

NEWCASTLE BUSINESS IMPROVEMENT ASSOCIATION

ABN 93706504579 |

INC ID 1901584

MEETING MINUTES

Date	Wednesday 28 June 2023
Location	City of Newcastle Offices, Stuart Avenue
Minute Taker	Victoria Gill, VEM Services

ATTENDEES

Name	Abbreviation	Business represented
Kendall Brooks	KB	Brooks Event Management
Shanelle Lowe	CL	Chandler Macleod
Lucy Glover	LG	Kafey Café
Blake Phillips	BP	Pokey Newcastle
Chris Russell	CR	CIMS Cafe
Becky Kiil	BK	Makers and Traders
Emily Coker	EK	Hey Jude Love Pete
Rowena Foong	RF	Mr Sister Coffee
Bec Thompson	BT	Newcastle Afoot
Jaime Boswell	JG	Iris Capital
Thomas Michel	TM	CN
Tammara Ward	TW	CN
Nick Kaiser	NK	CN
Inspector Mark Lawson	ML	Local Area Police Command
Janice Musumeci	JM	Janice Musumeci Consultancy Services
Cr J Barrie	JB	CN
Cr D Clausen	DC	CN

APOLOGIES

Taiyo Namba	TN	Nagisa
Damien O'Brien	DO	O'Brien Winter Partners
Kristy Coady	KC	Swell Magazine
Lord Mayor	NN	CN
Michael Stamboulidis	MS	QT

MEETING OPEN: 5:05pm

MEETING CLOSE: 6:25pm

MINUTES

Item	Agenda Item	Details	Actions
1. Welcome and Administration			
1.1	Open and Welcome	TM opened the meeting with an acknowledgement to country. KB and JM opened the meeting by welcoming Board members and invited guests.	Nil
1.2	Confirmation of Previous Minutes	<u>Moved:</u> Kendall Brooks <u>Seconded:</u> Chris Russell	Nil
1.3	Conflicts of Interest	Nil	Nil
1.4	Treasurer's Report	Budget at Bank \$22 598.71 Board noted that the above remaining account balance has been allocated towards 2024 Deliverables Plan.	Nil
1.5	Correspondence	Emily Coker re: attending Board Meeting. Emily attended the June meeting will be invited to all in future as an option to attend	Nil
1.6	CN Matters	Nil	Nil
1.7	Matters Arising	Marcus Jefferies will attend July Meeting to discuss UoN collaboration with BIA for wayfinding project for Hunter Street precinct.	Nil
2. Outstanding Actions			
2.1	Hunter Coastal and Lifestyle Magazine – Proposal	KB noted that the Board should consider another proposal before accepting the HCL Proposal. Board agreed to obtain other Proposals to ensure they can suitably vote upon a Proposal that is best suited to the purpose and objectives of the Deliverables Plan. TM noted unsuccessful tender in SBR Funding, InTouch Magazine, may be interested in an EOI also. Defer vote to July Meeting.	KB to contact of Hunter Coastal and Lifestyle to explain the extended EOI process. KB and JM to obtain other EOI's. JM to contact Quentin of InTouch Magazine.
2.3	Small Walls Project	Project managers, Jacinta and Jarrod have alerted KB that they are no longer able to	

		<p>utilise the area in the West End to create a mural given Heritage precinct and objections.</p> <p>KB explained to the Board that the mural should be a highlight piece in the precinct. Board agreed as to a highlight location and to expand the scope of new location to the entire precinct.</p>	<p>KB to converse with Jacinta and Jarrod</p>
3. Items for Discussion and Decision			
3.1	<p>Iris Capital – Update on Development in Hunter Street Mall</p>	<p>JB provided an update on the Iris Capital development in Hunter Street Mall. Stage 1 completed between Hunter Street, Crown Street and Perkin Street. Stage 2 is under construction being bound by Thorne Street, Wolfe Street, Hunter Street and King Street. Stage 2 is expected to be complete towards the end of 2023, with most vacancies filled both in commercial and residential occupations. Within this scope, Iris Capital is responsible for the curb, gutter, and pavements installation in conjunction with CN. JB noted that Iris Capital aim to have Stage 2 fully opened in the first quarter of 2024 including cycleway and footpaths (similar to the developments surrounding QT building). Stage 3 includes Thorn Street to Lang Street. During demolition there is a requirement to shut down power to the precinct. Iris Capital are presently working through satisfaction of conditions of consent to commence demolition. Stage 4 includes from Lang Street to Newcomen Street. Five new buildings and retail precinct with apartments and 2 levels of underground car parking (300 spots).</p> <p>KB asked when hoarding in the demolition area was going to be erected. JB noted that given the process of façade retention, he is unsure when the erecting of hoarding will commence however JB</p>	<p>Nil</p>

