

Report written August 2012



Brompton Ward Survey

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THE ROYAL BOROUGH OF
**KENSINGTON
AND CHELSEA**

Introduction

As part of the Brompton Ward City Living, Local Life initiative Ward Councillors commissioned a survey of residents in order to canvass views on local priorities and suggested community projects.

A survey was developed by Ward Members for Brompton Ward. A paper copy of the questionnaire was sent to all households in Brompton Ward, using the Council Tax Register. A total of 656 responses were received equating to a response rate of nine per cent.

Summary of results

South Kensington Tube Station

Transport for London has put together new proposals to redevelop South Kensington Tube Station. A fifth (20 per cent) of respondents indicated that they knew a great deal about the proposals and 41 per cent indicated that they knew a little about the proposals. However, over a third (36 per cent) of respondents did not know about the proposals before receiving the survey.

Residents were asked to indicate how strongly they agreed or disagreed with a series of statements relating to the proposed development.

- Just over two-thirds (68 per cent) of respondents agreed to some extent that the proposed development is too large.
- A total of 83 per cent agreed to some extent that it is important that any development should preserve the small shops present.
- Nearly nine in ten (89 per cent) agreed to some extent that it was important for residents to have a strong say in the development's design

When asked to pick a statement that came closest to their views, over half (59 per cent) indicated that they *'support the provision of step free access, but not if it means the large scale development of the site'*. Around a fifth (19 per cent) indicated that they would *'support the provision of step free access, even if the only way it can be funded is through the large scale development of the tube station site'*.

Local Life

Representing the views of residents and businesses

The Council has a role in both representing the interests of residents and supporting and regulating businesses in the borough. Respondents were asked to consider if the Council as a whole gets the balance right between representing the interests of residents and the interests of businesses.

A total of 39 per cent felt that the balance was too much in favour of businesses. Slightly less (36 per cent) felt that the Council gets the balance about right and just two per cent felt that the balance is too much in favour of residents. One fifth (20 per cent) of respondents did not know.

Licensed premises

Respondents were asked to think about the opening hours of licensed premises (e.g. bars and clubs) in their immediate local area (within 100 metres of their home) and their wider local area (15-20 minute walk from their home).

- Over three-quarters (79 per cent) of respondents were not in favour of licensed premises staying open beyond midnight in their immediate local area.
- The majority (59 per cent) of respondents were not in favour of licensed premises staying open beyond midnight in their wider local area. However, almost a third (32 per cent) were in favour of licensed premises staying open beyond midnight.

Residents' parking permits

Respondents were asked to think about parking controls on Sundays in their area.

Half (50 per cent) of respondents felt that a Residents' Parking Permit should be needed all day to park in a residents' parking bay. Almost a fifth (18 per cent) felt that a permit should only be needed for afternoons and over a quarter (28 per cent) felt that no parking permit should be needed on a Sunday in their area.

Areas of improvement

From a list of local issues respondents were asked to choose three that they felt needed improving in their local area (within 15-20 minute walk of their home). The most common areas of concern for respondents were:

- The level of traffic congestion – 45 per cent of respondents felt that this could be improved.
- Cleanliness of streets – 41 per cent felt that this could be improved.
- Parking for residents or visitors – just over a quarter (27 per cent) felt that this aspect could be improved.

City Living Local Life initiative

As part of the City Living Local Life initiative Ward Councillors have a small amount of money to spend on projects within the Brompton Ward. Although Councillors already had some ideas for projects, respondents were encouraged to give their ideas for projects. The most common themes for suggestions surrounded:

- Street cleaning/refuse collection/rubbish bins (41 comments)
- Shops/businesses (22 comments)
- Trees/flowers/greenery (19 comments)

For more information

For information on the results please contact Gary Wilson, Consultation Officer on 020 7361 3616 or e-mail on gary.wilson@rbkc.gov.uk

Introduction

City Living, Local Life (CLLL) is a new initiative where Ward Councillors and the community in their ward work together to identify local issues that matter and find practical ways to make the area a better place to live. As part of the Brompton Ward CLLL initiative Ward Councillors commissioned a survey of residents in order to canvass views on local priorities and suggested community projects. The survey was also used to collect the contact details of Brompton Ward residents who wished to be further involved in the initiative.

Methodology

A survey was developed in collaboration with the Ward Members for Brompton Ward. A paper copy of the questionnaire was sent to all households in Brompton Ward, using the Council Tax Register. In total, the questionnaire was posted to 7,385 households. Residents were also given the option of completing their questionnaire online or using their smartphone (81 respondents completed their survey electronically).

A total of 656 responses were received, this equates to a response rate of nine per cent.

Results in this document show percentage figures. Where graphs do not add up to 100 per cent this may be due to computer rounding or that respondents were able to select more than one answer to a question.

For more information

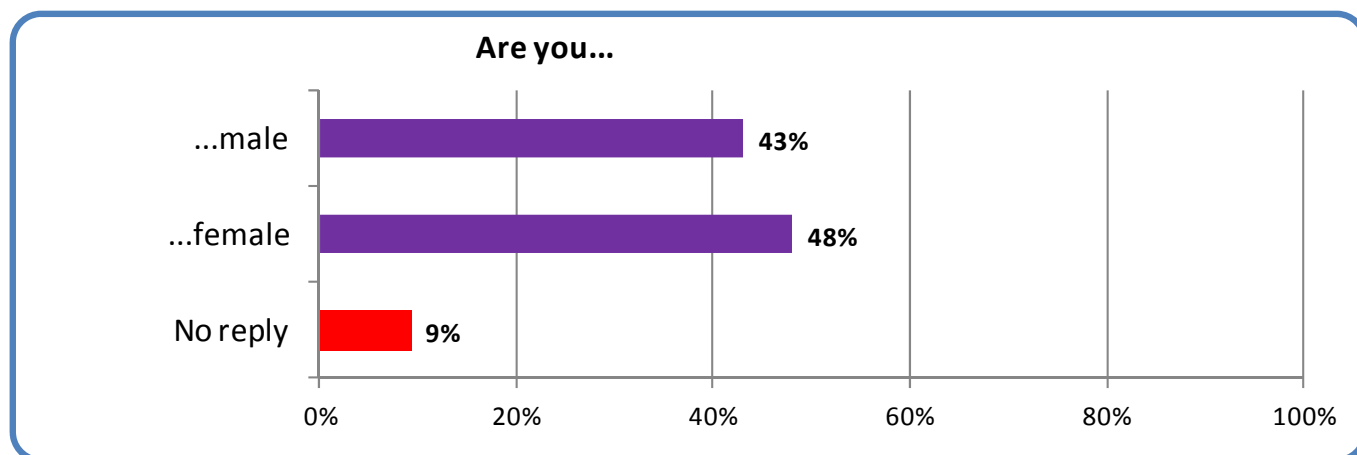
For information on the results please contact **Gary Wilson, Consultation Officer on 020 7361 3616 or e-mail on gary.wilson@rbkc.gov.uk**

Demographics

Respondents were asked a few basic questions about themselves.

