

# *Burwood Council*

heritage ■ progress ■ pride



## **SHOPFRONT IMPROVEMENT PROGRAM POLICY**

PO Box 240, BURWOOD NSW 1805  
Suite 1, Level 2, 1-17 Elsie Street, BURWOOD NSW 2134  
Phone: 9911-9911 Fax: 9911-9900  
Email: [council@burwood.nsw.gov.au](mailto:council@burwood.nsw.gov.au)  
Website: [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au)

Public Document  
Adopted by Council: 28 May 2019  
Content Manager No.: 2019/0024421  
Version No.: 1  
Ownership: Land, Infrastructure & Environment

## Contents

1.	Purpose .....	3
2.	Scope .....	3
3.	Objective.....	3
4.	Application Requirements .....	3
5.	How Does the Funding Work .....	3
6.	What Work Will Not Be Funded .....	4
7.	Eligible Locations .....	4
8.	Guidelines and Requirements.....	5
	8.1. Signage .....	6
	8.2. Colours .....	6
	8.3. Facade .....	6
	8.4. Awnings and Associated Structures.....	6
	8.5. Additional Approvals .....	7
	8.6. Shopfront Improvement Program Applications.....	7
9.	Assessment and Approval Responsibility.....	7
10.	Applicant's Responsibility .....	7
11.	Breaches .....	8
12.	Related Information.....	8
13.	Review .....	8
14.	Contact .....	8
15.	Application Form.....	8

## **1. Purpose**

---

To provide advice and guidelines for local business owners and tenants who want to improve the appearance of their shopfront and/or building façade. Approval for such works is required and this policy details the process for obtaining consent.

## **2. Scope**

---

Applies to business owners and/or tenants (with owner's consent) within eligible locations in the Burwood Local Government Area.

This policy is administered by Council's Land, Infrastructure & Environment division.

## **3. Objective**

---

To support the growth of local businesses and developing partnerships whilst ensuring the overall look and impression of the town centre is enhanced for all its visitors and customers.

## **4. Application Requirements**

---

Any person wishing to apply to improve the appearance of their shopfront and/or building façade under this policy must:

- Complete the required application form
- Obtain owners consent (as required)
- Provide plans and/or supporting documentation that describes the proposed design
- Submit any structural certificates from certified organisations (as required)
- Provide a copy of \$20 million public liability insurance ensuring that such policy covers the type of work involved
- Complete any additional application forms required as part of the works (e.g. work zone, temporary road closures, hoardings etc.)
- Pay any required fees and charges
- Provide two quotes from registered businesses and/or licensed contractors

Council Officers will assess the application and all applicants will be notified of the outcome. It is important to note that the submission of the application form does not guarantee approval and no work is to begin until a formal approval has been given.

## **5. How Does Council Funding Work**

---

Council will contribute 50% of the overall eligible project cost of the upgrade to a maximum of \$5,000 to any eligible project. For example, if the owner of a business invests \$2,000, Council will provide \$1,000 for the approved works.

Two quotes must be supplied as part of the application. Quotes must be from registered businesses and/or licensed contractors experienced in the types of work being applied for under the Program (e.g. licensed painter).

The funding will be paid directly to the applicant upon completion of the works. Council will require the following documentation in order to release the funds:

- Written advice that the works have been completed
- Photos of the completed work
- A receipt from the contractor (including ABN) showing that the project works have been paid in full
- A tax invoice (including ABN) to Council for the agreed funding amount (inclusive of GST)

- Confirmation that the work has been completed within 12 months of the funding approval from Council

## **6. What Work Will Not Be Funded**

---

Council will not fund the following:

- Works already commenced or completed at the time of application.
- Works which require consent under a Development Application, and where that consent has not yet been approved by Council or other Consent Authority.
- Routine maintenance or interior work (e.g. carpet cleaning, cleaning of gutters).
- Works for which another organisation is providing grant funding.
- Any work that, in the opinion of Council Officers and at their discretion, would not improve the appearance, detail, fabric or finish of the premises.
- Any work that, in the opinion of Council Officers and at their discretion, is not in keeping with the general intent of Council's development controls, plans or policies.
- Any work that, in the opinion of Council Officers and at their discretion, would preclude more worthy applications from being funded.

