



# Parnell Town Centre

## Strategic Safety Assessment



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## Executive Summary

A town centre safety assessment has been carried out in Parnell drawing on safe design, security and lighting principles. This report is based on several on-site assessments as well as an analysis of official crime statistics provided by the police, a business survey and a residents survey.

At the outset, the key crime issues in Parnell were identified as disorder (anti-social behaviour), burglary, theft from vehicles and, to a lesser extent, unlawful taking of vehicles.

In relation to disorder, although the official crime statistics do not show high numbers of reported offences, the results of the surveys indicate (albeit based on a low response rate) that this is a significant issue for the business people and residents of Parnell. The disorder relates to drinking on a Wednesday night and to the only premise open after 11.30 pm (Vanilla). Drinking on the streets or inside vehicles and associated anti-social behaviours such as noise, vomiting, urination, littering and vandalism create the greatest nuisance value. Consequent recommendations concern better enforcement, including how to provide better back up to the current two security guards on Wednesday night foot patrol. Recommended strategies include building a stronger working relationship with the police through a trial implementation of beefed up police support during the critical time, contracting a mobile security patrol and increasing the formal authority of the guards through Council to enforce noise restrictions and the liquor ban. A case is also made to review (a) the liquor ban area to include the residential streets immediately surrounding the town centre and/or (b) the 3 am license held by Vanilla Bar, which is out of sync with the rest of the entertainment district in Parnell.

Vehicle crime, which is found to occur mostly on side streets and staff parking areas, is tackled on a number of fronts. Several recommendations target identified shortcomings. They also include raising awareness of business people about the measures they can take and, in cases where security equipment is present, about the importance of consistent policies around its use. In addition, several recommendations target the standard of lighting in the side streets which, in general, was found to be sub-optimal. Implementation of these recommendations should also have a positive impact on the incidence of disorder as outlined above.

The reported number of burglaries is relatively high with approximately double the number of that reported in the similarly sized town centre of Ponsonby, over the same period. A range of general security and lighting recommendations is aimed at improvements in this statistic.

For example, negotiating a small number of collective contracts for the provision of alarm monitoring and alarm response services across the whole town centre should see a marked improvement in the efficiency and effectiveness of security coverage.

Over and beyond town centre wide initiatives, burglary is most effectively dealt with on a premise by premise level. The business association should be able to assist here by (a) identifying premises that are at risk and (b) organising workshops for the business community around relevant issues. This comment also applies to the incidence of shoplifting, which featured within the top five most frequently occurring crime types and fourth on the scales measuring both personal experience and levels of concern.

Graffiti was also identified as a big concern by the business survey respondents and many had direct experience of it. Objectively, Parnell is barely on the radar in the data provided by the Auckland City Council graffiti programme. With a little effort from the business community graffiti could be all but eliminated from Parnell.

The remainder of the recommendations deals with a range of issues that have been identified in relationship to safe design, security and lighting around the town centre, with examples drawn from both private business premises and public locations such as car parks and public open spaces. The need for greater attention to some more prevalent issues for the town centre included inset door entry ways and reducing vulnerability in the two cobbled alleyway networks. Lighting was found to be adequate on Parnell Road but the side streets are poorly lit and require a new approach. The report also identifies opportunities to improve the lighting from both a security and aesthetic point of view in prominent historic locations such as the Foundation for the Blind/Jubilee building and the St Stephens Church site.

In sum, this report presents a rounded package of more than 60 recommendations that is intended to enable the Parnell Business Association to play a leading and strategic role in both dealing with existing crime and disorder problems and reducing the risk for further problems. The recommendations now need to be evaluated, prioritised and incorporated into the strategic and business plans of the association.

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The next section presents all of the report's recommendations in list format. The sequence of recommendations in that list follows the structure of main body of the report as indicated in the subsequent table of contents.

# Summary List of Recommendations

(\* ) ... denotes high priority

## Police Information Recommendations

- 1a.\* The review of the liquor ban area in Parnell is fully supported including serious consideration of an extension of the ban area into the residential streets surrounding the town centre as part of this.
- 1b. Carry out periodic flyer drops around the town centre and use the Business Association newsletter to raise awareness within the business community about how to reduce vulnerability to theft from vehicles.
- 1c.\* Investigate the grounds required for a review of the 3 am licence held by Vanilla Bar and options for bringing its closing time into line with the rest of the entertainment sector in Parnell.
- 1d. Set up a centralised reporting system and provide incentives to businesses to report all significant incidents to the Business Association office.

