Syringe needles were placed in the fire hose hole

Level 6

- The left hand side exit sign near the fire exit wasn't working

Level 8

- The hall way on the left hand side no lights were working
- Unit 701 needs to be checked if anyone living there due to the security door been broken

Level 9

- Carpet has been cut out on the left hand side hall way 1m x 1m
- On the right hand side the fire exit door has graffiti on it and on the fire hydrant sign
- Chewing gum is on the smoking sign
- On the right hand side the fire exit stairwell has graffiti on the floor and walls

Level 10

- In the middle of the level the exit sign has graffiti
- The right hand side fire exit stairwell is covered with graffiti

Level 11

- On the left hand side in the fire exit stairwell has graffiti stating NEMO on the floor, windows and the back of the door
- The right hand side lift display screen not working

Level 12

- In the middle of the level there a missing window
- In the middle of the level the roof is covered with graffiti
- The left hand side fire door exit sign has been taken off
- Graffiti is over the exit signs and smoking signs
- Unit 1207 has a graffiti message stating Fxxx OFF WITH TRASHI
- On the left hand side the fire exit window in the stairwell is broken

Level 13

- Both fire exit stairwells had graffiti on the windows and floor

Level 14

- The lights were out in the hallway

Maintenance issues noted: (Greg Quinn)

1/ near the main entry the Telstra pit cover is half broken off and requires replacing.

2/ Top floor there is one cover plate outside one of the units that needs pop riveting back on. The plate is bent backwards.

3/ Cracked window in fire stair between level 12 &13

4/ level 13 common area lights not working x 2 near lifts

5/ level 13 outside unit 1308 the cover plate is extensively bent. Could be bashed smooth but likely needs to be replaced and pop riveted back on.

6/ level 12 southern fire stair the glass window (with wire inserts) completely smashed out

7/ level 12 southern end in main corridor the white Perspex fluorescent diffusers have been sprayed red, need to be cleaned with turps.

8/ level 12 middle near the lift the glass in main window is missing, size approx 2 feet x 1.5 feet

9/ level 11 garbage room garbage chute curved cover plate missing. Size 450 x 400mm curved. Pop rivet back on

10/ level 11 garbage chute door unit coming loose. Needs to be re-attached on, coming loose

11/ level 11 lift indicator position panel not working

12/ level 10 clothes dryer has been stolen

13/ level 9 section of carpet has been cut out and stolen 6 feet x 4 feet

14/ level 8 fire stair south fire stair concrete uneven and is a trip hazard. Smooth over and taper with concrete grout

15/ level 7 fire hose reel door opposite lift needs to be locked with 003 key.

16/ level 7 garbage room garbage chute curved cover plate missing. Size 450 x 400mm curved. Pop rivet back on

17/ level 7 in garbage chute room the data gathering point for the fire alarm system is unlocked. Lock to be fitted as PCB boards can be stolen

18/ level 7 window cracked outside lift, approx size 2 feet x 1.5 feet

19/ Level 6 fire alarm riser cover has come off, cabling has been BP'd and some cables have been twisted together without insulation tape or connectors

20/ level 4 Clothes dryer mains cabling on the floor in 3 core flex directly wired from outlet no isolation switch/plug

21/ level 4 New washing machine is not bolted/ padlocked down (soon to be stolen) old clothes dryer not padlocked down as well

22/ level 2 garbage room garbage chute curved cover plate missing. Size 450 x 400mm curved. Pop rivet back on

23/ Top of awning on ground floor entrance has a lot of rubbish to be cleaned off, glass vacuum cleaner etc

24/ level 1 Lift button panel has been cabled tied back on. Lift company to be notified

- 25/ level 1 Telstra MDF cupboard lock has been broken off and cannot be locked. Chance of persons connecting illegal phones to incoming wiring
- 26/ Ground floor bottom of fire stairs have metal frame work with Perspex. No 2 Hr fire rating
- 27/ Car park southern end has dumped tables and wood.
- 28/ Car park retaining wall at southern end, concrete bowed out and asphalt has sunk. To be filled
- 29/ Line marking faded though all car park areas
- 30/ Car park middle large hole in brick work to be bricked up, breeding area for cats and rats
- 31/ Car park middle water leak coming from general water waste, has been dripping for some time buckets have been placed to collect water, where PVC pipe meets new metal pipe work.
- 32/ Car park garbage room door hinges need to be re-welded back on
- 33/ new membrane has water leaks appearing
- 34 Northern end of Lawson car park drain has a large hole where concrete/asphalt has fallen through. Danger
- 35 Main drive way entrances the “no parking signs” have faded on the driveway.

3.2 Precinct 2: Gilmore

Author: Tuyen Duong (Housing NSW)

Area covered: Gilmore building and grounds.

Audit Team:

Team Leader Bernie Coates (Housing NSW)
Barbara Rhall (tenant) resident PCG member
Leonard Martyn (tenant)
Joan Sheather (tenant)
Ian Herd (tenant rep)
Shannon Pickering (Housing NSW)

Summary of safety issues:

Maintenance:

- Doors and windows of laundries and refuse rooms need to be checked and repaired.
- Fire hose reel cupboard doors need to be checked, adjusted or repaired.
- Broken windows are to be reglazed.
- Lights in grounds that are not working need to be repaired.
- Holes in driveways filled.
- Broken pipes in building and grounds repaired.
- Roof leak is to be fixed.

Cleaning and grounds

- Rubbish dumped inside refuse rooms and outside recycling area to be removed promptly.
- Syringes and drug paraphernalia to be removed promptly from fire stairs to discourage drug use in common area and reduce risk of injury.
- Shopping trolleys need to be taken out of foyers and fire stairs promptly.
- Process for graffiti to be removed promptly.

Improvement

Signage:

- Signs needed for recycling and disposing of household rubbish.
- Layout plans to be placed in entry foyer, rear entrance and key locations for emergency services.
- Faded line marking in driveways repainted, traffic signs replaced as required.

Lighting:

- Timer to be checked and reset
- Lighting improved for under croft and in grounds of building.

Trees and shrubs:

- Shrubbery needs to be trimmed back.

Paths and walkways:

- Driveway at rear resurfaced or at least repaired.
- All holes to be filled as short term solution.
- Kerbs removed from street to front of building and outreach office for frail aged residents.

Fences:

- Fence repainted in darker colours to improve visibility.

Design:

- Solution required for undercroft. Not enough light in this area. NSW Police suggest repainting with lighter colours, height markings painted on columns to assist identification of offenders.
- Recycling room redesigned as in current state it is unhygienic and unsightly.
- Outreach office re-designed as current layout and counter height do not suit older clientele, very little room to wait for service.

Security:

- Security contract monitored and reviewed.
- Consideration be given to a standard of security /screen door fitted on all units and others that are a fire risk should be removed or replaced.
- Consideration given to install CCTV at rear of building, over fire exits and undercroft.

Client service:

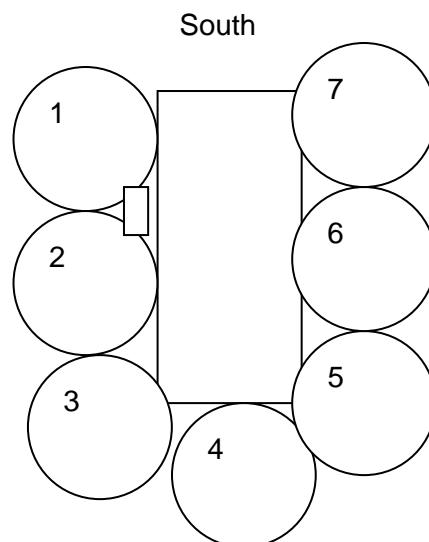
- Unregistered cars to be removed.
- Nuisance and annoyance, unauthorised occupants and illegal activities need to be dealt with quickly.
- CSO needs to be more visible to keep on top of maintenance and nuisance and annoyance issues.
- CCTV footage needs to be reviewed and action taken against offenders where possible.
- Tenants who appear to have trouble coping should be referred to support services.

