

AUSTIN STREET AND RENAISSANCE ARCADE PRECINCT

Realm Apartments Resident Survey Report

78 valid responses | Survey period 27 May 2026 to 5 July 2026

AT A GLANCE

78 valid survey responses	89.7% selected 4 or 5 with 5 being “Very Poor” when rating the current condition
83.5% identified impacts of homelessness as a concern	75.9% want better lighting

1. WHY THIS SURVEY WAS UNDERTAKEN

Austin Street sits immediately behind Rundle Mall and is home to a substantial residential community. Residents of Realm Apartments and others using the precinct have raised concerns about safety, cleanliness, lighting, footpaths, rubbish and the overall presentation of the street.

The survey was undertaken to establish whether those concerns were isolated or widely shared, and to understand what residents believe Council should do about them.

The results are clear. Residents are not pointing to one isolated problem. They are identifying the same group of issues again and again: safety, homelessness impacts, rubbish, cleanliness, poor lighting, damaged footpaths, street presentation and a lack of activity.

Austin Street should not be treated as a forgotten service lane behind Rundle Mall. It is a residential street in the heart of the city and an important link between Rundle Mall, North Terrace and the East End. It should be safe, clean, accessible and welcoming.

How the survey was conducted

The survey ran from 27 May 2026 to 5 July 2026. It received 78 submissions.

The survey contained four quantitative questions and one open response question. Respondents could select more than one answer for the questions about concerns and Council priorities.

This was not a random sample and should not be treated as a citywide opinion poll. It is a record of the experiences and priorities of the people who chose to respond. The consistency of those responses is what makes the results useful.

2. WHAT RESIDENTS SAID

2.1 Current condition of the precinct

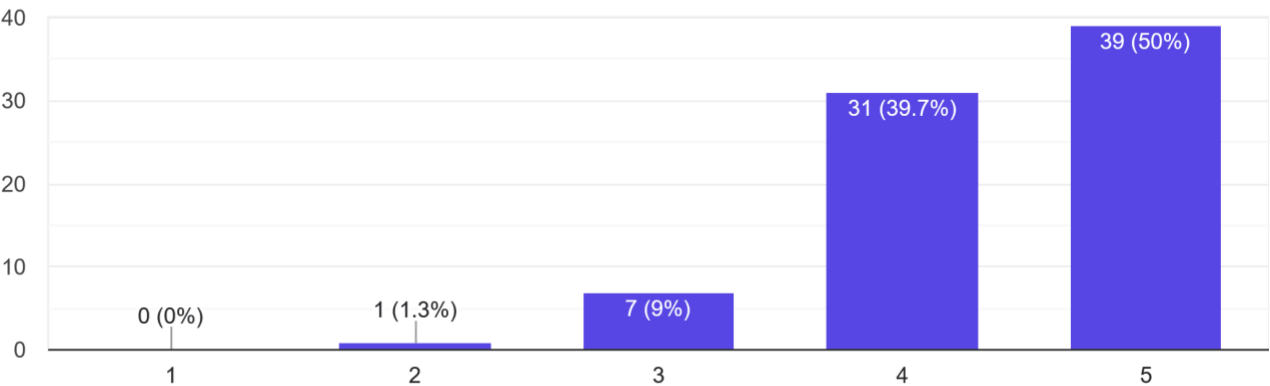
The response was concentrated at one end of the five point scale. Seventy respondents, or 89.7 per cent, selected either 4 or 5 with 5 being “Very Poor”. Thirty nine selected 5 and 31 selected 4. Only one respondent selected 2 and no valid respondent selected 1.

1 being **Very good** and 5 being **Very Poor**

Read alongside the concerns and priorities below, the result shows a strong view that the precinct needs attention.

1. How would you rate the current condition of Austin Street and the area around Realm Apartments?

78 responses



2.2 Main concerns

Respondents were asked to identify their main concerns about Austin Street and the Renaissance Arcade precinct. Respondents could select more than one option and were also able to provide their own response.

The results show a high level of concern across a broad range of issues.

The impacts of homelessness was the most commonly identified concern, selected by 66 respondents, or 84.6 per cent. This was closely followed by rubbish and cleanliness, identified by 64 respondents, or 82.1 per cent, and poor street presentation, identified by 62 respondents, or 79.5 per cent.

Poor lighting was identified by 60 respondents, or 76.9 per cent. Unsafe and uneven footpaths and antisocial behaviour were each identified by 59 respondents, or 75.6 per cent.

Concerns also extended to the broader condition and vitality of the precinct. Lack of investment in the streetscape was identified by 53 respondents, or 67.9 per cent, while lack of business or hospitality activation was identified by 49 respondents, or 62.8 per cent.

