

# FREQUENTLY ASKED QUESTIONS



## IMPORTANT FREQUENTLY ASKED QUESTIONS

Q I would like to set up an **A-frame** out the front of my shop? What do I need to do?

A You need to apply for an A-frame. Contact Council's Property Division on 9710 0573 for the form.

Q Why do I have to give you my **after-hours** contact details?

A We require your after-hours contact details should security need to contact you in the case of an emergency regarding your property, that is if your premises has been left unlocked or alarm going off.

Q I have found or **lost property**. What do I do?

A You can hand the property in to our office as we hold a register and will keep lost property for about three months. You can tell your customers to come and see us or go to Cronulla Police Station.

Q How do I view **CCTV Footage**?

A People wishing to view CCTV footage need to report associated incidents to the Police Assistance Line (131 444) and Cronulla Police Station (9527 8199), who will then request this footage from Sutherland Shire Council.

Q When is **Spring Festival**?

A Spring Festival is always on the second full weekend in September.

Q When is **Jazz & Shiraz**?

A Jazz & Shiraz is always held on the last full weekend in May.

Q I would like to **lease a shop**. Who do I contact?

A You should contact the managing agent. Please refer to our business directory for Cronulla Real Estate Agents.

Q Is there a Cronulla **Chamber of Commerce**?

A Yes. Cronulla has an active Chamber of Commerce. Contact the president on 9523 6866 for information on how to become a member

Q How often does the **Chamber of Commerce** meet?

A The Cronulla Chamber of Commerce meets monthly, on the last Wednesday of each month.

Q What do I do if I experience a **shoplifter**?

A Call the Police Assistance Line on 131 444 or Cronulla Police Station on 9527 8199.

- Q Who do I report **graffiti** too?
- A Graffiti should be reported to the Police Assistance Line on 131 444 and also the owner of the building, as they are responsible for cleaning. Council can remove graffiti for a small cost. Call 9710 0333.
- Q How do I do **casual lease** in the Plaza?
- A You need to book through the CBD Management office on 9527 2100.
- Q How do I organise an **outdoor eating area**?
- A Contact Sutherland Shire Council's Property Division on 9710 0151.
- Q I need my **drop down panels repaired**. Who do I contact?
- A Contact Sutherland Shire Council's Property Division on 9710 0151.
- Q I would like to advertise my shop on the **CBD Radio**. How do I go about this?
- A You need to fill in a form and you can do this via the CBD Management office or website.
- Q I have a **busker** out the front of my shop, but they have been there for too long.
- A Please call the CBD Management office on 9527 2100. We will validate the busker's licence and ask them to move to another location.
- Q I have a **spill** (or the like) out the front of my shop. Can you clean it up for me?
- A Yes. Please call the CBD office on 9527 2100 and we will send a cleaner as soon as possible. After hours please contact the cleaning and maintenance co-ordinator on 0414 193 852.
- Q Where can I get back copies of the **CBD Newsletter**?
- A You can obtain these from the Cronulla Beach CBD website. [www.cronullabeachcbd@ssc.nsw.gov.au](mailto:www.cronullabeachcbd@ssc.nsw.gov.au) or come on in to the office.
- Q What do I do if a customer presents me with **Plaza Money**?
- A Accept it as cash. Then come to our office with the Plaza money for an instant cash redemption.
- Q Where can I see a **Cronulla Business Directory**?
- A Available on [www.cronullabeachcbd.com.au](http://www.cronullabeachcbd.com.au) or at our office.

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## Cronulla Beach CBD

A business unit of Sutherland Shire Council

### Management Office

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**[www.cronullabeachcbd.com.au](http://www.cronullabeachcbd.com.au)**

Sutherland Shire  
COUNCIL