Comments and observations from walk around:

- Level 16: window broken, water marks from rain coming in, number obscured.
- Shopping trolley in hallways, often in front of lifts.
- Light out North corridor.
- Level 15: graffiti on ceiling of North corridor, lock to refuse room broken, need to sign to say "put rubbish in the chute", garbage left on the floor. Cleaners do not lock powerpoint so people can run appliances off it.
- Fire hose misuse, can flood corridor. Need sign "penalty for misuse", ask Fire Brigade.
- Level 14 refuse room: wine box has been torn open. Need sign saying what to put where, recycling doesn't work.
- Cleaners say they won't pick up anything above eye level.

- Level 13 fire hose reel door not closing. Apt 1303 illegal screen door. Lock to refuse room door doesn't unlock. Graffiti in central foyer.
- Level 12: shelf in refuse room missing (doesn't need shelving then?). Lights out in North corridor.
- Level 11: Apt 1106 and 1110 illegal screen doors, power point left on in South corridor.
- Level 10: power point on in North corridor, Apt 1008 possible illegal screen door, broken window in central foyer.
- Level 9: graffiti in central foyer, mat outside Apt 907 is a trip hazard, power point on South corridor.
- Level 8: laundry powerpoint key broken.
- Level 7: North fire hose reel door doesn't close, Apt 707 illegal screen door.
- Level 6: Apt 607 sharp edge to cover of old milk box, no lock on laundry door, dryer in wrong place, windows open too far. Graffiti on door to Apt 606 and 603.
- Level 5: refuse room lock broken, powerpoint on in South corridor, Apt 509 illegal screen door, shopping trolley.
- Level 4: powerpoint on in North corridor, Apt 405 mat is a trip hazard. Refuse room door handle broken.
- Level 3: refuse room window cradle broken.
- Level 2: powerpoint on North corridor, Apt 208 illegal screen door. Refuse room pipes not finished, window cradle broken. Fire hose reel in North corridor doesn't close.
- Level 1: graffiti in central foyer. Refuse room lock broken and paper loaded onto shelves. Powerpoint in South corridor not locked. Apt 108 tenancy issue, bike in hallway.
- Groundfloor: front door propped open, North fire door opener broken. Not enough light in undercroft. South entry is used as a toilet.

Grounds:



1. Poor lighting
Broken pipe
Trip hazard
Fire door needs putting back
Hidey holes, very poor lighting

2. Entry water on top of holes on pavement to entry
Never clean
Lighting in mailbox area is not as bright as should be
Entry doors slam loudly when people exit. (need adjustment).
Notice board glass broken (a hazard).

Lady in foyer obviously not coping well (residents say she can't look after herself).
Step has fallen
Hidey hole, no lighting to area holding bathroom vents.

3. Outdoor table – seats damaged.
Shrubbery too dense (people can hide)
Need sharp plants (Eleanor's garden)
4. Trip hazard in lawn area
Container needs removing
Light on Northern end doesn't work.
5. 7. 3 lamps need replacing
5. Shrubbery needs cleaning out (rats and safety)
6. At entry – hidey hole
Door to refuse room is broken
Rubbish is putrid.

“Recycling room is a mess! Doors are broken. Why doesn't cleaner or Council inform us?”
Several dumpers make it worse.
Pigeon problem (needs a bigger slope).

Lighting might not be set for winter light. Outside lighting is inadequate.
Design solution needs for under croft, garbage chute and recycling area.

3.3 Precinct 3: Kendall

Author: Tuyen Duong (Housing NSW)

Area covered: Kendall building and grounds (including Poets Corner shops)

Audit Team:

Team Leader Angela Cook (NSW Police)
Marie Delmar (tenant rep)
Debbie Anne Evans (City of Sydney)
Paul Day (Housing NSW)
Barry Gold (Housing NSW)
Tuyen Duong (Housing NSW)

Summary of safety issues:

Maintenance:

- Broken doors in recycling area need to be fixed.
- Deep holes in front driveway and outside of Northern fire exit need to be filled.
- Rear driveway (uneven surface, loose gravel) needs resurfacing.
- Paint on CCTV in right hand side lift needs to be cleaned off.
- Broken glass on windows to be reglazed.
- Rotted timber door to fire extinguisher cupboard at rear to be replaced.
- Brick retaining wall on Redfern St side is leaning.
- Bollard outside N fire stairs to be refixed.
- Slight concrete bump outside fire door near mail boxes ground down so door can be left open.

Cleaning and grounds:

- Graffiti to be cleaned off on several floors.
- Needles to be cleaned out of air vents.
- Building materials and rubbish in recycling area to be removed.
- Shopping trolleys, household goods left in stair well, and foyers to be removed.

Improvement:

Signage:

- Layout plans should be available in foyers, at rear of building and key locations (access points) for emergency services to find their way around.
- Building number to be displayed at street frontage.
- Faded line marking in drive way should be repainted.
- Missing traffic signs should be replaced.

Lighting:

- Lights in the grounds have been improved to acceptable standard but can be further improved.
- Lights under building need to be much brighter to support CCTV.

Trees and shrubs:

- Are fairly well maintained.

Paths and walkways:

- Kerbs between street and main entrance removed for wheelchair access.
- Rear drive way needs to be re-surfaced, very rough and uneven.

Fences:

- Fence should be painted in darker colours to improve visibility.
- Some residents would like Redfern side gate re-opened to allow quick access to building (closed due to trespassers cutting through).

Cleaning:

- Process developed for prompt removal of graffiti.
- Rubbish, syringes, goods and shopping trolleys dumped in common areas removed quickly to discourage drug use and squatting in fire stairs.

Design:

- Implement landscaping upgrade plan to make front of building more accessible for frail aged residents.
- Recycling room redesigned as in current state it is unhygienic and unsightly.
- Undercroft should be painted in light colours with height marking to assist identification of offenders.
- Entrance is unwelcoming and passive surveillance into mail area is limited and should be reviewed.
- Improved bins, street furniture, lighting, use of white paint, and general design of the entrance and rear area to make foyers more welcoming.
- use of corner mirrors for hidden away areas and on building corners would possibly improve the passive surveillance as well as make it safer for cars.

Security:

- Security contract monitored and reviewed .
- Consideration be given to a standard of security /screen door fitted on all units and others that would provide to be a fire risk should be removed and replaced.
- Consideration given to making the fire doors alarmed to reduce inappropriate use.
- Laundry rooms and lifts access limited by the use of a swipe card security system to reduce uninvited guest to the buildings.
- CCTVs inside and outside of the building and surrounding paths would enhance the feeling of safety.

Client Service:

- Kendall has more turn over of tenancies than Lawson and Gilmore. Consideration should be given to developing an allocation strategy that supports sustainable tenancies.
- Nuisance and annoyance, subletting and illegal activities need to be dealt with quickly.
- CSO should do regular walk around, check on tenants to reduce absence from dwelling and other tenancy breaches.
- CSO to check apartments where notices were left on door.

