



AMBIENCE UPGRADES FAQ's

Questions and Answers

Ambience Upgrade Works

What is the purpose of the ambience upgrades at Seven Hills Plaza?

A fabric of the community for 44 years, the works will enhance the overall shopping experience by modernising Seven Hills Plaza for customers, retailers and the community.

What improvements can we expect from the upgrade?

The upgrade will include a mall upgrade in front of Woolworths, revamped amenities, improved lighting circulation and external signage. The existing 'up' travelator will be replaced with a new travelator and the ramp will be removed and replaced with a new travelator. Additionally, a new lift will be installed between the existing lift and the existing travelator. The lift will be commissioned prior to the decommissioning of the ramp and travelator.


When will the works commence?

We anticipate works commencing late May 2025.

How long will the works go for?

The preliminary program will be from late May - January 2026.





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Will the centre remain open during the upgrade?

Yes, the centre will remain open during the upgrade, any changes to this will be clearly communicated to shoppers to ensure minimal disruption.

What measures are being taken to ensure safety during the upgrade?

Safety is a top priority. The centre management will implement strict safety protocols, including secure construction zones, clear signage, and alternative pathways to ensure the safety of all shoppers during the upgrade.

How will security be maintained during the upgrade?

We will have enhanced security measures in place throughout the upgrade process, including additional security personnel, surveillance cameras and secure fencing around construction zones to ensure the safety of all shoppers and staff.

How will the construction zones be managed to ensure shopping safety?

Construction zones will be securely fenced off, with clear signage directing shoppers around these areas. Safety protocols, including proper lighting and alternative pathways, will be in place to ensure everyone's safety.

How will parking be affected during the upgrade?

There may be some temporary adjustments to parking areas to accommodate construction and upgrade activities, however, we will ensure that there is still ample parking available for our shoppers. Updates and signage will be provided to guide you to available parking spaces.





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How will the upgrade benefit the local community?

The upgrade will contribute to economic growth by attracting more visitors to support our local businesses, creating employment opportunities for residents, and increasing the importance of the centre as a social hub.

Will any retailer need to close during the works?

We do not anticipate that any retailers will need to close, due to the ambience upgrade works.

How can customers stay updated on the progress of the upgrade?

Customers can stay updated on the progress of the upgrade through the Seven Hills Plaza website, social media channels, and newsletters. Regular updates will be provided to keep everyone informed about key developments and any changes that may affect their shopping experience.

How can shoppers provide feedback during the upgrade process?

Shoppers can provide feedback through our centre management office, email or by scanning the QR code in centre.