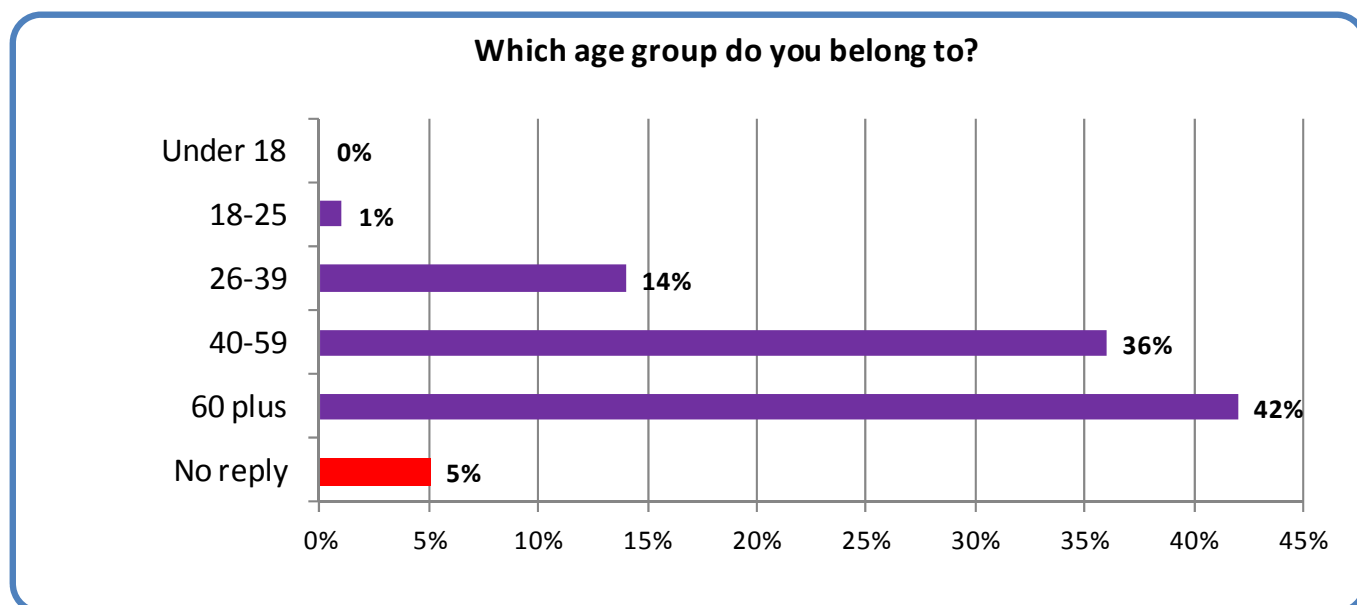
Gender

Almost half (48 per cent) of those responding were female, with slightly less (43 per cent) being male.



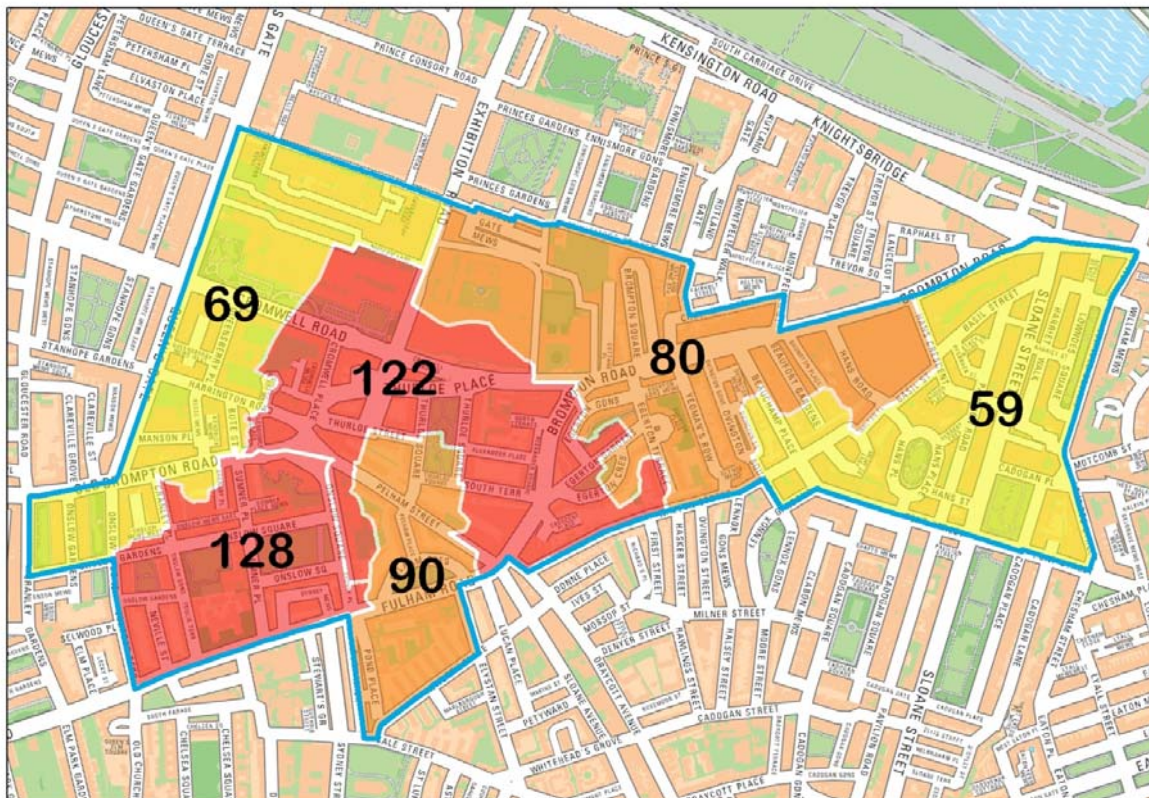
Age

A total of 42 per cent of respondents were aged over 60, whilst just over a third (36 per cent) were aged between 40 and 59 years old. A total of 14 per cent were aged between 26 and 39 and one per cent per aged 25 or less.



Postcode

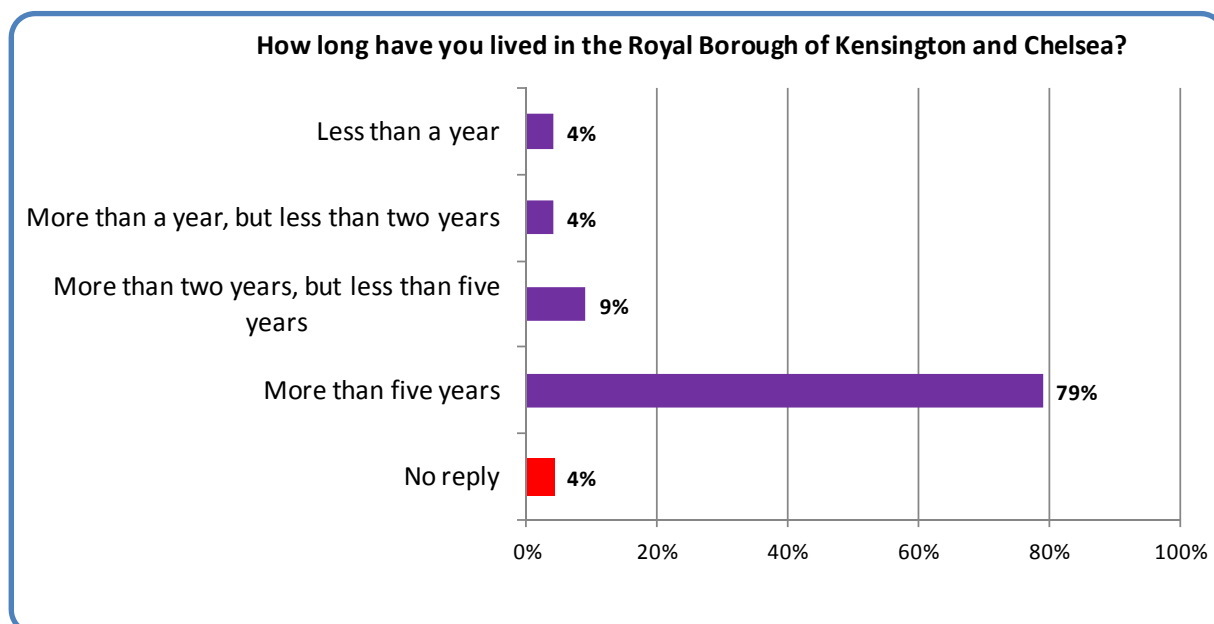
Respondents were asked for their full home postcode, these have been mapped against Lower Super Output Areas (LSOAs) for Brompton Ward. LSOAs are a sub-ward Census geography that tend to have a population of roughly 1500 people. There are six LSOAs in Brompton Ward.