Comments and observations from walk around:

- Two large pot holes at front of building
- Bin outside shops should have a lid to prevent ibis picking rubbish.
- Graffiti in foyer (building recently repainted).
- Fire door near letter boxes is always open. Door catches on concrete hump, too easy for people leaving door open for their mates to come in.
- Right hand side lift camera is spray painted over.
- It takes a long time for graffiti in lifts to be removed.
- No fire evacuation plan in fire stairs (for emergency services).
- Level 16 graffiti in central foyer.
- Level 15: central smoke alarm grille coming loose, shopping trolley left.
- Level 14: concrete in South fire stairs coming loose, graffiti in central foyer.
- Notices left on apartment 1410, graffiti on ceiling near this apartment.
- Level 13 missing ceiling panel, graffiti
- Level 12 South fire stairs: used needle left.
- Apartment 1310: notices left
- Level 12 graffiti on ceiling in foyer, chair left near Apt 1202.
- Level 11 graffiti on ceiling, rubbish left outside Apt 1107
- Apt 1011, kid toys left outside. Corridor has been used as play area for kids.
- Graffiti outside Apt 905 and 906.
- Apt 907 smoke alarm loose.
- Level 9 South fire stairs, 4 trolleys left there.
- Level 8 graffiti on walls and ceiling of central foyer.
- Apt 811 illegal screen door.
- Apt 809 illegal screen door, suspicion of unauthorised occupants.
- Apt 804: offensive graffiti.
- Level 7: graffiti outside Apt 706 and in central foyer.
- Apt 708: illegal screen door.
- Level 6: old TV left in central foyer.
- Level 5: rubbish left in North fire hose.
- Apt 505: phone number written on corridor wall.
- Level 4: broken pane of laminated glass (50cm by 60cm), graffiti on fire hose central foyer, ceiling panel pulled North end of corridor.
- Graffiti outside Apt 304.
- Level 3 offensive graffiti in central foyer, no smoking sign damaged, bag of clothes left outside Apt 311.
- Level 2: graffiti on South fire door, pension card belonging to resident on 4th floor left in South fire hose.
- Apt 103 illegal screen door.

- Level 1: window scratched, graffiti in central foyer, trip hazard (uneven surface) to rear of building.
- Graffiti on South fire stairs.
- Needles in vent of central fire stairs.
- Graffiti in central fire stairs.
- Undercroft areas are very dark. These areas should be painted in light colour with height markings on columns to assist identification of offenders.
- Cupboard for fire extinguisher has rotted door.
- Lots of poles left at rear by contractor.
- Brick retaining wall on Redfern St is leaning over.
- Bollard outside North fire stairs exit needs to be pushed back, someone pushed over.
- Rat holes in driveways.
- Chemist was robbed early in the morning and would like more police presence.
- A lot of young ones asking for money.
- Community garden is going well.
- Lots of people use balconies as storage area, unsightly and can be unsafe.
- Lights in grounds have been upgraded to acceptable standard. Lights are now back on in the rear of building.

3.4 Precinct 4: McKell

Team 1:

Michael Shreenan (Factory Community Centre)
Greg Quinn (Housing NSW)
Pat Atwell (tenant)
Aileen Wilcockson (tenant)
Laura Banning (tenant)
Paul Gard (tenant)
Dom Grenot (City of Sydney)

Team 2:

Angela Cook (NSW Police)
Denny Powell (tenant rep)
Rita Maddren (tenant rep)
Mereana Walker (tenant)
Jan Brophy (tenant)
Jolanta Debek-Kozrya (Housing NSW)
Bernie Coates (Housing NSW)
Tuyen Duong (Housing NSW)

Summary of Safety issues

Maintenance:

- Many windows need locks and handles repaired
- Front doors slam loudly – examine improvements
- Unsecured shed full with contractors rubbish in car park needs to be cleaned out
- Leaking water taps need fixing.
- Broken glass panels on walkways need to be reglazed.

Cleaning:

- A bad stench pervades building due to rat infestation.
- Laundries are used as storage area by some tenants.
- Common area cleaning needs to be improved. Recycling bins should be stored away from front entrance.
- Garden beds need cleaning up, dead trees to be removed and possible design exercise to improve safety.
- Graffiti removal needed in number of locations.
- Covers to lights need to be cleaned.
- CCTV camera (NE corner) covered in paint and need cleaning.
- Trees inside courtyard need to be pruned.

Pruning:

- Some overgrown shrubbery needs pruning along Redfern, Walker and Morehead Sts.
- Trees in courtyard need to be pruned back to allow surveillance of courtyard. Tree canopy obstructs wall mounted light.
- Garden beds in internal courtyard need to be pruned back. Foliage significantly compromises surveillance.

Lighting:

- Internal courtyard needs better lighting
- A number of the entryways need better lighting
- Many lights need repairing
- Adequacy of street lights needs auditing
- Lights come on at different times, so can be dark in some areas at dusk during winter. This is particularly problematic as some recesses become very dark before others.
- Consider installing sensor lights

Signage:

- Review all signage to apply consistent standards
- Signs from street need to be larger and lit
- Building name has faded and new sign is needed.
- Map of complex needed at entries for better way finding
- Consider signage to warn tenants about antisocial behaviour and perpetrators about CCTV.
- Lines in car park need to be remarked as all have faded.
- Bollards in internal courtyard need to be repainted to alert elderly residents of potential car danger and trip hazard.

Other:

- Apply a consistent standard for security screens to ground floor units
- Carpets throughout the building are damp, stained, and badly laid/fitted, creating trip hazards. Consider replacing all common area carpet.
- Consider removing or replacing rotting or unused doors within corridors
- Consider sealing off recycling cupboards on landings that are causing fire risks. Some tenants use them for permanent storage whilst others place unwanted items to be removed by cleaner. Consistent usage of these needs to be discussed with residents.
- Consider Lift security system, so that they only work with electronic swipe card
- Shopping trolleys can be a problem. Consider a space to collect them at.
- Security guard contract needs to be monitored and reviewed.

Design:

- Review building to identify hidey holes and design improvements
- Review the number and location of access points to cut down unauthorised entry to building
- Explore replacing heavy doors with more user friendly type, better suited to seniors. Doors also slam very loudly
- Review locations of current seating and consider relocating so they are better used
- Consider creating a pleasant area for socialising, community garden and mosaic in the (north internal) under utilised car park
- Review design, replanting of garden beds to remove hidey holes

Client Service:

- Address problem of some tenants throwing rubbish over railings
- Audit car park usage to 'move on' non tenants
- Clarify recycling system, so all tenants know how to use it
- Check drying rooms and get tenants to remove any stored items
- Improve systems for use of CCTV
- Paths and Stairs
- Number of stairwells need better surface and coloured edging
- Consider fluorescent railings at entry ways
- Need to review security contract performance. Guards just sit in car and not patrol building. Some tenants comment that guards are too friendly with some tenants.

Community:

- Some large dogs can cause fear. Consider education program.
- Educate and encourage NESB residents to lodge complaints and report crime and ASB. Safety workshop was delivered in early July.
- Consider signage about the dangers of tailgating.
- Build on the sense of community among long term tenants.

Discussion notes before Walk around:

- Residents scared to make complaints- particular non English speaking
- Lifts seem to cause the most fear of attacks,
- Residents unaware of current effectiveness, use or area of coverage of CCTV cameras
- This is a high level of fear, resulting from "Tail Gating" which takes place regularly at the entrances of the buildings.
- Perception of people having keys to building that shouldn't have
- Concerns were expressed about possible 'Bogus' Contractors requesting accesses, not all contractors providing clear ID or prearranging appointments.
- The overall design of the building is not one which equates to sense of safety.

Comments and observation on the Walk around – Team 1**General observations:**

- There are excessive access points, and dark inlets, and general sense of poor standard of maintenance within the internal common area space.
- There would be limits to what environmental/building upgrades could achieve in improving the sense of safety within the building.
- There appears to be a strong sense of community amongst the more long term residents of the building.
- Appears to be low level of occupancy by young people, however they do access the building regularly.