## Town Centre Security Patrol Information Recommendations

- 2a. Impact Security's foot patrol officers appear to be providing a very good service in containing the disorder on Wednesday nights/Thursday mornings in Parnell. They are managing at the current level. However, an increase in either the numbers of security officers on Wednesday nights or the amount of time patrolling across the week should be considered if / when:
  - the level of disorder rises generally or the pattern changes to include other nights
  - further drinking establishments including off-licenses open in Parnell and increase the disorder problem
  - there are predictable periodic increases in disorder such as the tertiary student holiday breaks.

## **Business Survey Recommendations**

- 3a. Liaise with the Auckland City Graffiti Program providers regarding promotion of the programme through the Business Association newsletter outlining the various ways the business people can both be supported and in turn how they can support the programme to eliminate graffiti in Parnell.
- 3b. Promote the value of sharing information between businesses and supporting each other via the text alert system and seek to expand the number of businesses who support and participate in this initiative. Set up a block based structure with a key contact for each block who then forms part of a second tier of the communication network across the whole town centre.
- 3c. Consider investing in upskilling the business people regarding how they can reduce their crime risk at the individual business premise level.

## **Inset Door Entryways Recommendations**

- 4a. Seek the building owners' assistance to block off the alcove along the side of building 272 Parnell Road.
- 4b.\*** Request business owners with inset door entryways install movement activated security lights such as passive infrared activated door entry lights and, if it is a reasonable sized alcove, to consider the additional measure of closing it off at night.

## **Securing Business/Staff Parking Areas Recommendations**

- 5a.\*** Given that vehicle crime is an issue for Parnell, encourage all business owners to:
  - a) Gate off staff parking areas where possible and provide a shared access system for authorised people to enter the car park such as: shared key, swipe card, key pad access, ensuring that gates remain locked at all times NOT just after hours.
  - b) Use strong gates/security equipment and good quality locks or access systems.

- c) Limit pedestrian and vehicular routes into and out of car parking areas as much as possible. For large spaces across the rear of several buildings, section off the rear area into smaller car parking areas for each building with physical barriers to make movement between them more difficult.
- d) Ensure there is good lighting for reasonable sight during the day (if internal) and also good security lighting, when triggered as required at night.
- e) Maintain security equipment, including lighting so that it is best able to assist in reducing crime risk.
- f) Ensure that all security practices to support the use of security equipment are water tight. It pays to have someone test the system at intervals to identify any weaknesses.
- g) Raise awareness amongst staff and regular customers that valuables should not be left visible in parked vehicles.

### **Cobbled Alleyways Recommendations**

- 6a. Gate off the alleyway entry/egress between Parnell Time and La Bocca.
- 6b. Approach the businesses located on the smaller alley network alongside the ANZ to determine whether break ins have been an issue for them. Facilitate discussion as to the viability of closing off the entry/egress point down the ANZ driveway which would completely gate off the alleyway system at night.
- 6c. Approach the businesses in the Village Shops alley network to determine whether break ins have been an issue for them. Seek their views on the viability of gating off the network, or even some parts of it, at night.

### **Car Parks Recommendations**

- 7a. Garfield Street Car Park:  
Approach Council regarding:
  - a) Locking off the alcove at the Bradford Street end of the upper level car park, opening it only for specific purposes.

- b) Placing 'pedestrian stairwell' signage at the base of the stairwell on the lower level of the car park visible to those on the lower level. Removal of the doorway at the top of the pedestrian stairwell on the street level.
- c) Determining the party responsible for closing and opening the lower level of the car park and requiring that the official closing and opening times are adhered to.
- d) Positioning a sign on the corner of Parnell Road and Garfield Street advertising the existence of the car park.
- e) Lighting: Considering the likelihood of increased activity in Garfield St, we suggest that the lighting category of the street between Parnell Rd and Bath St be reviewed to improve visibility and safety for pedestrians at night.
  - i. We recommend that the road be lit to meet the requirements of category P6 as described in table 2.7 of AS/NZS1158.3.1:2005.
  - ii. The new lighting should comprise semi-cut-off type luminaires to minimise glare to surrounding residential properties and metal halide light source to provide white light.

7b. Tournament Car Park, Parnell Road:

Approach Tournament Car Parking management regarding:

- a) Water blasting or re-painting the second floor of the car park to improve its appearance
- b) Positioning a convex mirror on the far wall of the lower level of the car park so that people descending the stairwell from the street can determine if there is anyone in the hidden corner not visible from the stairwell.
- \* c) Reviewing the security of the car park for vehicles and pedestrians in terms of the rear open stairwell. If these are not fire escape stairs then serious consideration should be given to closing off this stairwell and restricting access to the vacant section connecting to Scarborough Tce and the rear car park behind 280 Parnell Road. If they are necessary as fire escape stairs then signage should be apparent and the stairwell should be gated at both ends so as to provide entry from the top and lower car park levels only and exit only from the bottom.
- \* d) Approach the building owners/business managers at the buildings and businesses connecting onto the driveway between 272 and 280 Parnell Road regarding gating the driveway at either end and putting in a system to enable authorised access only. As part of this consideration should also be

given to fencing off the boundary between the rear internal car park adjacent to the vacant section and the Tournament car parking building to restrict illegitimate access via this perimeter.