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Length of residence

Over three-quarters (79 per cent) of respondents have been a resident of the borough for more than five years. Nearly one in ten (nine per cent) have lived in the borough more than two years, but less than five years and eight per cent had lived in the borough for less than two years.



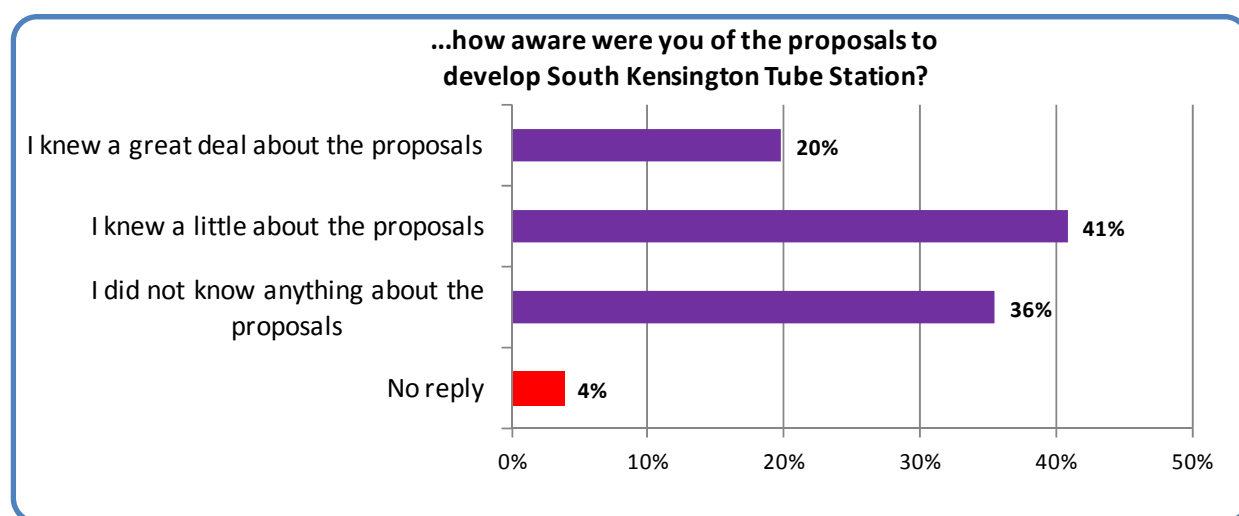
South Kensington Tube Station

Transport for London has put together new proposals to redevelop South Kensington Tube Station. A summary of the proposals were included with the survey, on the reverse of the accompanying covering letter.

Awareness of the proposals

A fifth (20 per cent) of respondents indicated that they knew a great deal about the proposals before receiving the survey. In addition, 41 per cent of respondents indicated that they knew a little about the proposals.

However, over a third (36 per cent) of respondents did not know about the proposals before receiving the survey.



Graph shows percentages for the 656 responding to this survey

Proposed development

Residents were asked to indicate how strongly they agreed or disagreed with a series of statements relating to the proposed development.

Size of the development

Just over two-thirds (68 per cent) of respondents agreed to some extent that the proposed development is too large, this included 53 per cent that strongly agreed that this was the case.

Around one in ten (11 per cent) disagreed that this was the case and 11 per cent responded neutrally and six per cent did not know.

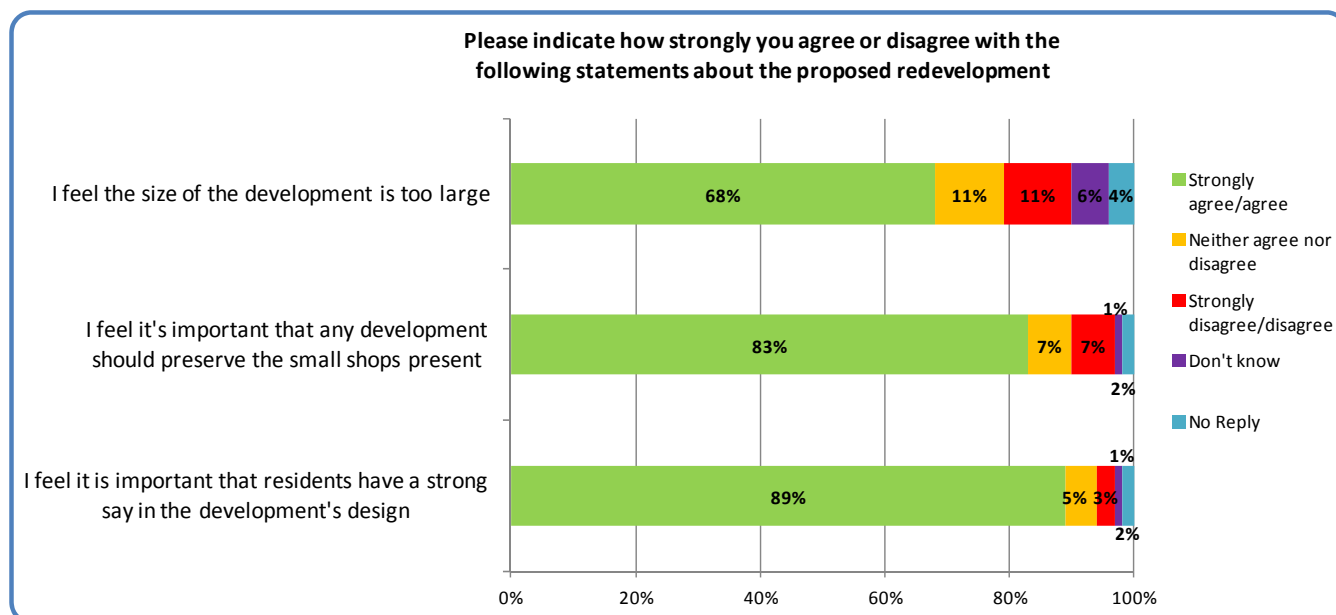
Preservation of small shops

A total of 83 per cent agreed to some extent that it is important that any development should preserve the small shops present; this included over half (57 per cent) that strongly agreed that this should be the case.

However, seven per cent disagreed and seven per cent responded neutrally. One per cent of respondents did not know if they should be preserved.

Resident involvement

Nearly nine in ten (89 per cent) agreed to some extent that it was important for residents to have a strong say in the development's design. Just three per cent disagreed with the statement, with a further five per cent responding neutrally.

