

Marketown Shopping Centre | West Ambience Upgrade FAQ's

Which side of Marketown is Marketown West?

Marketown West is the original Marketown Shopping Centre anchored by Coles & Officeworks. There are currently 28 specialty & service retailers operating. There is an open-air carpark with no height restrictions and can be accessed from Steel, King & Parry Streets, Newcastle West.

What are the changes occurring at Marketown West?

West external building refresh

- Painting to modernise the exterior to new grey/charcoal finish. This has now been completed.

King Street Pylon Sign

- Refresh existing pylon structure with rust proofing and painting
- Installation of new Marketown branding
- Update existing lightboxes with logos of Marketown's 3x major stores (Coles, Woolworths & Big W)

West pedestrian walkway refurbishment

- includes painting structural steel and replacing all awning roof sheets.

Stage 1: Refreshed centre entry at the Coles end of the mall (National Park Street)

- Replacement of pavers
- Replacement of floor tiles to PO Boxes
- New signage
- Removal of wind break glass
- New planting
- Community Art Mural

Stage 2: Brand new amenities including Men's, Ladies, Disabled & Parents Room facilities

- Located on the Thurst Burst side of the mall
- Existing amenities will be renovated with all elements brand new including door-less entry to male & female toilets and glass auto doors to the Parents Room & Disabled Toilets.
- An ambulant cubicle will be included in both male & female toilets.

New & improved Food Court seating precinct

- Lighting upgrade
- Painting
- New flooring
- New seating options from singles to groups
- Device charging ports
- Garden beds/planting

Stage 3: External outdoor dining precinct

- Includes upgrade to centre entry from the carpark footpath through to the centre entry doors
- More common seating
- Stage area
- Improved lighting
- Greenery
- Dog parking area
- Community Art Mural
- Heating and fans

When will the Ambience Upgrade commence?

- The project started in 2019 with painting to the exterior and is now completed.
- The 2020 project plan will be split up into stages to minimise disruption to customers and retailers with the awning works commencing Monday 2nd March.
- The King Street pylon works will commence Monday 9th March 2020
- Stage 1 (Coles centre entry) will commence on Monday 9th March 2020

When will the project be completed?

The entire project is scheduled to conclude by June 30, 2020, weather and material supplies pending.

Will there be any disruption to customers?

To minimise disruption to customers and retailers, all works will occur after hours from 6pm-6am. Times may vary pending on the staging area.

Where can I sit to eat when the Food Court Stage is under construction?

Temporary seating will be available surrounding the current Food Court footprint with additional temporary seating available in the mall.

What toilets can I use whilst the existing toilets are being refurbished?

Male & female toilets will be available on the Bakers Delight side of the mall whilst the other toilets are being refurbished. Disabled amenities are available on Marketown East on the Ground Floor & Level 1 (near the lifts). A Parents Room is available on Marketown East, mezzanine

I have a PO Box; will I still be able to gain access to it?

Yes, PO Box access will remain available, however during Stage 1 access may be restricted whilst the floor tiles are replaced in this area. As of 6/3/20, the following access changes will occur with mail available from within the Post Office only:

- Tuesday 17th March 2020 – No access from 6:00pm to 6:00am
- Wednesday 18th - Thursday 19th March 2020 – No access day or night
- Friday 20th March 2020 – No access from 6:00pm to 6:00am

Signage will be visible at the PO Boxes advising of any changes to access.

Will any retailers close during the works?

No, there are no retailers effected by the project program.

How much is the project costing?

\$2.5million

Will there be any changes to the carpark?

No, there will be no changes.

Where can I gain regular updates?

We recommend following the @Marketown_Newcastle Facebook page for the most up to date information and sign up to our e-newsletter via <https://www.marketown.com.au/subscribe>

Who do I contact with questions or where can I find out more?

For further enquiries, please contact Centre Management on the mezzanine level, Marketown East. Or phone (02) 4929 4448, Monday – Friday 9am-5pm.
Alternatively you can email us at: Marketown_Enquiries@amp.com.au

For any urgent after hours issues, please call our onsite Security on 0417 784 698.

Marketown West – Parking FAQ

Which carpark is the Marketown West carpark?

Marketown West is the side anchored by Coles & Officeworks, with open-air parking.

How do I access the Marketown West carpark?

Entry via Parry, Steel or King Streets for the western carpark.

Steel Street entry and exit is left turn only

Parry Street can be entered from both directions, however is left turn exit only

King Street entry is only available from a left turn only and is NO EXIT.

What are the parking rates on Marketown West?

3 hours free open-air parking is available on Marketown West. Fines apply for parking over the 3 hours and are issued by City of Newcastle Council Rangers.

Can I park in the loading dock?

No, unauthorised parking in the loading dock is not permitted. This area is for delivery and pick up of goods only to Marketown tenants and not for customer or staff parking. Unauthorised vehicles will be towed at owners' expense.

I have a complaint about the western carpark. Who can I speak to?

Depending on the nature of your complaint, please contact Centre Management on 4929 4448 in the first instance. If you have received a parking fine, please refer to your fine for contact information.

What are the other parking options in Newcastle?

Please refer to the City of Newcastle Council for parking options. There is metered and timed street parking surrounding Marketown. The closest alternate large parking facility is the No.2 Sportsground located on the corner of Parry & Smith Streets. Details can be found here:

<http://www.newcastle.nsw.gov.au/Living/Transport/Park-and-Ride/No-2-Sportsground-car-park>