7c. Cathedral Car Park and Grounds:

Lighting:

- a) A suitably qualified independent lighting designer should be engaged to develop a master lighting design and concept for the grounds that considers the site as a whole from an historical and architectural standpoint as well as that of providing minimum safety standards for people who use the site at night.
- b) The concept should include:
  - \* i. Upgrading of lighting for car park and vehicular access areas of the grounds. The new lighting should be designed to comply with the requirements of AS/NZS1158.3.1:2005 and the recommendations for car parks and pedestrian walkways therein.
  - ii. Upgrading of the façade lighting for the historical buildings within the site. **(Medium Priority)**
    - Remove the existing HPS floodlights.
    - Develop a new lighting concept that will enhance the architectural features and appearance of the buildings at night.
  - iii. Provide site landscape lighting within the grounds with a view of;
    - Highlighting key trees and other feature elements
    - Light key pedestrian routes within the grounds to provide safe movement at night

7d. St Johns Car Park

- a) Approach the Council to trim back the trees and foliage around the St Johns car park sign on Parnell Road so that it is visible.
- \* b) Approach the owners of the St Johns car park regarding the fencing style which limits sightlines into the middle and particularly the lower level of the car park. Inform them that the lighting levels vary greatly on the different levels of the car park and are unlikely to meet the lighting standard for car parks contained in AS/NZS1158:2005 in some parts.

## **Miscellaneous Design Features Recommendations**

- 8a. General: Use the Business Association newsletter to raise awareness amongst the business community and educate them about general security issues that have been raised in this report including secure staff parking, stair-dancing and connection with the street.
  
- 8b. Number 308 – 318 Parnell Road: Approach the building owners regarding putting a gate style barrier across the top of the stairwell on Parnell Road to discourage access to the hidden areas below street level outside of standard business hours.

## **Lighting - Parnell Rd Recommendations (General)**

- 9a. We recommend that an independent qualified lighting engineer is engaged to develop an appropriate lighting master plan for the main street precinct comprising:
  - a) Convert or change the existing HPS lamps to metal halide to improve the general aesthetic appearance of Parnell Rd at night as well as the enhanced visibility that white light can provide.
    - i. We recommend that any such upgrade should include the use of cut-off type luminaires to further improve visibility by reducing unwanted glare and light spill.
    - ii. Ensure that by doing so the technical requirements of AS/NZS1158 are met for the V1 and P3 category areas as described above.
  - b) Change the type of lighting used in the minor road section between Augustus Terrace and Earl St to a more appropriate lantern and pole combination that is lower than the existing poles to reduce their dominance at night and improve the visibility of nearby residents.

## **Lighting - Parnell Side Streets Recommendations**

- 10a.\*** We propose therefore that in conjunction with our recommendations for Parnell Rd in Section 7.1.3 of this report, that a review of the immediate side street lighting be undertaken with a view of improving the night time lit environment for local residents and the safety and visibility for pedestrians. We do not envisage that it will be a simple process as it will require input from local residents and business stakeholders.

- a) A suitably qualified independent lighting designer should be engaged to develop a revised lighting master plan concept for the main street and immediate side streets.
- b) The revised plan should not necessarily involve the outright replacement of existing equipment, rather options should be considered to modify the existing decorative lanterns in the first instance so that their performance is improved; thus saving money.
- c) The new plan should consider the relevant minimum requirements of AS/NZS1158 to achieve optimised compliance with the vehicular and pedestrian areas as described above.
- d) The new plan should also consider the mitigation of adverse environmental effects such as spill light and glare to improve the effectiveness of the system and enhance the night time lit environment.

**10b.\*** As part of the master plan, local residents and stakeholders should be consulted and once a compromise found setting up a 'trial street' is recommended prior to proceeding with implementing any changes across all the side streets.

**10c.\*** There should be a requirement that any new development on Parnell Rd within the main street precinct is mandated to meet minimum lighting requirements on the immediate sidewalk and publicly accessible areas. Auckland City already has these requirements in the operative District Plan and they should be enforced. Further information can be found on the Auckland City Council website [www.aucklandcity.govt.nz](http://www.aucklandcity.govt.nz) and search using the keyword "Lighting Guidelines"

### **Lighting - Fraser Park Recommendations**

- 11a. We suggest that consideration be given to improving the lighting within the park, perhaps in conjunction with a beautification project that includes:
- a) Replacement of the existing lighting spheres with a more controlled type of lantern to enhance the aesthetic appearance of the space and improve visibility. The new lantern may be able to be retro fitted onto the existing poles.
  - b) Provide additional feature lighting to specimen trees in key locations.