## **7. Eligible Locations**

---

Business owners and/or tenants (with owner's consent) of each rateable property that fronts the Burwood Road, Burwood within the Town Centre and/or falls within the Burwood Town Centre are eligible for the program. Eligible locations are shown in blue and yellow on the map below:



## 8. Guidelines and Requirements

The signage, colours, facade treatment and awnings on individual shopfronts contribute to the overall look of the Burwood Town Centre. Businesses which apply for funding should consider the following information:

## 8.1 Façade

The objective of any upgrade should be to improve the building and contribute to the sense of harmony within the streetscape. Façade material should enhance the architectural quality of the building and be in harmony with its neighbours.

Preference will be given to projects which provide a genuine and discernible improvement to the appearance of a shopfront within its streetscape. Examples of such façade works include:

- The relocation of air conditioning units away from the street-facing façade of retail/commercial premises.
- The removal of obtrusive elements upon a façade, such as projecting signs, satellite dishes and the like.
- The reinstatement of heritage or architectural features of merit.
- The removal of graffiti.
- The repair of damaged, distorted or rusted awnings.

## 8.2 Signage

Signage should be in keeping with the scale and character of the building and conform to Council regulations. Generally, Council will limit signage to one under-awning sign, one fascia sign and one top hamper sign on each shopfront, but even fewer may be permitted in the case of a significant façade or heritage properties. Council's *Burwood Development Control Plan* details guidelines for commercial signage.

Council encourages businesses to work with their neighbours on a standard approach to colour and signage if possible.

Funding will be directed to improving the identification of businesses, e.g. street numbers and business names. Funding will not be provided to general advertising of products and services (e.g. Coca-Cola).

## 8.3 Colours

The use of colour can contribute to a building's character and help to achieve a coordinated look along the street. The use of appropriate colour on a building can promote its attributes, minimise its deficiencies and even reduce the appearance of its scale and bulk.

Each shop or commercial facade should consider its own colour scheme but the colours should be in harmony with the rest of the colours in the streetscape. When choosing colours the era of the building should be considered.

The colour scheme of heritage properties should be appropriate to the architectural period and style of the building. Applications involving heritage properties will be referred to Council's Heritage Advisor for advice. Council's Fact Sheet 'Preparing a Heritage Paint Scheme' (can be found on Council's website) may be a useful resource for applicants.

Preference will be given to painting projects which provide a genuine and discernible improvement to the appearance of that shopfront. Solid colours painted over significant heritage or architectural features of a building will not be supported. Corporate colour schemes, and overly dominant or bright paint colours will not be supported.

## 8.4 Awnings and Associated Structures

Awnings attached to buildings and free-standing awning/shade structures including semi-permanent umbrellas provide weather protection for pedestrians and contribute to the creation of a comfortable environment for people to walk, shop and dine in the public domain. Awnings and

associated structures should be designed to enhance the character of the streetscape.

Under-awning lighting should be installed to increase pedestrian safety and shopfront security and should be concealed unless they are consistent with the character of the building.

Refer to Council's *Burwood Development Control Plan* for specific details on awnings and associated structures.

## **8.5 Additional Approvals**

Should the proposed shopfront improvement works require any of the following on public property (footpaths, roads, reserves), an application shall be submitted to, and approved by, Council prior to the commencement of the works associated with such activity:

- Work zone
- Temporary closure of roadway/footpath
- Mobile crane or any standing plant
- Scaffolding/Hoardings (fencing on public land)
- Road works including vehicle crossing/kerb and guttering, footpath, stormwater provisions etc.
- Installation or replacement of private stormwater drain, utility service or water supply

## **8.6 Shopfront Improvement Program Applications**

---

The Program is intended to facilitate work which is simple in its execution and would not typically require complex approvals or consents. In most instances, it is anticipated that the supported projects will fall under Exempt Development provisions and, as such, not require the formal development consent of Council or other consent authority.

Where a Development Application is required – for example outdoor awnings and permanent free standing shelter structures – it is expected that the Development Application has been lodged and consent granted prior to the application for funding under the Streetscape Improvement Program.

*Note: Given the limited funding available, Council will work on a first come first served basis until the total annual allocation has been expended. For this reason some applications may be denied. Council reserves the right to deny applications on the basis that it believes more worthy applications will be submitted later in the funding round.*

## **9. Assessment and Approval Responsibility**

---

This policy is administered by Council's Land, Infrastructure & Environment Division. The Division will be responsible for the determination of successful and unsuccessful applications, contacting applicants, the inspection of completed work, and the payment of funds.