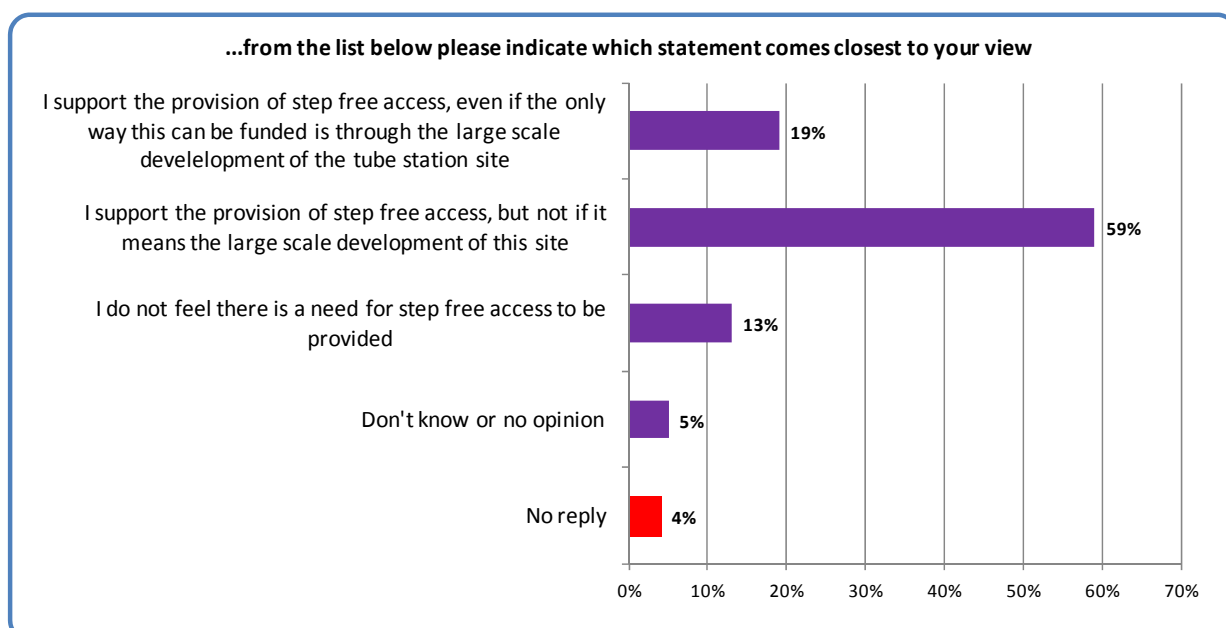


Graph shows percentages for the 656 responding to this survey

Views on the proposal

When asked to pick the statement that came closest to their views, over half (59 per cent) indicated that they *'support the provision of step free access, but not if it means the large scale development of the site'*.

Around a fifth (19 per cent) indicated that they would *'support the provision of step free access, even if the only way it can be funded is through the large scale development of the tube station site'*. In addition 13 per cent do not believe there is a need for step free access and five per cent did not know or had no opinion on the subject.



Graph shows percentages for the 656 responding to this survey

Local life

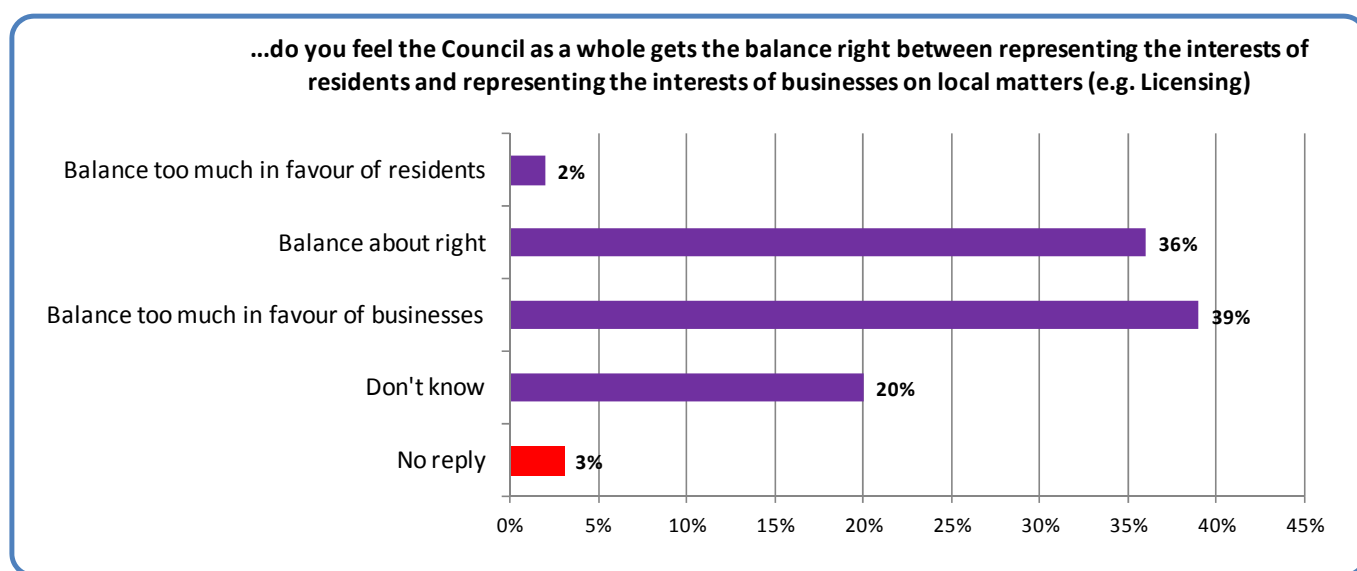
The questionnaire included a number of questions relating to living in Brompton Ward.

Representing the views of residents and businesses

The Council has a role in both representing the interests of residents and supporting and regulating businesses in the borough. Respondents were asked to consider if the Council as a whole gets the balance right between representing the interests of residents and the interests of businesses.

A total of 39 per cent felt that the balance was too much in favour of businesses. Slightly less (36 per cent) felt that the Council gets the balance about right and just two per cent felt that the balance is too much in favour of residents.

One fifth (20 per cent) of respondents did not know.



Graph shows percentages for the 656 responding to this survey

Licensed premises

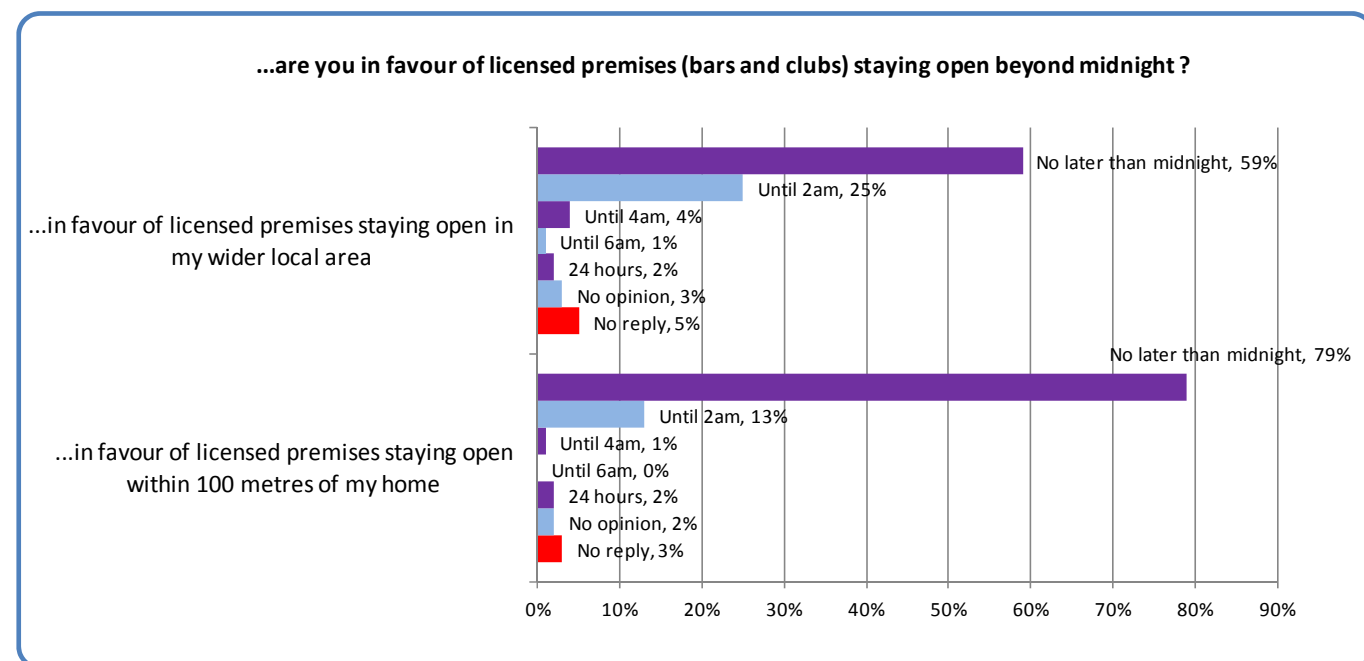
Respondents were asked to think about the opening hours of licensed premises (e.g. bars and clubs) in their immediate local area (within 100 metres of their home) and their wider local area (15-20 minute walk from their home).