## **Lighting - Heard Park Recommendations**

- 12a. Maintenance needs to be carried out on the existing lighting.
- a) Replace lamps in the façade lights on the Heard Building, repair if necessary.
  - b) Adjust the existing LED in ground garden lights and removed leaves and other garden material that covers some of them so that they operate as intended.
- 12b. Consider supplemental area lighting to improve visibility in the areas adjacent to the Heard Building, the swing set and seating. We would suggest locating 2-3 architectural post top light fittings on the opposite side of the paved area directly in front of the Heard Building. The new lights would be low-wattage metal halide in a suitably selected low-glare luminaire.
- 12c. Provide additional lighting in the area between the public toilets and the entrance to the play centre. This lighting could be a simple bulkhead light installed over the doorway to the play centre, or on a pole to match those proposed for item 2 above, located between the toilet and the play centre.

## **Lighting – Stairs, 72 Parnell Rd Recommendation**

- 13a. First it should be established as to whether or not the stairs should remain accessible after hours. In the event that they should remain accessible then they should be lit to comply with the requirements of category P9 as described in table 2.8 of AS/NZS1158.3.1:2005. The lighting equipment could be installed to the brick wall that runs along the side of the stair structure. If the stairs are not to be accessible after hours, then they should be gated top and bottom to block access.

## **Lighting - Ayr St Shops Recommendation**

- 14a.** Provide lighting in the service lane of at the rear of the shops. The lighting can be connected to movement sensors to provide a visual alert in the event of activity in the area.

### **Lighting - Car Park @ 541 Parnell Rd Recommendations**

- 15a. Install a lockable gate at the entrance on Parnell Rd providing access to legitimate users for entry at night when it is locked.
- 15b. Install a series of security lights on the buildings with sensors that would activate the lights in the event of any activity within the car park. The new lighting should be designed to comply with the requirements of category P11a as explained in table 2.9 of AS/NZS1158.3.1:2005 and the Auckland City Lighting Guidelines.

### **Lighting - Foundation for the Blind Shared Car Park Recommendations**

- 16a. Provide an additional light in the area adjacent to the side of the Jubilee Building and the Foundation for the Blind building entrance as described above. The new light should be of the same type as the existing car park lights.

### **Lighting - Jubilee Building Recommendations**

- 17a. Determine if there is a requirement for access to the building at night and;
  - a. If access is not required at night, close and lock the alleyway at both ends thus blocking access after hours and close and lock the existing heavy gates at the front entry.
  - b. If access is required at night, install lighting within the alleyway to light the route in accordance with AS/NZS1158.3.1:2005 as a connecting element between Parnell Rd and the car park. Install permanent lighting within the sheltered area adjacent to the main entry to discourage unlawful use of the space at night.
- 17b. Consider engaging a suitably qualified independent lighting designer to develop an appropriate lighting concept for the Parnell Rd building façade. The concept should be sensitive to the heritage of the building and subtly highlight key architectural elements. Any lighting equipment should be selected and located so that only the lighting effect dominates the architecture rather than the lighting equipment.

## **Lighting - Bus Shelter on Parnell Rd Recommendations**

- 18a. Install lighting within the shelter to discourage unlawful activity and improve the safety of legitimate users at night. The lighting should be of a vandal-resistant type to minimise the risk of damage.

## **Enforcement Options Recommendations**

- 19a. Propose a short term Wednesday night trial to the Downtown Police and Impact Security and, if amenable, involve the parties in negotiating the parameters of the trial, the commitments by the parties involved and the evaluation of the trial.
- 19b.\*** Approach Impact Security with a view to adding a mobile patrol to be on call on Wednesday nights to support the foot patrol. If this service cannot be provided by Impact Security then an arrangement should be established with another mobile security company for this aspect of the service.
- 19c.\*** The Business Association should approach the Council regarding by-law and liquor ban enforcement, seeking formal authorization for the foot patrol security officers to enforce noise restrictions and liquor bans in addition to the litter by-law.
- 19d. Encourage business owners who experience repeated problems with night time disorder at their properties to give authority for issuing trespassing notices to the security officers on duty on Wednesday nights. Otherwise educate all business owners in the use of trespass notices for dealing with problem people they encounter in the business environment during the day.
- 19e.\*** Seek proposals from five of the largest security suppliers through a tender process and work towards obtaining five or less primary security providers for alarm monitoring and response in Parnell.

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