2. What are your main concerns about Austin Street and the Renaissance Arcade precinct?

78 responses

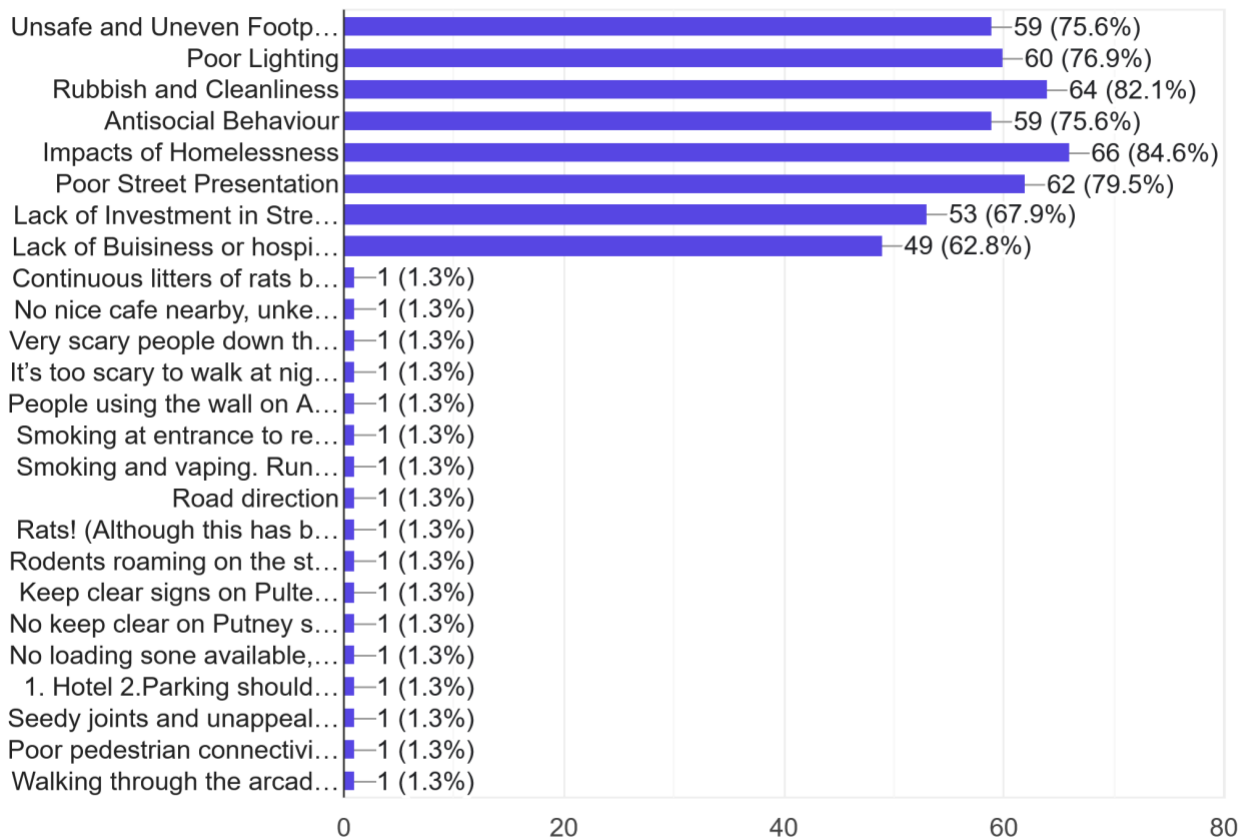


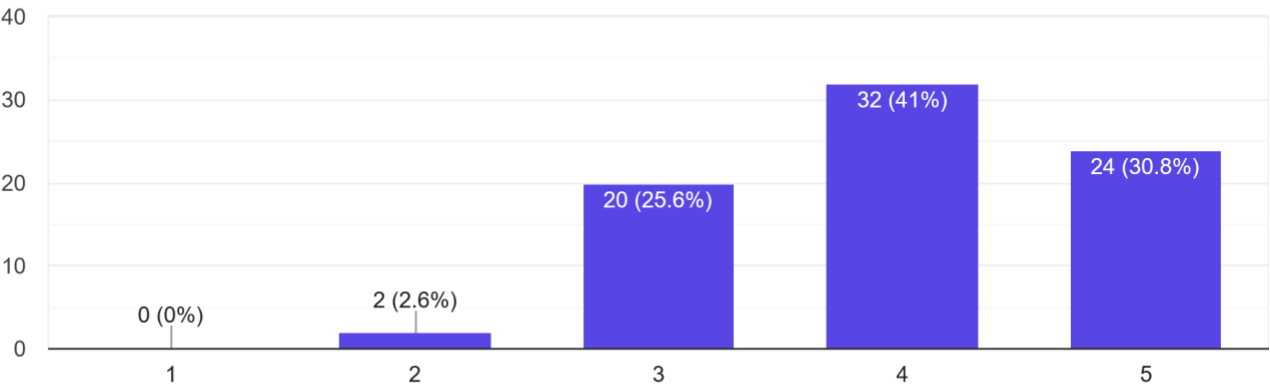
Figure 2. Respondents could select more than one concern.