North / Eastern side of McKell (Morehead / Redfern Streets)

- Sloping grass area nice but not used except by a few tenants who walk their dogs in this area (from Redfern St to Kettle street)
- Seating virtually unused according to tenants in group
- Path along building mostly used by people walking their dogs
- Issues of rubbish being thrown out of windows by some tenants onto this area and also from passers by on Morehead street over railing fence
- Indented garden beds along whole of building on this side has a number of issues – poorly lit, indentations create a number of hidey holes, some graffiti, evidence of rats, some overgrown beds and in one bed a full length ladder was found behind bushes
- North east corner poorly lit and overgrown around stairs (tenants state that a reasonable number of tenants used this exit/entry point when going to Redfern shops (Coles).
- Graffiti on his north east corner - north facing wall is very bad, and additional lighting required here as well as significant pruning
- Stairs from Morehead street into McKell are not well lit, CCTV camera has pink paint on dome (looks like it has been there for a while), poorly lit, surface mossy and slippery (especially on mid stair landing where drain is located) – perhaps look at resurfacing and coloured edges for older residents
- Ramp from Morehead street into McKell – all 4 large dome lights not working – 2 at entrance, and 2 along ramp
- Perhaps fluorescent railing on both stairs and ramp into McKell from Morehead street
- Signage at the entrance (large and lit) would also be helpful (55 Walker Street)

Northern Internal Car Park

- Very clean, well lit in parts, trees and bushes reasonably well maintained, no graffiti, signage pretty good
- Again, some areas have some nice hidey holes where you cannot see if anyone is hiding, particularly at various entrances into the buildings
- A couple of the tenants expressed concerns about some dangerous dogs, who are walked in this area not on leads (not a Companion animals requirement given it is private land), but some tenants fearful of attacks on themselves or their own dogs
- Seating at Northern end of this car park according to tenants is not used very much – is there a better location?
- Ground markings for cars pretty good in this area. If not all car spaces are used, could look at tables and chairs in middle of this area (next to large tree) – sunny, visible
- Electronic entry/exit gate works well – tenants say very few issues
- Has anyone from HNSW (CSO ?) done an audit of vehicles using car park, keys etc ?

Walker Street entrance / north western face

- Entrance to building not particularly well lit
- Better signage and map of complex needed
- Some garden beds along building also overgrown and have hidey holes

- Clump of bushes at car park entrance is very overgrown – visibility and sightlines are poor
- There are a number of dead trees (HNSW land)
- Targe number / street address required – 55 Walker
- Front door slams really loudly
- Intercom working fine according to tenants
- Although shopping trolleys appear not to be an issue according to tenants - and only a handful seen in and around complex, HNSW could consider a trolley bay and promote with tenants complexes). This would increase ownership, responsibility and also make it easier for HNSW contractors to place all trolleys there and for Coles to collect from one organised location.

Internal Areas – all on Northern side of building

- Lots of fire hoses throughout complex but misuse and vandalism not a problem
- General perceptions good – fairly clean, some graffiti (but not a lot and manageable – reported and addressed pretty quickly)
- Walkways clean, garbage chutes working well (1 damaged on level 2)
- Fire alarms work well according to tenants
- internal doors – most propped open but this not an issue. Doors are heavy – especially for older people (hard to open when it is windy).
- 1 door on level 1, south west from lifts – broken glass in door.
- Carpet in walkways old but reasonable condition
- CCTV on level 1 (Eastern side) is painted pink – need to be cleaned and checked at Pottery office. Ongoing monitoring by HNSW and reporting by tenants of any damage to CCTV domes.
- Lighting internal and along walkways and foyer areas pretty good – in terms of strength of lighting and very few damaged
- Some concerns re. timers for lighting – appears that lighting comes on at end of the day at different times, meaning that some areas are dark for longer than they should be (someone needs to check this)
- Recycling cupboards on each floor – still used ? Clarification needed re. double handling – are tenants responsible for their recycling materials and delivering to recycle area on ground floor as well as HNSW cleaners collecting from recycling cupboards ? Or could these cupboards be boarded up and community art and / or noticeboards be placed throughout the complex on these spaces ?
- Most laundries appeared well maintained
- A couple of the drying rooms have become personal storage spaces for some tenants.

Comments and observation on the Walk around – Team 2

Lights:

- Inconsistency in light times between the buildings.
- Light also coming on too late for the winter period, as on a dull day the building is quite dark.
- Light fittings – during darkness lights are fairly bright however could do with the covers being cleaned more frequently.
- Externally street lights on the Morehead entrance were not operational.

- External lights on the canopy of Walker Street – were not operational / some fire signage were not operational.

Recommendation:

- Review of light timing both external and internal,
- Repair of lights not working
- Cleaning of light covers
- Exploration of sensor based lights based on darkness levels

Windows:

- None of the internal windows had handles or locks on them – potential risks in relation to damage from weather and children falling.
- Number of windows had graffiti
- Number of windows are cracked
- Inconsistency in security of lower level windows, number of windows had guards, others did not.
- An number of units bathroom windows appeared to be vulnerable to break in and unsecure

Recommendation:

- Windows should be repaired to standard with all having handles and locks
- Review of lower level windows and bathroom windows – particular in relation to lack of security screens.

Common area carpets:

- Carpets throughout the building are damp, stained, and badly laid/fitted. This adds to the sense of badly maintained building, increase risk of Bed Bugs spreading, and causing trip hazards.

Recommendation:

- Remove all common area carpets and replace with more practical and easier maintained surface, such as lino, polished concrete, or tiles.

Doors /Entrances:

- Entrance doors appear to be too heavy for the Aged population, number of them slam shut
- Morehead street no signage of name/number of building
- No lay out map of building in entrance
- No signage about Tail gating
- No signage about CCTV
- Number of CCTV cameras covered in pink paint obstructing view
- No signage in lifts of CCTV
- No clear Notice Boards

- Bin areas causing smell on lift area/potential fire hazard
- Some entrances are within deep hidden recesses.

Recommendation:

- Explore bringing doors forward to close off the hidden recess areas.
- Explore replacing doors that are more user friendly
- Explore removing unused doors within corridors that appear rotted or replace them
- Explores sealing off recycling cupboards on landings that are causing fire risks
- Improve signage in all areas
- Clean CCTV units and ensure regular inspections and utilise the system more effectively
- Lift upgrades so that they only work with electronic swipe card

Shrubbery / Graffiti and other issues:

- Shrubbery requires pruning back on the Redfern Street, Moorhead, and Walker street sides
- Graffiti needs to be removed throughout the building, particular at Redfern Street side, fire exists / stair wells (which are also entrances to residents units).
- Leaking water taps throughout the exterior and internal building
- Unsecured shed full with contractors rubbish in car park
- Car park potential area for community garden and mosaic work
- Neighbours complained unit 717 was unoccupied and being used for benefits purpose only
- Passive surveillance within the complex appear adequate

3.5 Precinct 5: Elizabeth St

Area covered: this block is bounded by Kettle St, Elizabeth St, Redfern St, Walker St.

2,4 Kettle St
584-598 Elizabeth St
56-64 Walker St.

Audit group

Team Leader: Dom Grenot, City of Sydney
Tristan Kell (Housing NSW)
Greg Quinn (Housing NSW)
Val Johnsen (NAB rep, Walker St)
Anita Faber (NAB rep, Walker St)
Carolyne Miller (resident, Kettle St)
Michelle Bogatyrov (Housing NSW)
Laura Crowe (Housing NSW)

Summary of safety issues

Maintenance and cleaning:

Maintenance - There are a number of maintenance issues to be addressed – including graffiti, broken windows, laundries need locks replaced, clothes hoists need to be repaired or replaced, drain covers missing, back door locks broken in some blocks, fencing in poor repairs.

Cleaning - Garbage bays are often overflowing and dirty. Graffiti needs to be removed. Laundries need to be cleaned out, there is evidence of drug use. Common area cleaning is not done on a regular basis and not according to contract schedule. Build up of pigeon droppings causes paths to be slippery and is a health risk.

