15 SERVICE STATIONS

This section of the DCP only provides Council's specific requirements for Service Station developments. Other requirements that must be addressed are contained in the relevant general development part (Parts 2 to 7) and/or Area Plans (Parts 10 to 12) of this DCP. Where a conflict exists between this section and the general development part of LM DCP 2014, this section prevails.

Note: The provisions in SEPP 33 (Hazardous and Offensive Development) may apply to service station development.

Objectives

a. To ensure that service stations are suitably located on arterial or sub-arterial roads.

b. To ensure that the design and operation of service stations does not adversely impact upon the amenity of the area, or nearby residences.

c. To ensure that service stations are designed and constructed in a manner that positively contributes to the streetscape.

d. To ensure that service stations provide customers and employees with information, infrastructure and opportunities to maximise diversion of problem wastes, recyclables and food wastes from the general waste stream.

e. To ensure problem and special wastes can be separately and safely stored until collection for recycling or disposal;

f. To ensure secure, safe access for employees to the waste storage area while preventing illegal dumping and ensuring that the waste storage area does not increase risks of criminal incidents;

g. To ensure that waste storage visual impact, odours and waste collection noise do not reduce amenity for neighbours.

h. To ensure safe, obstruction-free access for waste collection vehicles.

Controls

1. Vegetation landscaping must be included in the design of service stations to soften the appearance of the development, and to assist in contributing to the amenity of the area.
2. A continuous landscape strip must be provided along the frontage of the site and any building or structure must be located at least 7 metres behind the landscape strip.
3. A continuous building form must be provided along at least 75% of the rear boundary, where the development adjoins housing.
4. A 3 metre wide densely vegetated buffer must be provided between the building and the lot boundary where a building wall with no openings is the closest element to adjoining housing.
5. A 6 metre wide densely vegetated buffer must be provided between the building and the lot boundary where a building wall with openings is the closest element to adjoining housing.
6. Vegetated buffers along boundaries must consist of species that will form a visual screen 4 meters high within three years.
7. Vegetated buffers along large featureless walls must screen a minimum of 30% of the building elevation at maturity.
8. The development must be designed and constructed with high quality finishes.
9. Building openings and operational activity areas must be located away from adjoining residences. Where site constraints mean that this is not feasible, measures are to be implemented to mitigate adverse impacts of noise, vibration, glare, light and odour on adjoining residences.
10. Parking and outdoor storage areas, including waste storage, must be screened from adjoining housing development.
11. Casual surveillance must be provided from the public domain to any retail area or shop associated with the service station.

12. Refuelling areas and the entrance to any retail area, waste storage area, or shop must be visible from the street.
13. Stand-alone Service Station development must not exceed 8.5 metres in height.
14. A Crime Risk Assessment must be submitted to Council. See Council's *Crime Prevention Through Environmental Design Guideline* for further information.
15. Non-discriminatory access must be provided to the development, including to waste storage facilities for staff and bins for customers.

Waste

16. Waste management for Service Stations must comply with "Guidance to Meet Operational Controls - All Zones" in the Lake Macquarie Waste Management Guidelines, with the following modifications:
17. The Operational Waste Management Plan must identify a list of types of problem wastes and how these will be managed and recycled where possible, such as light globes, batteries, motor oil, tyres, car parts, chemicals and electrical wastes from vehicle and building facility maintenance, and sanitary hygiene, nappy and medical sharps from restroom facilities.
18. Waste containers along with advisory signage must be provided at the bowsers, near the building exits and within any sitting area that allows and enables customers to separate and dispose of recyclables, food, residual garbage and problem wastes.

Waste Storage Areas

19. A secure waste storage area(s) must be provided to store separated wastes in suitable bins, compactors, containers, including bunded containers or area(s) if waste oil or chemicals are to be stored. The waste storage area(s) must:
    i. be lit, secured and meet security requirements as per Council's Crime Prevention Through Environmental Design Guideline;
    ii. have sufficient space to accommodate the volumes of waste and bin sizes identified to manage the waste;
    iii. be visually screened and integrated with the built form and landscaping in terms of appearance, materials, form, scale, location and orientation; and
    iv. be designed and located to mitigate noise and odour impacts on neighbours.

Waste collection vehicle access

20. Waste collection vehicle reversing should be minimised. Risk of collisions between waste collection vehicle and other vehicles, and between vehicles and pedestrians, must be minimised by design and vehicle routing.