Immediate local area:

Over three-quarters (79 per cent) of respondents were not in favour of licensed premises staying open beyond midnight. However, a total of 16 per cent were in favour of premises staying open beyond midnight, including 13 per cent that were in favour of premises staying open until 2am.

Wider local area:

The majority (59 per cent) of respondents were not in favour of licensed premises staying open beyond midnight, however this figure was 20 per cent lower than for residents' immediate local area. Almost a third (32 per cent) were in favour of licensed premises staying open beyond midnight, including a quarter (25 per cent) that were in favour of premises staying open until 2am.

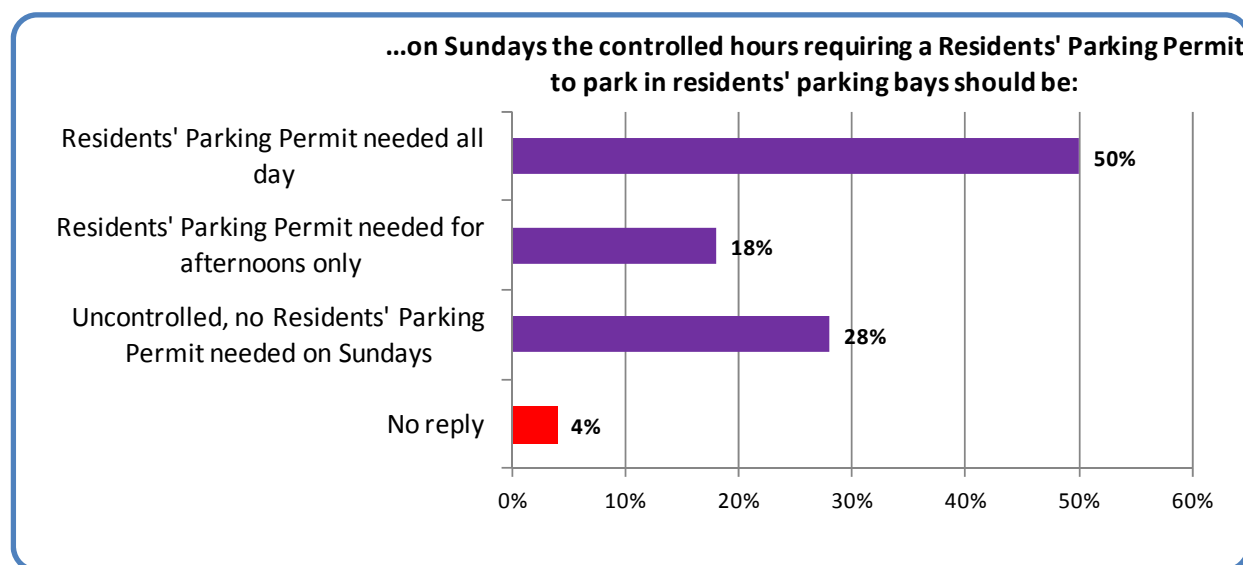


Graph shows percentages for the 656 responding to this survey

Residents' parking permits

Respondents were asked to think about parking controls on Sundays in their area.

Half (50 per cent) of respondents felt that a Residents' Parking Permit should be needed all day to park in a residents' parking bay. Almost a fifth (18 per cent) felt that a permit should only be needed for afternoons and over a quarter (28 per cent) felt that no parking permit should be needed on a Sunday in their area.

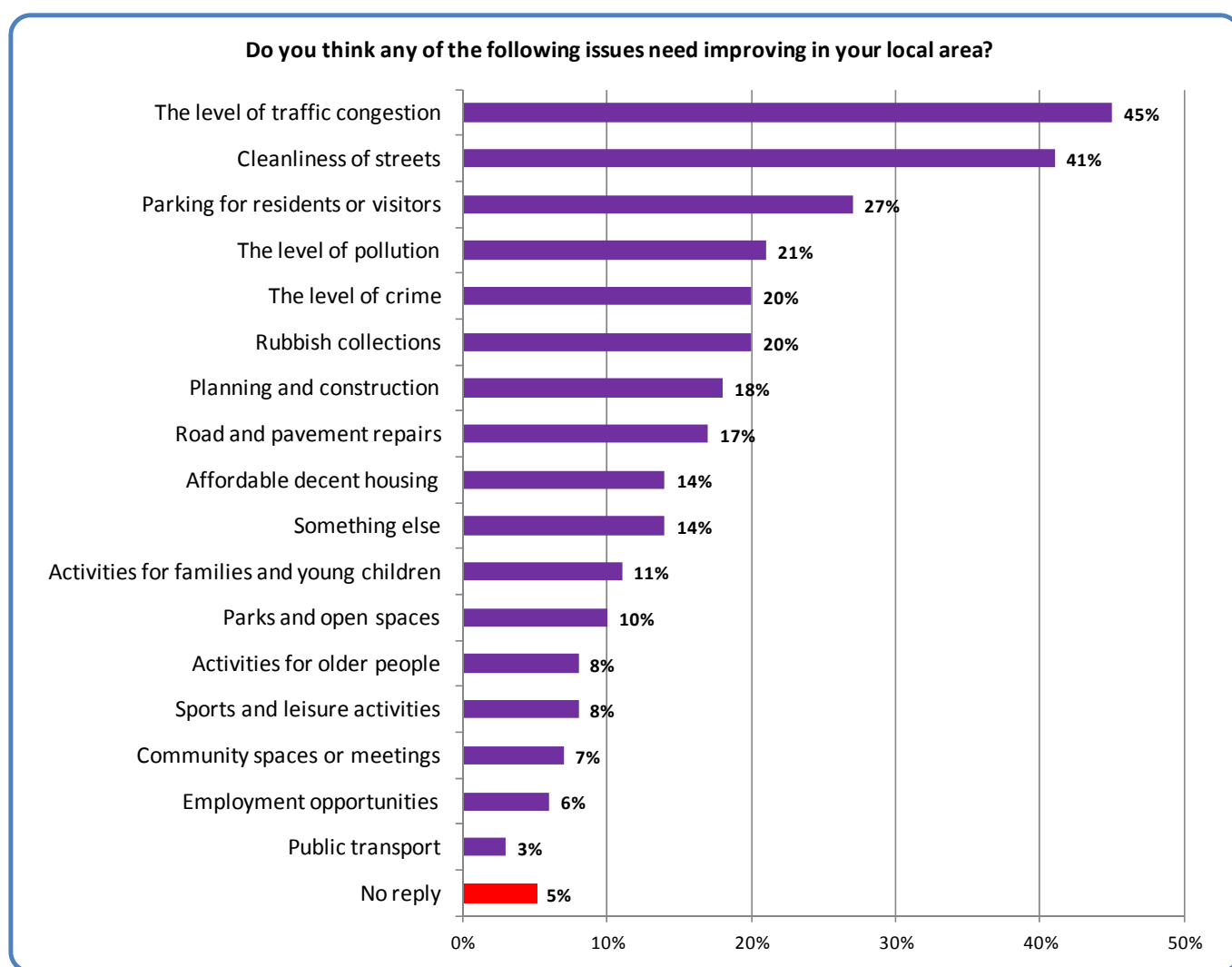


Graph shows percentages for the 656 responding to this survey

Areas of improvement

From a list of local issues respondents were asked to choose three that they felt needed improving in their local area (within 15-20 minute walk of their home). The most common areas of concern for respondents were:

- **The level of traffic congestion** – 45 per cent of respondents felt that this could be improved.
- **Cleanliness of streets** – 41 per cent felt that this could be improved.
- **Parking for residents or visitors** – just over a quarter (27 per cent) felt that this aspect could be improved.
- **The level of pollution** – Just over a fifth (21 per cent) felt this could be improved.
- **Rubbish collections** – a fifth (20 per cent) of respondents identified this as something that could be improved.
- **The level of crime** – a fifth (20 per cent) of respondents felt this could be improved.