Improvements:

Pruning - Overgrown foliage and some trees need to be pruned

Lighting - in Walker and Kettle Sts needs repairing or improving. Light output is low both within grounds and on the streets.

Paths – uneven paths, paths are broken up in some area pose trip hazards.

Signage – numbering of buildings needs to be improved. Numbers are hard to read in day light, need to be bigger and more prominent. As these buildings are on one lot with no dividing fence, a layout plan of the whole block should be displayed.

Fencing and garbage bays – some fencing needs repairing and some replaced with 'see through' fencing to prevent hidey holes. New fencing around corner of Walker and Redfern Streets has horizontal strips, blocking light and decreasing surveillance.

Design – some spaces in common areas have no/poor surveillance. Walker Street fronted apartments are lower than street level, privacy and surveillance are issues. Design solutions are required for fencing and improving sight line.

Client Service:

Garbage system - recycling does not always get collected. There is no recycling bin for Elizabeth Street fronted buildings. Bins are not washed out.

Antisocial behaviour - continues to be a problem. People cut through buildings and grounds, drug dealing and public drinking are real problems. Many residents do not feel safe, particularly after dark. There have been reports of mugging. Unauthorised additional occupants are a real problem. People don't feel safe to sit in the back yard.

Other issues

The Kettle Street side is opposite the fenced off Redfern East redevelopment. The Redfern St side is adjacent to the soon to be redeveloped Sydney City Mission Home. Although both sites are secured, there are issues with lack of surveillance. The Redfern East site also provides nesting ground for rats

Elderly residents (in whole area) also report that the traffic lights change too quickly for them to safely cross Elizabeth Street.

Comments and observations from walk around on 12 May 2010

General:

Common laundries require locking and cleaning out. Drug use is evident, residents report used syringes left in laundries. Some tenants leave their belongings in laundries.

Unauthorised occupants come and go as they please, breaking doors/locks or prop them open.

Street lights and lights in the grounds of these buildings are poor. Light level is low. Lights obscured by overgrown vegetation. Sensor lights may be a solution.

Garbage bays: need to have more bins, in particular, recycling bins for Elizabeth St.

The new fence on corner of Walker and Redfern Street blocks light to entrance of this building which is well below street level. Elderly tenants say they can't see their way and are fearful that they can't see who is at the front door.

Walker St: generally unsafe

Don't feel safe around high rise buildings, McKell very confrontational.

Windows need bars on bottom floor to prevent break in and enter.

Overgrown foliage creates easy hiding spaces.

64 Walker St:

Pavement very uneven, exit path dangerous.

Walled-in space out back (behind brick fence) is very unsafe, people can hide there
Gas meter broken, easy for people to use to break into homes.

Fence broken at entry

Power line on ground

Uneven path to entry

Fig and other large trees need inspecting

Mailbox: mail has been stolen
Timer of ground floor lighting needs to be checked.
Two clothes hoists behind 2 Kettle St and 64 Walker St have fallen onto ground and need to be replaced. OH&S hazard as people can trip over them at night.

Redfern Park: safety has been improved and this lifted the area.

60 and 62 Walker St:

A lot of traffic through apartment block
People stick head in windows
Drug dealers living in block.
Space behind 60 Walker St very unsafe, drinking, drugs, sex at night.
Clothes lines need to be repaired. Lights blocked by trees, no rubbish bin next to the yard.
Missing drain covers throughout area, presenting trip hazard.

58 Walker St:

Slope at front allows litter build up, difficult to access this area to clean, a lot of hiding spaces.
Garden has deep hiding holes
Lighting around entrance is very poor.
Bin bays often overflowing, pests (rats, pigeons), shopping trolleys
Broken window on ground floor level
Need clear numbering of building.
Pigeons are a real problem.

56 Walker St (lower ground):

Totally invisible space, no surveillance
Graffiti, vandalism
Fencing: we need see through fences, no more wooden palings
Street lighting in Walker and Kettle Sts: not always working, lights are dull and tree canopy obstructs light.

About a month after the safety audit, new fencing was erect on this block. Although the fence is very attractive, its design decreases surveillance and reduces light level significantly.

598 Elizabeth St:

Recycling never gets picked up because there is no bin.
Foxtel box ripped.
Safety has been improved in Redfern Park, no aggro, less violence, significant improvement over last 10 years.
Some reduction in illegal drugs.

594 Elizabeth St:

Graffiti
Doors always propped open.

592 Elizabeth St:

Garden in Elizabeth St: need to make it safer

Pretty high rate of burglary, 4 since Xmas. 1/592 Elizabeth St was twice robbed in bed.

Unsafe grounds, overgrown bushes, can't see around corner, poor lighting.

584-586 Elizabeth St:

Laundries are a real problem.

Clothes lines broken are broken.

3.6 Precinct 6a: Cooper Walk Ups

Author: Tuyen Duong (Housing NSW)

Description of area:

The area bounded by Redfern/Young/Cooper and Morehead Streets.

This area covers the following buildings:

46, 44, 42, 40 and 38 Young St
27, 29, 31 Cooper St
41 Morehead St (Kyeemagh)
4 Redfern St

It should be noted that the rear of 4 Redfern St, 41 Morehead Street, and 40-46 Young Street form a common courtyard. This area is referred to as courtyard of Kyeemagh (41 Morehead Street) in this report.

Audit Team:

Team Leader Angela Cook (NSW Police)
Brian Parker (tenant rep)
Lindsay Dale (tenant rep)
Deborah Ambrose (tenant)
Antonio Avellaneda (tenant)
Paul Day (Housing NSW)
Bernie Coates (Housing NSW)
Tuyen Duong (Housing NSW)

Summary of safety issues:

Maintenance:

- Broken doors and frames on common area laundries of Kyeemagh need to be replaced (caused by squatters and drug users).
- A number of washing machines and dryers in this building need to be replaced or repaired.
- Fence at rear of Cooper St and Kyeemagh needs to be secured.
- Broken, uneven paved paths.
- Broken clothes lines at Kyeemagh.
- Lights at entrances and in courtyard are out.
- Handrails to Kyeemagh are coming loose at both side entrances.
- Main entrance door does not latch properly.

Cleaning and grounds:

- Grounds and common areas are poorly maintained.
- Drug paraphernalia dumped in area in the grounds, laundries and garbage bays of Kyeemagh need to be removed promptly.
- Graffiti is particularly bad in Kyeemagh, Cooper St entrance and stairs case are covered in graffiti from wall to ceiling.

- Garbage bays need to be cleaned out and bins provided. Old metal tracks need to be taken out to accommodate new bins.
- Paths need to be cleaned to remove mould.
- Severely overgrown vegetation, some right on fence line.
- Household goods and large tree in Kyeemagh courtyard need to be removed as they are OH&S risks.

Improvement:

Signage:

- Street numbers need to be larger and displayed on front fences.
- New and additional layout plans (at side entrances) are badly needed for Kyeemagh

Lighting:

- More lights and lights with higher output.
- Street light level along Cooper St, Young St and Redfern Street need to be improved.
- Street trees need to be trimmed back along Young Street to allow more light penetration from existing poles.
- The junction of Young and Cooper Street needs to be better lit.
- Paths and garbage bays need to be lit to discourage illegal activities.

Trees and shrubs:

- Landscaping of the junction of Cooper and Young St (CoS owned land): hedges need to be cut to knee level, area attracting illegal activities and loitering.
- Street trees along Cooper St and Young St need to have canopy thinned out to allow street light penetration. Cooper St is particularly dark.
- Trees in front yard of Young St need to be checked and pruned back.
- Large fig trees opposite 41 Morehead Street (inside Housing NSW fence) need to be pruned back as their canopy severely obscures lights even across the road.
- Large trees within the courtyard of Kyeemagh need to be trimmed back.
- All weeds, weed saplings and shrubs need to be removed.
- Re-landscape grounds of Kyeemagh to provide better management of yard, access for contractors and improve surveillance and privacy for lower ground units.