2.3 Safety

Fifty six respondents, or 71.8 per cent, selected either 4 or 5 when asked how safe they feel walking through Austin Street and the Renaissance Arcade precinct, particularly at night. With 5 being “**very unsafe**”.

3. How safe do you feel walking through Austin Street and the Renaissance Arcade precinct, particularly at night?

78 responses



2.4 What residents want Council to do

Residents' priorities were practical. Better security or safety measures ranked first at 82.1 per cent. Improved rubbish management followed at 74.4 per cent. Better lighting and footpath repairs were each supported by 73.1 per cent, while 69.2 per cent supported more regular cleaning.

Residents are not simply asking for more enforcement. Two thirds supported new businesses, cafés, restaurants or hospitality, and 61.5 per cent supported greater activation of Renaissance Arcade. There is a clear view that bringing more life into the street should form part of the solution.

4. What improvements should Council prioritise for Austin Street and the Renaissance Arcade precinct?

78 responses

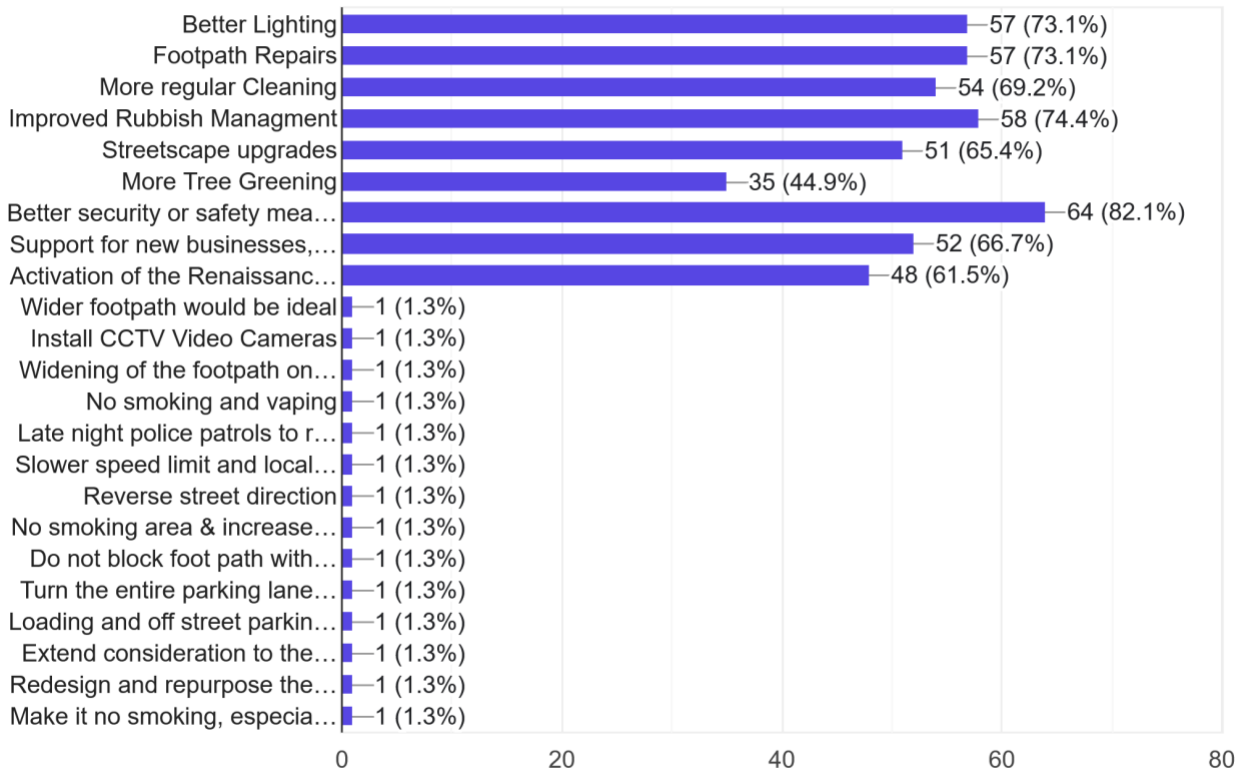


Figure 4. Respondents could select more than one priority.