Graph shows percentages for the 656 responding to this survey

Those that indicated that ‘*something else*’ needed improving were asked to elaborate. These comments have been themed and summarised in the below table, but a full list of comments can be seen in appendix 2.

A total of 43 respondents commented on litter or street cleaning, for example:

“South Kensington and Chelsea need more refuse bins.”

“It is a shame the new areas outside the station in particular (and elsewhere) are not regularly power cleaned of chewing gum.”

“Bottles and rubbish needs removing from hedges in Onslow Square and Sydney Place.”

Parking was raised by 36 respondents, for example:

“Parking for residents is getting too tight.”

“As a resident on Exhibition Road with a parking permit I often find no places to park as all available places are taken by permit holders visiting the museums and other attractions. I have to park at a great distance from my flat.”

“There should be vouchers for residents’ visitors to enable them to visit when residents parking restrictions are operating.”

Issues of noise nuisance were raised by 33 respondents. Some issues related to cars speeding in the streets, whilst other comments related to restaurants, bars or clubs and building works; for example:

“Noise from revving of cars around Cadogan Place at midnight and well into the night, as if it was a playground.”

“Speeding cars (mainly high-powered) and motorbikes using Walter Street - their speed is dangerous and the noise is appalling. This is an ongoing nuisance for residents on this street - the police blame the Council and the Council blame the police, so nothing is sorted.”

“Reduction of noise levels from clubs and public houses after midnight.”

“My street has had three basement underground developments. I have had the noise of three large street digging generators for 13 months. That should not be allowed by law. I can't think straight with the high sound and vibrations. They only stop for Christmas and Easter (18 days).”

A total of 26 respondents commented on South Kensington Underground Station and the proposed development, for example:

“The new design of the tube station and new buildings must improve the area. The current proposal is not attractive. Why can't we cover the tracks? Create a green space? Create buildings to enhance the area. The look is very important.”

“I am very much against the tube development proposal. It will look ugly and destroy the bookshop, Medici gallery and little Japan.”

"I think that South Kensington has improved greatly recently. The station needs to be developed and the residents are being unnecessarily belligerent!"

The same number (26) commented on traffic controls, for example:

"The extended area around South Kensington tube station is too large - it has cost a lot of money and as far I can see hampers rather than helps both pedestrians and the traffic in the area. There seems to be too many traffic lights which slow down traffic rather than aid it."

"My local area would do with improvement with regards to traffic control especially taxi ranks outside Harrods. The taxis are completely inconsiderate to pedestrians crossing the road especially elderly people. On two occasions this month I have almost been run over. Proper controls are needed around Knightsbridge."

"Junction outside South Kensington tube doesn't work well."

Comments relating to bars, restaurants and cafes were raised by 22 respondents, for example:

"I think there are too many cafes around and the number of outside chairs has doubled on the southern end of Exhibition Road - there is a real danger of becoming like Covent Garden and that has to be stopped."

"The cafes and restaurants of Brompton Road attract too many people, it brings many levels of pollution (noise, increased risk of crime, use of drugs, car noise and bad parking)."

A total of 22 respondents also mention issues relating to congestion, for example:

"Traffic around the tube station seems worse after the improvements in the road layout."

"The level of traffic congestion in Pelham Street needs attention. The Council clearly misjudged the impact of the changes near the underground station, thinking traffic would reduce and not making provision for a crossing. Much more traffic and larger traffic like lorries and coaches on their way to/from Victoria coach station uses this street and this gives rise to much greater risk when using the pavements and to greater pollution."

"The crossing at Pelham Street is dangerous and traffic flow off Pelham is always congested."

A full list of comments can be found in appendix 2.

Results

Theme of comment*	Number of comments	Theme of comment*	Number of comments
Litter/street cleaning	43	Paving/road repairs	10
Parking	36	Small businesses	7
Noise nuisance	33	Air quality	6
South Kensington Underground Station	26	Exhibition Road	6
Traffic controls	26	Cycling	5
Bars, restaurants and cafes	22	Begging/homelessness	4
Congestion	22	Building works	4
Refuse collection	19	Phone boxes	3
Pedestrian crossings	17	Activities for young people	2
Planning/planning control	16	Benches	2
Buses	12	Housing	2
Speeding	11	Leisure	2
Community safety	10	Parks/Gardens	2
Dog control and dog fouling	10	Road signs	2

*Themes shown with more than one comment

City Living Local Life initiative

As part of the City Living Local Life initiative Ward Councillors have a small amount of money to spend on projects within the Brompton Ward. Although Councillors already had some ideas for projects, respondents were encouraged to give their ideas for projects.

These comments have been themed and summarised in the below table, but a full list of comments can be seen in appendix 2.

A total of 41 respondents made comments relating to street cleaning, refuse collection or bins. Comments included suggestions of more bins, better street cleaning and issues around refuse collection, for example:

"...Exhibition Road around the Science Museum has no bins and people are using a bicycle basket as a bin!"

"Improve Knightsbridge Green area (the area underneath the tree is full of cigarette butts and other rubbish). Chewing gum removal in main streets, plus subsequent enforcement."

"Stricter control of rubbish left out in my street on non-collection days."

"We need to keep our pavements cleaned and maintained even if we are unable to replace or repair them. The difference is the whole mood amongst everyone (residents and visitors) is quite evident when the street and pavements are clear of refuse, litter, chewing gum etc. The council services (Streetline and Sita) do a magnificent job, but are all extremely frustrated by the public's poor behaviour."

Some felt shops and businesses could do more to keep the area clean, for example:

"Around South Kensington Station there are in excess of 25 take away food shops and cafes, the area is filthy and constantly littered. Bags and rubbish clutter the area waiting to be collected, when I called the Council office to complain, a young man totally unsympathetic to the issue said "we are planning to remove all street rubbish bins!" Council should impose a "clean streets tax" on all food outlets to pay for the constant cleaning of the area, during the hours 7am to midnight."

Respondents made a total of 22 comments in relation to shops and businesses. Many wanted to see smaller independent businesses protected, whilst some were concerned about the amount of cafes and restaurants and some wanted to see a good mix of businesses in the area, for example:

"More projects that protect and encourage small businesses, small shops and that maintain the character and integrity of the area. Large chain stores and supermarkets should not be allowed to dominate the area."

"Keep down business rates and rents so small businesses not forced out. Try to keep the character of the area which is a good mix."

"Fewer cafes."

Respondents made 19 comments about planting trees, flowers or improving greenery in the area, for example:

"Plant more trees in the newly developed area around South Kensington tube station and Exhibition Road, there's too much concrete and not enough green."

"Plant more trees in the streets - not large trees but ones similar to those in say Sumner place."