Applications will be determined by a panel of at least two Council Officers having regard to the content of this policy. The Elected Council Members or Burwood Local Planning Panel Members shall not influence the determination of applications.

## **10. Applicant's Responsibility**

---

Applicant's responsibility includes but is not limited to:

- Ensuring that the application form is completed correctly and truthfully
- Providing owners consent where required
- Ensuring the plans provided are legible and adequately describe the proposed shopfront improvement works

- Ensuring any structural certificates are included from certified organisations where required
- Providing a copy of a current public liability insurance certificate such that the policy covers the type of work that is involved in the proposed shopfront improvement works
- Completing any additional application forms required as part of the works such as work zone, temporary road closures, hoardings etc.
- Paying any required fees and charges prior to the works commencing
- Providing two quotes from licensed contractors

## **11. Breaches**

---

Breaches to any of the approved conditions imparted by Council will result in an infringement notice being served. Continued non-compliance may result in the cancellation of the approval and withdrawal of the funding.

Infringement notices may be issued as prescribed in the fixed handbook submitted by the State Debt Recovery Office.

## **12. Related Information**

---

- Burwood Development Control Plan
- *Roads Act 1993*
- Outdoor Eating Policy
- Temporary Road Closure (including Standing Plant) Policy
- Work Zone Policy
- Code for Activities Affecting Roads

## **13. Review**

---

This Policy will be reviewed in 12 months from the date of adoption following the trial period

## **14. Contact**

---

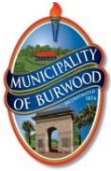
Assets and Infrastructure – 9911 9911

## **15. Application Form**

---

The Application Form is located on the following pages.





---

## SHOPFRONT IMPROVEMENT PROGRAM APPLICATION 2018 - 2019

---

### APPLICANT DETAILS

NAME

POSTAL ADDRESS

SUBURB

STATE

POSTCODE

APPLICANT EMAIL ADDRESS

CONTACT NO

MOBILE

### PROPOSED SITE LOCATION

SHOP NUMBER

BUSINESS NAME

STREET NUMBER

STREET NAME

SUBURB

POSTCODE

ARE YOU THE:

- Tenant  
 Property Owner

### OWNER'S CONSENT

IF YOU ARE THE TENANT, IS THE CONSENT LETTER FROM THE OWNER INCLUDED?

- Yes  
 No

## DEVELOPMENT APPLICATION

IS DEVELOPMENT APPROVAL REQUIRED FOR IMPROVEMENTS?

- Yes  
 No

IF YES, DA and CONSTRUCTION CERTIFICATE NUMBER(S):

## HERITAGE PROPERTIES

IS THE PROPERTY A HERITAGE ITEM OR IN A CONSERVATION AREA?

- Yes  
 No

## QUOTES

PLEASE ATTACH TWO (2) QUOTES FROM LICENCED CONTRACTORS

QUOTE NO.1

DATE

FROM

TOTAL COST (INCLUDING GST)

QUOTE NO.2

DATE

FROM

TOTAL COST (INCLUDING GST)

NAME OF THE PREFERRED CONTRACTOR

## PROPOSED SHOPFRONT FAÇADE UPGRADE

PROVIDE A PROPOSED DESCRIPTION OF THE SHOPFRONT IMPROVEMENT UPGRADE DETAILING ALL THE AMENDMENTS/IMPROVEMENTS.

Attach photos of the existing building to support your application. Also provided a plan or drawing of the proposed façade improvements (where applicable).

If you propose to repaint the building's façade, include the colour, brand of paint and include a paint chip or paint samples detailing where each of the selected colours are to be applied to the building. For example: main wall colour, highlight and trim colours.

### SIGNATURE

I understand and will comply with the terms and conditions of this funding initiative according to the Shopfront Improvement Program Policy.

PRINT NAME

SIGNATURE OF APPLICANT

DATE

## APPROVAL OF GRANT APPLICATION

Council will advise the applicant in writing if the Shopfront Improvement Program funding application is successful or unsuccessful.

## ENTERING INTO AN AGREEMENT WITH COUNCIL

Prior to commencing works the applicant will need to enter into an agreement with Council detailing the Schedule of Works and the agreed grant sum.

