



VIBRANT STREETS PROGRAM GUIDELINES

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VIBRANT STREETS PROGRAM GUIDELINES

1. INTRODUCTION

The Vibrant Streets Program (the Program) enables Liverpool City Council (Council) to support owners and tenants of businesses located in the Liverpool Central Business District (CBD) to create a vibrant and attractive destination.

The Program provides partial funding to upgrade public facing building facades, create outdoor dining areas and rear entries and integrate public art in to building façades to create attractive, unique and interesting destinations. The program is intended to help achieve the vision for the city centre as per the Liverpool City Centre Public Domain Master Plan.

Program objective

The aim of the Program is to develop a partnership between Council and CBD businesses to make the city a more attractive destination for visitors, city workers and the community and increase economic benefits to businesses.

Eligibility

- The property is located within the Liverpool city centre area as outlined in the City Development Fund (CDF) Policy. Please refer to Figure 1 of these guidelines.
- The applicant is either the owner of the property or business tenant (and has written consent from the building owner)
- Applicants are only able to apply for the Vibrant Street Program (formerly the Shopfront Façade Upgrade Program) once in a three-year period.
- Not be a national franchise, residential rental building (apartment), home-based business, church and/or other religious institutions (i.e. these are not eligible).
- The works have not yet commenced, and the applicant must be willing to enter into a funding agreement with Council
- The applicant has sought planning advice from Council's Duty Planners and obtained the relevant planning approvals prior to applying for the program.

The funds can be used for;

- Façade upgrades (including rear and side entry service windows or entries)
- Improvements to signage (if part of a broader upgrade project)
- Permanent structures for outdoor dining (limited to specific locations and will be assessed on a case by case basis) e.g. bin screens, awning or shade structures, green walls, aesthetically pleasing protective fencing and lighting, fixed seating or benches, planter boxes and landscaping.
- Improved lighting for night-time trade (including under awning and/or back of house for outdoor dining)
- Public art installations including murals, paintings, interactive lighting or street art

VIBRANT STREETS PROGRAM GUIDELINES

2. DEFINITIONS

Council	Liverpool City Council
The Program	Vibrant Streets Program
CBD	Central Business District – this is the area defined as the City Development Area in the City Development Fund Policy (Figure 1, page5)
City Development Fund (CDF)	The City Development Fund is special rate on all commercial properties within the identified City Development area boundary. The fund is only be to spent on projects within the CDF boundary which improve all or any of the following aspects of the CBD: image, role, urban design, safety, recreation, public art, heritage, economic development and general amenity.
Façade	Relates to any public facing frontage of a premise. This could include rear entries, blank walls or laneways walls
DCP	Liverpool Development Control Plan 2008
LEP	Liverpool Local Environmental Plan 2008
Subsidy	The amount that Council will pay to business owners as agreed under the Program Guidelines
Application	An official submission made by a business owner or tenant to the Program. Submission of an application does not guarantee funding approval
Applicant	The person who makes an Application to the Program, and with whom responsibility for delivery of agreed terms resides with.

3. PROGRAM FUNDING

The Program will fund up to 75% of the total cost of project (for example if the applicant invests \$1000, Council will provide \$750) to the maximum value noted below.

Site	Maximum value
Single business site	\$16,000
Multiple business sites (2 businesses)	\$20,000

VIBRANT STREETS PROGRAM GUIDELINES

Multiple business sites (3 or more businesses)	\$24,000
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Businesses are limited to one set of funding per building within a three (3) year period.

Property owners (part of a strata group) are encouraged to apply as a collective. The maximum values (stated above in 3.1) apply to strata groups, along with all other terms and conditions outlined within these guidelines.

Council will not pay for any work that began prior to a written approval of the application.

The subsidy will be paid directly to the applicant, subject to the conditions set out in point 6.7 of these guidelines.

Two itemised quotes must be supplied as part of the application. In the case of public art, a minimum of one quote is acceptable.

3 FACADE DESIGN GUIDELINES

The objective of any upgrade should be to improve the building and contribute to the sense of harmony within the streetscape.

The [Liverpool City Centre Public Domain Master Plan](#) is a 10-year plan for public domain improvements in the city centre. Proposals (as per this program) should align to the vision and designs in the Master Plan.

Applicants should consider the design guidelines provided herein. Council will assess the design based on its merit and response to its context (i.e. location, size, neighbouring amenities etc.). Façade material should enhance the architectural quality of the building and be in harmony with its neighbours.

Applicants are responsible to seek development advice and approvals prior to submitting their application. Duty Planners are available at Council's Customer Service Centre (33 Moore Street) from 8.30-12pm Monday to Friday for general planning advice. Inquiries can also be made over the phone on 1300 36 2170 or email at lcc@liverpool.nsw.gov.au.

3.4 Accessibility

Works should be completed to increase accessibility of customer entrances. These works may include the following:

VIBRANT STREETS PROGRAM GUIDELINES

- Level access: provide a level entry, install ramps or move the main entrance to a more accessible position.
- Improvements to doors and doorways: doorways should be wide enough to allow a person with a walking frame, wheelchair or pram to pass through. Improving doors and doorways may include the following:
 - Automatic doors
 - Lighter doors for ease of opening
 - Lowering door handles
 - Installing handrails
 - Attach safety markings to glass doors and walls
- Clear sight lines: If possible, ensure there is a clear line of sight between the entry and the counter so that staff are aware when a customer needs assistance.