		<p>explained that the buildings need to be demolished first.</p> <p>JB noted that Iris Capital was happy to work alongside the BIA to put artworks on the hoarding, however noting that it is a moving piece and hence should be considered in design. KB asked JB whether there was a scope of design that needed to be adhered to. JB noted that there was a scope of design that can guide discussions with Board in development of artwork. KB explained the preliminary discussions with UpnUp about creating a community activation and creation event to paint hoardings in a graffiti style artwork achieving a wayfinding purpose. KB and BK discussed the importance of promoting businesses who are still open through wayfinding artworks on the hoardings, to promote increased traction and business engagement. JB agreed as to the importance of wayfinding / advertising however noting that the advertisements that Iris Capital have put up are continually graffitied, hence cleaning is important. KB noted the importance of engagement with Iris Capital. KB that preliminary discussions about funding through SBR, discussed with UoN and UpnUp.</p> <p>Board noted the importance and suggestion that information about the Hunter Street Mall being an active space to visit can be dispersed through other means including TV / Radio. Board noted that the City dynamic has changed, and people need to be kept in the loop and told what roads are open, what businesses are open and what activities that can participate in. JB agreed with Board in promoting further engagement and obtaining visitors from the Harbour to also traverse through Hunter Street Mall. NK discussed the 'Seek Off Beat' and</p>	
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		<p>'Revitalising Newcastle' campaigns which provided a visual stimulus to encourage foot traffic and further engagement with local businesses.</p> <p>TM noted that SBR Contestable Funding provides an opportunity to fund such projects or campaigns. NK was happy to further discuss with the Board the key learning about positive and negative experiences from former campaigns and detailed experience review from local businesses.</p> <p>JB asked about the City Map project and further walking trails in the CN App. Board noted that a paper map is available and includes all businesses in the precinct, available at Visitor Centre.</p> <p>TM noted the importance of bringing together all tools and promotion materials that have been created and figuring out a way to integrate them for the benefit of business / economic trade. Board discussed that it is not as simple as compiling all resources on the CN App.</p> <p>KB thanked JB for his attendance and noted that Board would be willing to work with Iris Capital re ongoing consultations and hoarding developments / art activation.</p>	
3.2	Contestable Funding Update	<p>TM presented to the Board and noted the importance of SBR funding to be in conjunction with Iris Capital. TM noted the premise of multi-year projects, surrounding signage and wayfinding infrastructure, was of importance to the precinct, to Hunter Street Mall.</p>	Nil
3.3	Anti-Social behaviour in Hunter Street Mall – Inspector Mark Lawson of	<p>Inspector Mark Lawson of Local Area Command noted that the police were aware of ongoing anti-social, drug and homeless related issues in the Hunter Street Mall.</p>	

	<p>Local Area Police Command</p>	<p>ML noted that taskings based on reporting, can inform, and ensure proactive patrol in areas of public concern. Taskings are reviewed daily, and in depth each fortnight, based on intelligence reports from businesses or residents.</p> <p>ML noted that Hunter Street Mall does not get many anti-social and crime reports which skews the taskings allocation. LG discussed issues in the Hunter Street Mall and ML reiterated to the Board the importance of continuing to report any form of anti-social or criminal behaviour.</p> <p>ML discussed Business Beat Program now renamed Operation Confidence, in Hamilton precinct and the programs large success after communication and continual engagement with Local Area Command. Reporting on the Police Portal allows the capacity to make a report, upload photos or videos to capture repeat offenders and create more accurate taskings. ML explained Operation Confidence, which is the new 'Business Beat' program. Each month, the Local Area Command have a different area which is saturated.</p> <p>LG noted her concerns that are reports that have been made continuously by business owners and have not been recorded / are ignored. ML noted that it would be poor if this was the case, however encouraged business owners to continue ringing Police / reporting incidences to inform tasking and police visibility.</p> <p>ML noted that Darren Flemming will be put in contact with JM to arrange a Safety Audit of the precinct.</p> <p>JB noted to ML general concern of business about anti-social behaviour.</p>	<p>JM to obtain portal letter from ML and disperse to BIA database and Board encouraged to share amongst their connections to promote and increase reporting in the area.</p>
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		<p>Business owners feel despondent. JB suggested flood lights or CCTV to prevent occurrence. JB noted that QT have motion activated cameras in the Hunter Street Precinct that would be suitable to review / mitigate crime.</p> <p>The Board confirmed with ML that the focus was on prevention and police visibility was important for business owners.</p> <p>Board noted that customers are being hassled and harassed in Hunter Street and that customers have verbally expressed that they are not safe in the street. Board noted that there have been occasions where they have locked themselves and customers in their stores for safety.</p> <p>JB and ML noted that he is available to continue ongoing discussions with the Board and LAC about prevention and visibility. KB thanked ML for his attendance and the continual support of the Local Area Command.</p>	
3.4	Precinct Cleanliness – Tammara Ward	<p>Tammara Ward spoke to the cleaning schedule and maintenance of CN assets in City precinct but more specifically Hunter Street Mall.</p> <p>TW started by reiterating the high cleaning demand in Hunter Street Mall and the schedule and focus of teams being reviewed based on feedback from the Board. TW discussed the resources available as below:</p> <ul style="list-style-type: none"> • Street and gutter cleaning (starting at 4am daily, silent work until 7am; 7 day a week service) • Graffiti Team (on demand service, based on reporting) • Seasonally leaf litter crew, bulk clean twice a week. 	

		<p>TW noted feedback from crews as to issues with leaf litter, vandalism, anti-social behaviour, and homelessness.</p> <p>TW welcomed feedback from the Board. LG noted that the Hunter Street Crew is fantastic and very responsive. EK advised that further street sweeper and cleaning service is required, as the pavement needs removing rubbish, faeces and washing away urine.</p> <p>Board noted that bird droppings is also a concern and becomes a slip hazard along Hunter Street when it is wet. TW noted that the cleaning response for bird droppings is case by case, so reporting to CN to alert of issue is critical. TW further explained that high pressure cleaning had success in the Hamilton precinct, TW to find out more about pressure cleaning possibility in the City precinct. However, noting that cleaning private assets cannot be completed by CN.</p> <p>TW noted that the best way to contact CN for reporting is via the CN App 'Report an Issue' not via the app 'Snap, Send, Solve'</p>	
4. Strategic Discussion and Review			
	Nil	-	-

Next Meeting: Wednesday 26 July 2023, O'Brien Winter Partners