"Hanging baskets would be nice."

Fifteen comments were made in relation to controlling traffic or speeding issues, for example:

"Traffic calming measures on bridge, Thurloe Square/Pelham Street."

"A need for traffic "stop" controls at junctions Beecham Place/Brompton Road, very dangerous."

"Traffic rules should be enforced to stop excessive speeding in Walton Street. Traffic turning right from Draycott Place into Walton Street, which is forbidden but totally ignored despite signs. Heavy lorries using Walton Street since the original signs have been taken down causing delays."

A total of 14 comments were made about street furniture and signage. Some wanted to see additional seating and lighting, others wanted to keep the area clutter free, for example:

"Provide some seating on paved area outside station and on new paved road area of Thurloe Road for older people and those eating sandwiches."

“Removal of unwanted or residential street furniture. The example set by Exhibition Road is superb, but even better would be the removal of clutter over a larger area of South Kensington/Knightsbridge. Further I think that the non-climb paint that has been used on various lamp posts etc. is ugly (and was climbing up traffic signs etc. really such a problem as to warrant such action?). The laying of stone paving (instead of concrete) should continue (so much more attractive).”

“Benches provided around South Kensington station. It would be so good for people like me (disabled and nearly 90 years old) when shopping in the area - and also for tourists - it is not unusual to see them coming out with luggage from the station and then sitting on the floor while they look at maps to see where they need to go.”

A full list of comments can be found in appendix 2.

Theme of comment*	Number of comments	Theme of comment*	Number of comments
Street cleaning/refuse collection/rubbish bins	41	Licensing	4
Shops/businesses	22	Planning	4
Trees/flowers/greenery	19	Balance between residential and business	3
Traffic controls/speeding	15	Councillors	3
Street furniture/signage	14	Dog fouling/dog bins	3
South Kensington Tube Station	12	Housing	3
Pedestrian crossing	11	Night clubs, bars	3
Community projects/spirit	9	Pedestrian areas	3
Development	9	Playgrounds	3
Exhibition Road	7	Water fountain	3
Parking	7	Young people	3
Police/community safety	7	CCTV	2
No ideas	6	Community notice boards/website	2
Noise reduction	6	Fine as is	2
Parks/green space	6	Flower shop	2
Art	5	Give to residents	2
Farmer's market	5	Lower taxes	2
Sports and leisure	5	Questionnaires	2
Volunteering	5	Road works	2
Congestion	4	Rough sleepers	2
Events	4	Tube stations	2

*Themes shown with more than one comment

Appendix one: Data tables

Before receiving this questionnaire how aware were you of the proposals to develop South Kensington Tube Station?

	Number	Percentage
I knew a great deal about the proposals	130	19.8%
I knew a little about the proposals	268	35.5%
I did not know anything about the proposals	233	40.9%
No reply	25	3.8%
Total	656	100

Please indicate how strongly you agree or disagree with the following statements about the proposed redevelopment of South Kensington Tube Station

I feel the size of the proposed development is too large

	Number	Percentage
Strongly agree	350	53.4%
Agree	96	14.6%
Neither agree nor disagree	69	10.5%
Disagree	51	7.8%
Strongly disagree	22	3.4%
Don't know	42	6.4%
No reply	26	4.0%
Total	656	100%

I feel it's important that any development should preserve the small shops present

	Number	Percentage
Strongly agree	373	56.9%
Agree	168	25.6%
Neither agree nor disagree	47	7.2%
Disagree	35	5.3%
Strongly disagree	13	2.0%
Don't know	5	0.8%
No reply	15	2.3%
Total	656	100%

I feel that it's important that residents have a strong say in the development's design

	Number	Percentage
Strongly agree	439	66.9%
Agree	146	22.3%
Neither agree nor disagree	31	4.7%
Disagree	19	2.9%
Strongly disagree	3	0.5%
Don't know	6	0.9%
No reply	12	1.8%
Total	656	100%

Appendix one: Data tables

TfL have made the provision of step free access to the Circle and District lines conditional on the proposed development (TfL do not propose step free access to the Piccadilly line at this time). From the list below please indicate which statement comes closest to your view.

	Number	Percentage
I support the provision of step free access, even if the only way this can be funded is through the large scale development of the tube station site	125	19.1%
I support the provision of step free access, but not if it means the large scale developments of the site	385	58.7%
I do not feel there is a need for step free access to be provided	84	12.8%
Don't know	34	5.2%
No reply	28	4.3%
Total	656	100%

The Council has a role in both representing the interests of residents and supporting and regulating businesses in the borough.

Your local Ward Councillors, who represent residents, would like to know if you feel the Council as a whole gets the balance right between representing the interested of residents and representing the interests of businesses on local matters (e.g. licensing).

	Number	Percentage
Balance too much in favour of residents	14	2.13%
Balance about right	237	36.13%
Balance too much in favour of businesses	255	38.87%
Don't know	129	19.66%
No reply	21	3.2
Total	656	100%

Thinking about your immediate area (100 metres from your home) and your wider local area (15-20 minute walk from your home), are you in favour of licensed premises (bars and clubs) staying open beyond midnight?

Within 100 metres of your home

	Number	Percentage
No later than midnight	523	79.7%
Until 2am	85	13.0%
Until 4am	8	1.2%
Until 6am	0	0%
24 hours	10	1.5%
No opinion	13	2.0%
No reply	17	2.6%
Total	656	100%

Appendix one: Data tables

In my wider local area

	Number	Percentage
No later than midnight	389	59.3%
Until 2am	166	25.3%
Until 4am	28	4.3%
Until 6am	4	0.6%
24 hours	16	2.4%
No opinion	18	2.7%
No reply	35	5.3%
Total	656	100%

Thinking about parking controls in your area, on Sundays the controlled hours requiring a Residents' Parking Permit to park in a residents' parking bay should be:

	Number	Percentage
Residents' Parking Permit needed all day	327	49.8%
Residents' Parking Permit needed for afternoons only	118	18.0%
Uncontrolled, no Residents' Parking Permit needed on Sundays	183	27.9%
No reply	28	4.3%
Total	656	100%

Do you think any of the following issues need improving in your local area? By local area we mean within a 15 to 20 minute walk from your home. Please mark up to THREE of the following:

	Number	Percentage
Activities for families and young children	69	10.5%
Activities for older people	55	8.4%
Affordable decent housing	90	13.7%
Cleanliness of streets	271	41.3%
Community spaces or meeting places	44	6.7%
Employment opportunities	37	5.6%
The level of crime	128	19.5%
The level of pollution	140	21.3%
The level of traffic congestion	294	44.8%
Parks and open spaces	65	9.9%
Parking for residents or visitors	175	26.7%
Planning and construction	121	18.4%
Public transport	22	3.4%
Road and pavement repairs	114	17.4%
Rubbish collections	128	19.5%
Sports and leisure activities	54	8.2%
Something else	97	14.8%
No Reply	35	5.3%

Appendix one: Data tables

Are you....

	Number	Percentage
...male?	282	43.0%
...female?	315	48.0%
No response	59	9.0%
Total	656	100%

Which age group do you belong to?

	Number	Percentage
Under 18	0	0.0%
18-25	9	1.4%
26-39	89	13.6%
40-59	237	36.1%
60+	288	43.9%
No response	33	5.0%
Total	656	100%

How long have you lived in the Royal Borough of Kensington and Chelsea

	Number	Percentage
Less than a year	25	3.8%
More than a year, but less than two years	25	3.8%
More than two years, but less than five years	59	9.0%
More than five years	518	79.0%
No response	29	4.4%
Total	656	100%

Appendix two: Comments from open questions

Written comments

A large number of written comments have been received to the survey. The comments are grouped together by theme. Each comment may have more than one theme. Where this is the case comments have been counted under each theme as appropriate.