Paths and walkways:

- Paths need to be repaved or repaired, especially in Kyeemagh courtyard, rear of Kettle St and sides of Young Street buildings.

Fences:

- Gaps in fencing around garbage bays need to have gates fitted.
- Internal paling fences enclosing drying areas need to be altered as they provide hiding holes.

- Fence between rear of Cooper St and Kyeemagh needs to be secured.
- Fencing along Young St frontage needs to be replaced soon.

Design:

- Poorly designed new and old garbage bays.
- New internal paling fences obstruct surveillance yet allowing free access from Young St to Morehead St.
- Outdated building design, lack of landscaping, site constraints and antisocial behaviour at Kyeemagh provide opportunity for design workshops with residents on both building upgrade and landscaping.

Client service:

- Marked antisocial behaviour in 41 Morehead Street (doors propped open, drug use and dealing, nuisance and annoyance caused by mental health and substance abuse, graffiti, vandalism, cutting through) needs to be jointly managed by Housing NSW and SGCH.
- New tenants need to be vetted for possible antisocial behaviour for transferred properties.
- Nuisance and annoyance need to be dealt with more quickly.
- Cleaning contractor's performance needs to be closely monitored.
- Clear, simple reporting mechanism of problems needs to be communicated with both Housing NSW and SGCH tenants.
- Signs of ASB at 38 Young St.

Comments and observations from walk around:

Maintenance and cleaning:

Overall, common area maintenance has been neglected. Cleaning and lawns and grounds have not been attended to for some time. Police point out loose, broken bricks and rocks found in the yards, these are potential missiles and should be removed.

The common area cleaning seems to be worst at 4 Redfern Street and 41 Morehead St.

4 Redfern Street: Light is out above entrance. There is a build up of old furniture at the end of entrance hallway. Not only do these impede access, they are also a fire risk. Carpet in hallway reeks of urine, graffiti is present and window glass is broken. Several trees need to either be pruned or removed. Path and stairs up to Redfern Street from courtyard are broken.

41 Morehead Street: There are extensive maintenance problems with this building. The building is covered in graffiti, especially in the Cooper St entrance and stairs (from walls to ceilings). Used needles and signs of drug use can be seen in the grounds of the buildings suggesting that they were tossed over the fence or drug using actually took place in the building (in laundries and grounds).

Hand rails along north and south entrances are loose. Hand rails need to be checked to see if the height meets current standard. The common passage leading to apartment seems to be too narrow for current standard.

Indeed, broken doors, locks and intercoms at all three entrances leave this building open to trespassers.

The north entry door is constantly propped open. Residents report that SGCH tenants are not issued sufficient keys and swipe access cards leading to this problem. The design of the door closer seems to be faulty.

The main entry door does not close properly. The exit button needs to be moved to the wall as people constantly smash glass panel to reach it.

The south door (Redfern St end) has a broken light above it and broken step treads.

The common area laundries are constantly broken into by squatters and drug users. Steel door frames are recommended. Several washing machines and dryers are in need of repairs or replacement. Sewerage or storm water drain is broken in the courtyard. There is also a roof leak into central stair well yet to be resolved. There are several broken clothes lines that need to be re-strung or replaced.

The top floor laundries can be put to better use, Housing can convert them into apartment rather than leaving them open to squatters.

The two garbage bays on Morehead Street frontage impede sight line. There are used needles thrown on the ground. The bays are not cleaned out and old steel tracks need to be taken out to accommodate the current bins (can only fit one bin with these in place). These tracks are also a trip hazard given the low light level in this area.

Blocked drain and broken pipes need to be fixed.

Garbage dumped outside 40, 46 Morehead St. Need extra bins.

Signage:

Emergency services don't know building names and can't see building numbers from cars. There is no sign of ownership on buildings.

Layout plan at Kyeemagh has faded. Plans need to be painted in black rather than engraved, very hard to read at night. Plans should also be put up at other two entrances (Cooper and Kettle St).

On Kyeemagh: "a rabbit warren"

Security:

Intercoms are on every block but there is no sense of security. "They (SGCH tenants) don't get enough keys for side entrances so they tie the door open (Cooper St)".

" People come and go all the time. We can't even sit in the courtyard."

Lights:

Lights within ground of each building are generally not adequate. Paths and garbage bays are not lit. There needs to be more light and higher light output. All lights need to be checked. A combination of shrub/tree pruning and upgrade of lighting is required.

Lights within internal courtyard of 41 Morehead St, around sides of buildings are very poor.

Street lights are not bright enough and the trees need to be pruned back for light to shine through. Cooper St is very dark and the new garbage bays don't help. Someone can jump out at you.

Trees, shrubs and general landscaping:

Street trees, trees and shrubs within HNSW boundary need to be better maintained. A good pruning is required of street trees and trees within each building to improve sight lines and lighting.

The grounds of the buildings have been poorly maintained for some time now. Many weed saplings have now reached height of up to 6-7m, some right against fences. Many bushes are overgrown in the grounds and need to be removed or pruned right back. They should have been removed before the new fences put in, instead, they just put a gap in the fence around the tree.

The shrubs sight lines, are potential hiding places for drug dealers and intruders, encourage loitering and antisocial behaviour and are dumping places for rubbish and drug paraphernalia.

Junction of Cooper and Young St (CoS owned land): This area has a hedge around seating and is where undesired elements congregate to harass passers by and deal drugs. The hedge needs to be brought down to knee level to discourage illegal activities and loitering.

29 Cooper St: shrubs are too high, need to be kept down so can keep an eye on the street. Garbage bay is full of needles. Back of bay is drinking and shottig up area. Front wall of bay should be taken down and fence behind removed to increase surveillance. Rear fence backing to Kyeemagh was removed, it needs to be put back.

41 Morehead Street: the grounds of this building need to be re-landscaped. Because of the set back and slope from street at 41 Morehead St and current concerns of drug paraphernalia found in the grounds of this building, it is desirable to conduct consultation on landscaping treatment for this building. Design workshop with residents is a good idea.

There are a number of large trees within the courtyard of 41 Morehead Street reaching the height of the buildings (5th floor from ground level). All need to be trimmed back. One plane tree near the Cooper Street end is dubbed the "Xmas tree" as a large quantity of household items have been thrown on its branches (including an iron). This represents a severe OH&S risk, the items need to be removed as soon as possible. This is also an indicator of antisocial behaviour and mental health issues.

The side yards slope down from Morehead Street makes it difficult to mow and maintain the lawns. These areas are not used by residents and need to be better defined. They are seen as belonging to neither 41 Morehead St or adjacent blocks (27 Cooper St and 4 Redfern St).

The grass section along Morehead Street frontage is some two storeys below street level, is difficult to access for raking and mowing. We have no privacy. If there is a hedge, we can't see out and it's very dark on the lower lower ground.

Tree at front of 42 Young Street: needs to be inspected and pruned back. Some branches have fallen down, we don't think it's in good health. Indeed several trees at the front of 40-46 Young Street should be inspected and trimmed back.

Paperbark trees along Young Street need to be pruned back.

Paths:

Council owned footpaths are in fair condition with few problems identified. Minor trip hazard is found outside 42 Young St. Residents report problem with people riding bicycles on footpaths. Elderly residents have been knocked over. We can some times hear them coming but too late to know which way to jump.

Kyeemagh: paved paths are cracked, bricks are missing in places creating in an uneven, unsafe surface to walk on. Poor lighting and a combination of build up of mould and leaf litter worsen the problem.