Sixty nine respondents provided a written answer about the one practical change that would make the biggest difference. The wording varied, but the same themes appeared repeatedly.

Safety and lighting

Residents called for brighter lighting, visible security measures and a safer environment after dark. Several responses linked better lighting with greater pedestrian activity and passive surveillance.

“Clean, bright, greening and safe area.”

Cleaning and rubbish

Respondents raised rubbish, bins blocking footpaths, cigarette butts, odour and the cleanliness of the arcade. A common request was simple: clean the street more often and manage rubbish properly.

“Have pride in the city and clean up the mess and make street safe.”

Footpaths and street presentation

Footpath repairs and widening were among the most repeated practical suggestions. Residents also called for better landscaping, greening and a more welcoming streetscape.

“Repave the footpath and area in front of Renaissance Arcade, incorporate greenery and improve lighting.”

Homelessness and antisocial behaviour

Many respondents raised the impacts associated with homelessness, while others referred specifically to antisocial behaviour, intoxication and personal safety. These are related concerns for residents, but they are not the same issue.

People experiencing homelessness should be connected with appropriate support services. At the same time, residents and businesses are entitled to expect that the street is safe, clean and accessible. Addressing both issues requires Council to work with South Australia Police and specialist homelessness and outreach services.

Business and activation

A recurring theme was the need for more businesses and more activity, particularly in the evening. Respondents saw activation as a way to improve the street itself and also to increase passive surveillance.

“More variety of business open in evening, such as convenience store and restaurant. So that there will be lighting and people watching for the safety of the street.”

“It’s a combination of the things listed in conjunction with each other that will make the biggest difference.”

4. WHAT THE RESULTS TELL US

Council needs to get the basics right

Cleaning, rubbish management, lighting, footpaths and street presentation are basic local government issues. Residents should not have to accept poor footpaths, bins blocking access, inadequate lighting or a street that is not cleaned to an appropriate standard.

Safety is not one issue

The survey shows that safety is influenced by more than security alone. Lighting, street presentation, antisocial behaviour, pedestrian activity and the level of legitimate activity in the street all matter. A safer Austin Street will require these issues to be considered together.

Homelessness and antisocial behaviour need different responses

Homelessness was the most commonly identified concern. It is important to distinguish homelessness itself from antisocial or unlawful behaviour. Vulnerable people need appropriate support. Antisocial or unlawful behaviour needs an appropriate safety response. Council should work with the agencies responsible for each.

More life in the street is part of the solution

The support for new businesses, hospitality and activation is significant. A street with more businesses, more visitors and more activity is more attractive and benefits from greater passive surveillance. Safety and activation should be considered together, not as separate agendas.

5. WHAT SHOULD HAPPEN NEXT

Inspect it. Fix what can be fixed now. Return to Council with costed options for what needs further investment.

Immediate action

The first step should be practical. Inspect the footpaths. Audit the lighting. Review cleaning and rubbish management. Assess the safety issues raised by residents. Engage with South Australia Police, homelessness services, residents, businesses and property owners.

Short term improvements

Where problems can be fixed within existing budgets and delegations, they should be fixed. That may include footpath repairs, lighting improvements, cleaning changes, better waste management, safety measures and small scale activation.

Longer term opportunities

Where larger investment is required, Council should receive clear options and costs. That work should consider the streetscape, pedestrian connections, greening, traffic and loading arrangements, the Renaissance Arcade and opportunities to attract more business and hospitality activity.

The survey does not point to the need for another lengthy strategy before anything happens. Many of the issues raised are basic and practical. Council should start with the things it can do now.

Consider the Upgrade Proposal

A proposal to upgrade Austin Street was previously prepared when the Realm Apartments were first built. A copy of this proposal is attached as background.

6. CONCLUSION

Austin Street is metres from Rundle Mall, in the heart of Adelaide, and is home to a substantial residential community. It should be a clean, safe and attractive part of the city.

The 78 valid survey responses show that residents believe the precinct is falling short. Their concerns are remarkably consistent. They want better lighting, cleaner streets, repaired footpaths, improved rubbish management, greater safety and more activity.

Residents are not asking Council to reinvent the wheel. They are asking Council to get the basics right and to recognise the potential of the precinct.

The first step is simple: inspect the area, fix what can be fixed now and come back to Council with a clear plan for the work that requires further investment.

DATA NOTE

All percentages in this report are based on 78 valid responses. Questions 2 and 4 allowed respondents to select more than one option, so the percentages for those questions do not total 100 per cent.