Further guidance about ways you can improve access for all customers can be sought from;

- Liverpool City Council's [***Make your Business Inclusive Guide***](#)
- Design for Dignity (Australian Network on Disability) - [Guidance on Premises](#)

3.5 Heritage

Several of Liverpool's city centre buildings are in heritage areas or are heritage listed. Buildings near heritage buildings or heritage areas need to respect the local character. Colours should be chosen that are in harmony with the area and do not detract from the character of neighbouring buildings. Stone and brickwork are natural materials that need to breathe, and painting or rendering over these materials is not permitted.

Heritage Guidelines

- Retain original shopfront and original building elements and materials on shopfronts of heritage-listed buildings.
- Where the original shopfront has been removed and replaced by an unsympathetic alteration the reinstatement of earlier styles of shopfront in harmony with the overall building character is desirable.
- Alterations to heritage places must respect the character of the place by the use of sympathetic materials, colours and detailing. Alterations should not detract from, or obscure important feature of the building.
- Solid non-transparent shutters will not be approved. Where additional security is required, open, lattice-type security grills may be installed, preferably behind the glazing.
- Roller shutters should be an open design to allow a clear view to the shopfront and not detract from the aesthetic significance of the heritage place.

3.6 Signage

Signage can only be completed in conjunction with a broader upgrade. Signage should be kept within the scale and character of the building and conform to Council regulations. The LEP and DCP details rules for commercial signage, which may include: one under-awning sign, a projecting wall sign, a flush wall sign, a top hamper sign, and a fascia sign to each shopfront.

Shopfront façade upgrades should:

- Remove excessive signage
- Have a simple, clear design
- Use up or down lighting
- Install signs under the awning, on the hamper, awning, fascia or parapet panel
- Ensure that signs are flush with the wall

3.7 Awnings

Awnings provide shelter for pedestrians and streetscape continuity. New awnings should follow the general alignment of awnings in the street but can be stepped to follow the contour of a sloping street.

Awning signage is often used to provide the name of the business. Council encourages businesses to work with their neighbours on a standard approach to colour and signage if possible.

4.5 Lighting

Designs should include improve lighting to allow for greater pedestrian safety, shopfront security and night-time activation. Lighting could include;

- Under-awning down lights
- Rear entry lights
- Ambient outdoor lights (in approved outdoor dining spaces on private property)

5. PERMANENT STRUCTURES OUTDOOR DINING AND REAR ENTRIES

Funding for permanent structures for outdoor dining and rear entries will be limited to specific locations on a case-by-case basis. The provisions for outdoor dining and rear entries within this program are to encourage the dual entries and the activation of serviceways in line with the City Activation Strategy and the Public Domain Master Plan.

Funding cannot be used for permanent structures on Council footpaths or roads. It will be limited to private property. Applicants are required to obtain the relevant planning approvals to ensure the space can be used for outdoor dining.

VIBRANT STREETS PROGRAM GUIDELINES

Funds can be used to improve/create the outdoor dining space and rear entries, including;

- Bin screens
- Awnings
- Green walls
- Aesthetic protective fencing
- Lighting
- Fixed benches
- Minor fixed landscaping i.e. fixed planter boxes

It cannot be used for removeable tables, chairs or shade structures.

6. PERMANENT PUBLIC ART INSTALLATIONS

Public Art is crucial to the development of public places which are innovative, vibrant and meaningful and allow curiosity, playfulness and or a sense of connection to form. Public Art can include;

- a) Functional Connection; seating, lighting
- b) Decorative: Incorporated into structures eg paving, awnings
- c) Iconic: Stand-alone sculptural works or murals
- d) Integrated: fully incorporated within the design eg windows
- e) Interpretative: describe, inform or educate, on issues, events, situations eg signage, plaques, text-based work

Public Art advice can be provided by a Council representative by appointment. Further, a list of local artists can be sought out on [Council's Online Business Directory](#)

Certain public art installations may require planning approval. Applicants are required to seek out planning advice and approvals prior to submitting an application.

7. LOCAL PROCUREMENT

Council encourages supporting local businesses through all its programs. Applicants are encouraged to consider local suppliers to Liverpool and Southwest Sydney in their project, where possible.

Applicants can search [Council's Online Business Directory](#) for local contractors, suppliers and artists. Further Council's Online Marketplace can facilitate connections between registered businesses and the applicant's project.

For further assistance, please contact business@liverpool.nsw.gov.au

8 . PROGRAM PROCEDURE

The following steps outline the Program procedure.

8.1 Advice from Council

Prior to undergoing preparations for the application process, the applicant is encouraged to seek guidance and assistance from a City Economy representative regarding the application process. The applicant is advised to seek out planning advice from Council's Planning Advisory team for the proposed works. This should be submitted prior to making an application to the Program.