The rear of Young St and Redfern Street buildings all connect to the courtyard of 41 Morehead Street, in some sections, there is no defined path. The paths between these buildings are also in poor condition. A rat hole exists on the left hand side path of 40 Young St.

Fences:

Perimeter fences are generally in good condition apart from the Young Street side. The new loop top fence along Morehead Street is favoured by residents as it allows surveillance and security.

However, residents are critical of the newly erected paling fences which are meant to screen the clotheslines provide hiding places for undesired elements and illicit activities.

It is felt that the fences behind the new garbage along Cooper Street and Redfern Street can be better designed to reduce unauthorised access to these buildings. Several residents comment that they would rather have no privacy than to walk through the drying area or the court yard in fear.

"We don't want the fences, the clothes will dry faster and at least you can see people walking around."

The front fences along Young Street are in poor repairs but are of good design, allowing surveillance.

Antisocial behaviour issues:

There are several signs of antisocial behaviour observed, particularly at 41 Morehead Street. Two people wandered through the grounds and openly admitted to Police that they don't live there and were merely taking a short cut. Residents report that people walk through the grounds of Young St, through to courtyard and come out at 41 Morehead Street.

There was screaming and shouting from units 2 and 21 at the time of the audit. Two tenants say "the drug problem is huge". A tenant from 29 Cooper Street expresses fear of trespassers coming through 41 Morehead Street and made an appointment to see Police.

During 20 minutes that we were at this building, we saw two inebriated groups coming and going, shouting and swearing loudly.

Tenants feel that there is a lack of communication and joint management of issues between HNSW and St George Community Housing (SGCH), who are getting properties through the stock transfer program.

There is also the belief that SGCH fails to screen their tenants for potential nuisance and annoyance issues (from history of mental health and substance abuse).

"St George keeps bringing in druggies into our building"

Tenants do not know who to report antisocial behaviour ranging from loud noise to drug taking and dealing. They feel that when they do report (to Housing NSW), there is little action taken, even on Housing NSW tenants.

There are also signs of antisocial behaviour at 38 Young St, regular screaming matches, police come down often.

3.7 Precinct 6b: Elizabeth St, Cooper St, Morehead St (even number), Redfern Street

Author: - Michael M Shreenan HCP Factory Community Centre

Area covered:

The area is bounded by Elizabeth St, Cooper St, Morehead St (even number), Redfern Street including the following buildings:

568-580 Elizabeth St
33-41 Cooper St
42-52 Walker St
35-53 Walker St
32-40 Morehead St
6-8 Redfern St

Summary of Safety Issues

Maintenance:

- Complete asset audit of walk ups and urgent attention to OHS repairs
- Graffiti clean up
- Fix locks on laundries
- Phones/telecom wires in most walk ups badly clipped to common area walls without casing or protection

Improvements:

Pruning:

- Audit of overgrown shrubs and street trees is needed

Lighting:

- Complete street light audit at night and upgraded to meet current standards
- Brightness of lights surrounding Purcell building and Morehead Street could be significantly improved (outside 32 Morehead Street corner with Cooper Street).
- Increased and brighter lights across the area

Paths:

- Paths in general state of disrepair causing trip hazards, and flooding issues due to poor drainage during rain
- Complete audit of paths and upgraded to meet current standards

Signage:

- Improved signage

Fencing:

- Some fencing needs repairing
- Some fences need to be replaced - with more suitable fencing that provided secure boundaries without affecting passive surveillance

Garbage:

- Audit of all bins and storage facilities

Other

- Consider security screens on all ground floor units
- Removal of some out-buildings
- Gas and electricity meters with unsecured access.
- Install additional CCTV
- Improved streetscape such as painting road furniture white
- Development and enforcement of parking permit system for Housing NSW tenants
- More public phones
- More community notice boards
- Explore the issue of Sharps disposal points

Design:

- Potential identification and securing of funding for utilising unused spaces

Client Service:

- Education of resident in relation to the locking of back doors or install automated door closures
- Antisocial behaviour

Community:

- Engage Surry Hills shopping centre about improved security for pensioners using the ATM and their journey home
- 53-51 Walker Street site has potential to be a community garden

Comments and observations for walk around:

General Comments about area:

- Fencing rotten, falling apart. Too high and has no passive surveillance
- Report of mugging in Walker Street the previous week, at 8pm there was three women present at the time.
- General feeling of not willing to go out a night
- Drinkers hanging around chairs outside Purcell and inside gate
- Feeling of been watched on pension day at the ATM in Surry Hills shopping centre behind Purcell
- Tailgating common issue faced by Purcell tenants and in other buildings.
- Spate of recent thefts in Purcell from community room and men's shed
- No screens on ground floor windows of Purcell building (55 Young St)

- Brightness of lights surround Purcell building and Morehead Street could be significantly improved (outside 32 Morehead Street corner with Cooper Street).

General comments about Walker Street walk up covered:

- Broken fences
- Over grown trees affecting passive surveillance
- Poor street lighting
- Laundry rooms in gardens with broken locks and toilets which are attracting injecting drug users and affecting passive surveillance
- Windows with broken catches
- Gas and electricity meters with unsecured access, exposed wires for phones/telecom etc in most walk ups badly clipped to common area walls without casing or protection.
- Trees roots affecting various paths. Paths in general state of disrepair causing trip hazards, and flooding issues due to poor drainage during rain
- Back doors regularly wedged open despite front door security system
- Furniture in landings,
- Multiple access points to back yards
- 53-51 Walker Street site has potential to be a community garden
- Broken street lights and benches outside
- Poor rubbish bays that are clearly never cleaned out and being used for illegal dumping and attracting ibises and rats
- Street lights were varied both in design and standard thus making them easy target for vandalism
- Broken and dated mail boxes.
- Broken fencing at 578 Elizabeth Street and rear gardens
- 572 Elizabeth St: broken entrance window
- 568 Elizabeth St: stairwells cracked and crumbling
- 26 Cooper Street junction dangerous for pedestrians and number of accidents

3.8 Precinct 6c: Purcell

Author: Tuyen Duong, Housing NSW

Precinct 6c: Area covered: grounds and perimeter of Purcell building.

Audit Team:

Team Leader Angela Cook (NSW Police)
Brian Parker (tenant rep)
Lindsay Dale (tenant rep)
Deborah Ambrose (tenant)
Antonio Avellaneda (tenant)
Paul Day (Housing NSW)
Bernie Coates (Housing NSW)
Tuyen Duong (Housing NSW)

Summary of safety Issues

Maintenance:

- Damage to lawn at front of building to be repaired or lawn replaced as exposed mat is a trip hazard.
- Repair common area lights that are not working.
- Remove loose bricks on grounds as they are OH&S risks.
- Doors to shed to be repaired.
- Chute opening to be repaired (people can gain entry)
- Roller door to garbage bay needs repairing. Door to be locked.
- Cracked fire door near G05 needs to be reglazed.

Cleaning:

Cleaning adequate except grounds could be better maintained.

Improvements:

Pruning

- Shrubs and vine at front garden need to be pruned back.
- Trees and shrubs in the grounds of Purcell and street trees along Young Street need to be pruned back. Branches of large trees on Young St side touch windows.
- Hedge at Cooper and Young St junction needs to be lowered to knee level.

Lighting

- Complete street light audit at night and upgraded to meet current standards.
- Brightness of lights surround Purcell building (on both Young St and Cooper Street) could be significantly improved (in particular outside 32 Morehead Street, corner with Cooper Street).

Paths

- Council paths should have lip flush with street level for wheelchair access.
- Cracks in path on Young St side repaired.

Signage

- Improved signage: street number displayed on Young St fence. Sign should denote ownership.