## HOW TO CLAIM GRANT FUNDING

To claim the grant funds, the applicant must provide Council with:

- a) Written advice that the works have been completed;
- b) Photos of the completed work;
- c) A receipt from the contractor, including the ABN of the contractor, showing that the project works have been paid in full;
- d) A tax invoice (including ABN) to Council for the agreed funding amount (inclusive of GST); and
- e) Confirmed that the work has been completed within 12 months of grant approval from Council.

## FORWARD THE SHOPFRONT IMPROVEMENT PROGRAM APPLICATION TO:

### Post

Burwood Council  
PO Box 240, Burwood NSW 1805

### Email

[council@burwood.nsw.gov.au](mailto:council@burwood.nsw.gov.au)

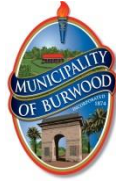
## HOW DID YOU FIND OUT ABOUT THE GRANT?

Please advise how you become aware of the initiative

- Council Website
- Word of Mouth
- Council's Newsletter
- Other: \_\_\_\_\_

## SHOPFRONT IMPROVEMENT PROGRAM CHECKLIST

- I have read and understood the Terms and Conditions of the program
- I have completed the Application Form
- If you are not the owner, you have obtained the owner's consent to lodge this application.
- Provided a scale drawing of the building's façade detailing the proposed façade improvements
- If repainting, provide a paint scheme with paint samples showing colours (incl. brand, name)
- Provided two (2) quotes from licenced contractors
- Provided photos of the existing building/shopfront



# Burwood Council

heritage ▪ progress ▪ pride

## TERMS AND CONDITIONS

To ensure that all Shopfront Improvement Program (SIP) upgrades are undertaken in a satisfactory manner and are of a consistently high standard the Council requires that:

1. The SIP applies only to the exterior façade(s) of the property which have direct frontage on to the commercial street.
2. SIP proposals must include all details of the proposal.
3. SIP funding applications can only be agreed after any necessary planning approvals have also been obtained from Council.
4. The proposal must be approved by Council and an agreement be signed off by both Council and the applicant before any work commences.
5. Council reserves the right to approve or refuse an application in terms of design, colour, materials and method of execution as it considers appropriate.
6. The work must be undertaken only by licenced contractors using recognised quality materials and completed in a good workmanlike manner.
7. Two quotes for the work must be part of the application.
8. On completion the work must be inspected by Council and the grant paid only if the work has been completed in its entirety as set out in the signed schedule of agreement and to a satisfactory standard. No part of the funding payment can be made until ALL the work has been completed in accordance with the agreed signed schedule and accompanying plans.
9. Applications which qualify for the SIP funding will be approved by Council on a first-come, first-served basis until the total annual SIP financial allocation is expended.
10. Works approved for SIP funding are to be completed within 12 months from the date the agreement with Council is signed or funds will be reallocated.
11. Any overrun in cost is not the responsibility of Council and extra funds will not be granted.
12. The funds only apply to retail/commercial premises that front Burwood Road and/or fall within the Burwood Town Centre.
13. Funds will be paid by a council cheque or EFT after submission to Council of:
  - a. A receipt from the contractor showing the work has been paid in full.
  - b. A Tax Invoice (including ABN) to Council from the applicant for the agreed sum.
14. To assist in creating an improved streetscape, applicants will be required to remove all unnecessary or illegal signage from their properties as required by Council.
15. Council will not be liable for any loss, property damage, or injury to contractors or other persons on the retail/commercial premises, that results from SIP work.
16. The applicant shall be responsible for ensuring adequate public liability insurance and indemnity insurances are held by their company/business, or any business/contractor/company that they employ or engage to undertake work.
17. The applicant shall be responsible for rectifying any damage caused to public property or public land (footpaths, roads, reserves).
18. The applicant shall be responsible for any unauthorised work, undertaken outside the scope of the SIP approval and agreement. Council reserves the right to issue notices and orders (including fines) for any unauthorised work or breaches of development consent.

## **PRIVACY STATEMENT**

If you are applying for consent as an individual, you may be providing Council with personal information (such as your name and address) within the meaning of the *Privacy and Personal Information Protection Act 1998*.

You are obliged by law to provide your name and address. If you do not provide the personal information requested Council may be unable to process your application.

Council is collecting this personal information from you in order to identify and process your application.

You may make application for access or amendment to information held by Council. You may also make a request that Council suppress your personal information from being made publicly available. Council will consider any such application in accordance with the relevant legislation.

Enquiries concerning this matter can be addressed to Council's Public Officer.