A Council Duty Planner is available at Council's Customer Service Centre (33 Moore Street, Liverpool) from 8.30-12pm Monday to Friday for general planning advice. Inquiries can also be made over the phone on 1300 36 2170 or email at lcc@liverpool.nsw.gov.au.

8.2 Seeking permission

If the applicant is not the owner of the building, written permission must be sought for approval to undertake works on the premises. This approval is a requirement of the application.

8.3 Preparation of plans

The applicant must prepare detailed plans for the proposed works, which can be provided by an experienced contractor or supplier. The plans should reflect the recommended guidelines outlined here, and should indicate proposed materials used, measurements, colour scheme, and the details and location of any signage. The applicant may need to consult with neighbours and other businesses on the street and decide if a standard approach to awning colour and signage is possible.

8.4 Obtaining quotes

The applicant must obtain at least two itemised quotes from experienced and suitable contractors to undertake the proposed works.

8.5 Submitting the application

The application form can be obtained on the Council website, and should be submitted with all relevant documentation, including: Development Application details (if applicable), owner's consent, detailed plans, two quotes, and the completed application form.

VIBRANT STREETS PROGRAM GUIDELINES

If all relevant information has been submitted by the applicant, Council will notify the applicant of the outcome of their application within 4-6 weeks of receipt. Additional time may be required for clarifications and complex plans/proposals.

8.6 Confirmation and starting work

Applicants will receive written confirmation of their approved application, as well as the total amount that Council will grant under this Program. Works may begin only after this confirmation is received. Council will only grant approval to works which have not already commenced and which have owner's consent and all necessary planning approvals.

8.7 Receiving the subsidy

Council will pay the agreed sum once all works are completed. Upon completion of works, Council will inspect the property to ensure that work has been undertaken satisfactorily. The applicant must complete and submit a Vibrant Streets Program Evaluation, provide a receipt to confirm the Works have been paid by the Applicant in full and provide an invoice addressed to Council for the agreed sum. As per Council's standard procedures, it will take up to 30 days from receipt of an invoice for funds to be paid.

VIBRANT STREETS PROGRAM GUIDELINES

9. TERMS & CONDITIONS

To ensure that Vibrant Streets Works (**Works**) undertaken under the Vibrant Streets Program (**Program**) are delivered in a satisfactory manner, and are of a consistently high standard, the following terms and conditions apply:

1. The Program applies only to the exterior façade(s) of the property which has public access onto a laneway or commercial street.
2. Applications will only be considered if all necessary documents are submitted, including:
 - Owner's consent (if applicable);
 - Detailed design plans;
 - Two (2) itemised quotes from the contractors proposed to carry out the Works; and
 - Planning approvals (including, but not limited to) Council / Private Certifier. (if applicable).
3. Council reserves the right to approve or refuse any application it receives.
4. Applications which qualify for the subsidy will be approved by Council on a first-come, first-served basis until the total annual Program budget allocation is expended.
5. Program Exclusions: National franchises, residential rental buildings (apartments), home-based businesses, churches and other religious institutions are not eligible.
6. Applicants are only able to apply for the Vibrant Street Program (formerly the Shopfront Façade Upgrade Program) once in a three-year period
7. and projects that have already begun or completed renovations/construction are also ineligible.
8. Applications must be approved by Council, and an agreement entered into between Council and the Applicant, before any Works are undertaken (**Agreement for Subsidy**).
9. The Works must be undertaken by licensed contractors agreed by Council using recognised new and high-quality materials.
10. On completion, the Works must be inspected by Council and the subsidy paid only if the Works have been completed in its entirety as set out in the Agreement for Subsidy.
11. Works approved for the subsidy must be completed within 12 months from the date of the Agreement for Subsidy or the subsidy will be forfeited and reallocated in Council's absolute discretion.
12. Any overrun in cost is not the responsibility of Council and extra funds will not be granted.
13. Subsidies will be paid by a Council cheque or EFT after submission to Council of:
 - a) Written advice that the Works have been completed;
 - b) Confirmation that the Works were completed within 12 months of subsidy approval;
 - c) A Council representative has inspected the property and assessed that the Work has been undertaken satisfactorily
 - d) A receipt from the contractor (including ABN) confirming that the Works have been paid by the Applicant in full; and
 - e) A Tax Invoice (including ABN) to Council from the applicant for the agreed sum.
14. Council is not responsible for the Works or their ongoing maintenance. The extent of Council's obligations is the payment of the subsidy, subject to these terms and conditions.

VIBRANT STREETS PROGRAM GUIDELINES

15. To the extent permitted by law, the Applicant releases, discharges and indemnifies (and keeps indemnified), Council from and against any claim, expenses, losses (including consequential losses) and damages which may be brought against or made upon or incurred by Council arising under or in connection with the Works including but not limited to any negligent or unlawful act or omission of the Applicant or its employees, contractors and agents, any loss of or damage to real or personal property, and personal injury or death caused or contributed to by the Applicant or its employees, contractors and agents.

VIBRANT STREETS PROGRAM GUIDELINES

Figure 1: Eligible boundary for the Vibrant Streets Program. This is in line with the boundaries of the City Development Fund Policy.