Fencing

- Brick fence outside community room should be replaced with perforated screen to improve surveillance yet retain privacy.
- Perimeter fence is very good.

Garbage

- Garbage bay doors, chute need to be repaired.

Security

- Security guard contract and additional service need to be monitored.
- Window upgrading needs to be finished as soon as possible, robbers climb up scaffolding or through gates and fire exits that are left open.
- Install CCTV in ground floor foyer to prevent tail gating, and unauthorised entry.
- Illegal parking in Young Lane (parking is outside of building fence).

Design

- Potential community garden on Young Lane side

Client Service:

- Education of residents in relation to closing fire exits, locking of doors and windows whilst window upgrading is underway.
- Allegation of subletting referred to CSO.

Community:

- Engage Surry Hills shopping centre about improved security for pensioners using the ATMs.

Comments and observations for walk around:

- Cooper St junction attracts loitering, too dark to see who is coming at you at night. Hedge to be brought to knee high, there are dealings going on in this area.
- Many robberies happened in recent months.
- Extra security guards (put on during window upgrade) are not doing their job, not patrolling while they are on duty. They just stay in the community room or in their car.
- Regular guards are good.
- Two lights not working at front of building (near Young St gate). Poor visibility along front brick fence.
- Drinkers hanging around chairs outside Purcell and inside gate
- Clear garden area near Young Lane to create community garden.
- Tailgating common issue faced by Purcell tenants.
- Spate of recent thefts in Purcell, thieves come from McKell.
- No screens on ground floor windows of Purcell building (55 Young St)
- Brightness of lights surround Purcell building and Morehead Street could be significantly improved (outside 32 Morehead Street corner with Cooper Street).
- Get rid of vine and remove clump of strelitzia.
- People sleeping in garbage bays. Door needs to be locked.
- People climb up garbage chute and into building.
- No wheelchair lip on Young Lane (at either end).
- Illegal parking is a problem. Residents have no parking when shoppers take up their spots and their car is parked in.
- Fire door near G05 is always propped open.

3.9 Precinct 7: Rest of Redfern

Author: Tuyen Duong (Housing NSW)

Area covered: This audit covered 3 building complexes as follows:

38 Wells St
125 – 127 George St
267 - 271 Chalmers St

These are three discrete blocks.

Audit Team:

Team Leader Angela Cook (NSW Police)
Mike Shreenan (The Factory)
Grant Lavender (The Factory)
Paul Day (Housing NSW)
Michael Stapleton (Housing NSW)
Mark Pauli (Housing NSW)
Bernie Coates (Housing NSW)
Tuyen Duong (Housing NSW)

Summary of safety issues:

Maintenance:

- Broken doors to be repaired (storage room in Wells St, garage door at George St).
- Gates to be repaired and lock fitted (Wells St car park gate, George St gate to Turner Lane).
- Spring in Wells St stair case windows need to be replaced.
- Pebblecrete surface at George St to be repaired. Large patches are coming loose.

Cleaning and grounds:

- Graffiti at George St to be cleaned up.
- Shrubbery at George St to be pruned back to improve sight line.
- Household good and chattels stored in stair cases and common areas of George St to be removed.
- Unregistered cars removed from George St garage (there were some 16 counted).
- Storage rooms along Chalmers St to be cleaned out and secured.
- Old tree roots in Wells St side passage to be removed. One tree to be removed.

Improvement:

Signage:

- Signage needed at George St for: “no propping open of side gate”, “no riding of skateboard” and to denote private property.
- Layout plan for George St should be clearly visible at front of complex.

- Building numbers for Chalmers and Wells St should be replaced.

Lighting:

- Lighting at George St is inadequate in the grounds as well as in underground car park.

Trees and shrubs:

- Shrubbery at George St should be trimmed back to allow more light and improve surveillance.

Paths and walkways:

- Resurfacing of pebblecrete at George St might be required.

Fences:

- Not a major concern at these blocks.
- George St might need fence and gate at main entrance (double security access).

Design:

- George St: solution need for front entrance and letterboxes to reduce trespassing, loitering, unauthorised access and damage to letterboxes.
- Chalmers St: solution needed to relocate mailboxes from driveway to reduce conflict.
- Wells St: use of side passage and access to this area should be discussed with residents.

Security:

George St

- Consideration be given to install CCTV at George St where there is marked ASB issues.
- Consideration to have locks to different blocks keyed to a master key for staff and contractors. Tenants can still retain access to their own block.
- George St was added to security guard contract on a trial basis in August.

Chalmers St:

- Consideration be given to approaching South Sydney Leagues Club for CCTV to be installed at front of this block.

Client Service:

- CSO should visit George St regularly.
- Nuisance and annoyance, unauthorised occupants, drug dealing, selling of used cars, and storing of unregistered cars should be addressed promptly.
- There might be some hoarding at George St as can be seen on some balconies.

- Some garages in Chalmers St are used as storage place and are covered by large plastic sheet. 2 unregistered cars were in garage.
- Some nuisance and annoyance issue with one tenant in Wells St. Allegations made include mail theft, stealing of washing.

Comments and observations from walk around:

38 Wells St:

- No surveillance behind paling fence at front.
- Fence post is falling
- Poor signage, building number half painted, half metal.
- No screen on ground floor windows.
- Meter doors busted, need locks
- 1st floor landing needs 1 fluoro tube and light cover.
- Top floor needs light cover.
- Springs in windows need replacing.
- Window pane has a broken corner, needs reglazing.
- No graffiti.
- Gate to car park fallen.
- Trip hazard of old tree root in passage along Wells St.
- Edge of path needs to be painted in yellow or one small step added.
- Side section concrete paving all broken up by tree roots, surface uneven. Very little light in this area.
- Lock broken in storage room.
- Colourbond panel removed from side section.
- Need to consult residents about use of this side passage.
- Complaints about unit 12 having unregistered car, mail theft and stealing of washing.

125-127 George St:

- Garage door wide open, not fixed for months.
- Graffiti outside buildings as well as inside some locked stair cases.
- Umbrella tree at front should go.
- Letterboxes are broken all the time.
- People congregate at entrances at night.
- Not sufficient light at entrances.
- Broken nosing tile and ground floor landing outside unit 16 used as storage.
- Water leak in hallway.
- Couch left in hallway to units 31-37.
- Makeshift storage area at bottom of stairs.
- People throw used needles in stairwell to garage.
- Garage door broken for 6 months.
- All security locks work, doors are just on different locks.
- Light broken over units 46-52.
- "what comes with the graffiti is the people"
- Trip hazard at top of stairs from central courtyard.
- Pebblecrete surface broken in large patches.
- 16 unregistered cars in garage, some are well covered, some are not moved for 3 years.
- Kids riding on skateboards breaks pebblecrete surface.

- Lattice panel missing from garbage bin area.
- One tenant has been consistently breaking lock on gate to Turner Lane and wiring this gate open.
- “We used to have a security guard but now there is no more security guard, we need one”.
- Grates missing in garage, trip hazard.
- Leak from fire hose.
- Storeroom blocked, probably used as sleep out.
- Household goods stored in garage are fire risk.
- “nobody is in charge of the problem, just passing the problem but not fixing”.
- “too many people from the other side come here because it is a free place”.
- “ no waiting for something to happen before it’s too late”.
- Drains blocked when it rains.
- Unit above 22, balcony full of chattels.

267-271 Chalmers St:

- Unit 19: broken window.
- Need street number at front façade, not placed in middle of block. Sometimes it can be too far to drive down to see street number.
- Letterboxes on side of driveway causing conflict of use. They should be relocated.
- Graffiti in garage.
- 2 unregistered cars outside garage cages.
- Some garages are used for storages, very full and covered with plastic sheets. These are potential fire risks.
- Store rooms on either side of entrance are not locked.