What else needs improving?

Activities for young people

- More activities need to be available for older children (13-19). This will keep crime levels down. More need to be done to encourage uniform organisations to grow, there are not enough meeting places in the whole of the borough and most meeting places struggle with rent.
- (1) Activities for teenagers. (2) More cycle lanes.

Air quality

- Please see clause 5.14 of the Council's first air quality supplementary planning document adopted June 2009. The Council state within the AQAP (air quality action plan) that the Council will "encourage the provision of electric (vehicle) charging points wherever appropriate". Despite the fact that several of our streets suffer some of the highest vehicle emission pollution levels in Europe, our Council (unlike other London authorities) have provided not one on street recharging point in the borough. Given that plugs and sockets are now standardised within the industry, this is inconceivable.
- Since they changed the one-way system around South Kensington, the traffic is a complete mess! There is always a traffic jam which adds to congestion, pollution and makes life very hard for local residents.
- Our neighbourhood had ongoing construction for the last almost five years with the redevelopment of the South Kensington tube area and the unnecessary redevelopment of Exhibition Road. Now the traffic and pollution is worse than ever. I have lived in my house for 16 years. Noise is worse, traffic jams are daily. Any more re-development in our area will completely kill our neighbourhood. More flats above the tube will be a nightmare.
- Level of pollution.
- Cooking odours are coming from everywhere and at any time of the day and the evening as early as 7/7.30 a.m. until 10 p.m. Need of more dustbins in pedestrian areas. Noises and regular shouts/screams in Thurloe Street in the nights and early morning.
- The South Kensington area has been under construction for approximately four years. Traffic has been appalling. Air quality has dropped due to standing traffic from the construction. Between the Exhibition Road construction and the construction around the South Kensington Tube Station the quality of life in the area has suffered dramatically. Further major construction in the centre of South Kensington will mean the end of our neighbourhood. I have lived in the South Kensington/ Chelsea area for the last 23 years, pollution (noise and air), traffic and confused motorists is now at an all time high. Please do not allow it to get worse with this re-development.

Bars, restaurants and cafes

- Please, no more restaurants, cafes/bars and fast food joints. This once elegant and family friendly area is being destroyed by rampant commercial "take overs" leaving a sea of seedy money making "fast buck" eateries and boozers and concert venues. May we

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please have returned to us some of the useful shops (hardware/butchers etc). The area was wonderfully welcoming and pleasant, once so admired is being "developed" to destruction by those who see nothing at all but money to be gained by themselves.

- I think there are too many cafes around and the number of outside chairs has doubled on the southern end of Exhibition Road - there is a real danger of becoming like Covent Garden and that has to be stopped.
- 1. Enforcement - whether of stopping coaches parking for hours in 20 minute loading bays opposite Natural History Museum, or visiting restaurants abide by their licenses with regard to outside tables and displaying their permits. 2. Safer crossing of Cromwell Place when travelling on road south to north.
- The fact that La Duree use our pavements to transact business is an example of the influence of business over the needs of residents.
- Planning: - greater liaison between Planning Department and Licensing Department. Limit on number of shops being changed to cafes (and some with liquor licence). Early collection of residents and business rubbish - currently around 1pm in my area:-lying around many hours encouraging vermin.
- Greater control of obstructions on the footpath e.g. shop and cafe signs and sandwich boards, cafe chairs obstructing free passage for pedestrians.
- The level of people wandering the street especially during the summer, at night is too high. The cafes and restaurants of Brompton Road attract too many people, it brings many levels of pollution (noise, increased risk of crime, use of drugs, car noise and bad parking).
- Restriction on outside smoking areas for restaurants/coffee shops or restaurants. They create litter and a hazard for neighbours such as ourselves at Ovington Court, walking past six tables of Costa Coffee smokers to get to our front door.
- Fewer tourists, no new restaurants, no new night clubs. Shorter opening hours for off licenses, no new things, buildings and or activities.
- I do object strongly to the proliferation of cafe tables and chairs on pavements, which leads to litter and smoking, and to cigarette butts in the morning. I have tried experiments at Costa Coffee 197 Brompton Road where the pavement by the entrance to Ovington Court where we live is almost invariably littered in the morning with cigarette butts and napkins, not to speak of having to pass a lot of smoke when getting along the street during the day.
- Many local pubs/cafes seem to be having their outside table licenses revoked would prefer our lovely area to have more of a cafe culture with outdoor dining.
- 1. Too many restaurants. 2. Too much rubbish.
- Decrease the number of eating and drinking establishments in the South Kensington area, increase the number of useful shops for residents and generally redress the balance that is currently tipped to for in favour of commercial interests.
- The area around South Kensington tube station at old Brompton Road, Harrington Road, Pelham Place are almost exclusively lined with cafes and fast food shops, the expanse of local shops. The area at the bottom of Exhibition Road is lined both sides with cafes and outdoor tables. They are invading the central space even though traffic comes through. It is becoming one large picnic area. This does nothing to enhance the area, can anything be done to curb this. Having spent so much time in redesigning exhibition Road, this seems completely out of balance. The tube outside is a disgrace, but Pelham Place which is now pedestrianised is a huge improvement.

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- (1) Traffic, west end of Thurloe Square. (2) Monitoring of cyclists breaking rules, driving wrong down one-way street. (3) Compliance of existing licensing rules. (4) Excess food places around tube stations and proliferation of outdoor seating.
- (1) More food shops like a butcher, delicatessen. Also ironmongers and other shops that serve a community. Too many coffee shops and fast food shops in the area. Looks tacky too. (2) Cars wait far too long at traffic lights junction of old Brompton Road opposite tube station. (3) Apron pavement by the flower stall should be reduced for taxis to stop and traffic flow etc.
- Less restaurants, bars and take away shops.
- The traffic congestion around South Kensington station and Onslow Square = buses in all directions forming long queues. I think we have the Council to thank for making that endless stream of cafes facing South Kensington piazza, pull in their chairs and tables so that despite pigeons, chewing gum, one can get past them.
- No more sandwich/coffee shops. No more restaurants with outside tables. South Kensington is completely saturated with these kinds of businesses. We do not need any more.
- The southern end of Exhibition Rd has become very congested due to the extra tables and chairs laid out by the restaurants. They have taken up nearly all of the area that is set aside for pedestrians and made it almost impossible to pass without bumping in to waiters and drunken customers. This was not part of the original vision for this pedestrian/traffic area and I, as a resident, was not given the chance to oppose the granting of these licences.
- There not enough bins around the Square. We need some attached to the railings as people just drop their litter as they pass by. I ticked pollution and by this I mean noise. There is now too much traffic coming around the Square as a result of the changes to the traffic flow and because of far too many restaurants and bars the noise is now horrid at night especially on a Friday and Saturday and in the summer. The arrangement of chairs and tables at the lower end of Exhibition Road means that there is just too much congestion and it is dangerous.
- The Council has no interest except the interests of the Businesses. Residents do not exist for the Council, except on election days. Where I live, the Council has given permission to countless restaurants and other establishments pretending not to be restaurants in name only, when in fact, under the pretext of a patisserie, they operate as restaurants. Their rubbish is deposited daily in front of the residential entrances (the back of restaurants) as if the residents have no rights whatsoever. The pavements of the residents are filthy and unhygienic but nobody cares. Even if restaurants/patisseries were to operate, common sense would dictate that their rubbish and deliveries ought to be collected from the front of the restaurants so that they are sensitive to the mess and evils they leave behind, but the Council does not give a damn about this. All Councillors and their employees are worthless idiots and in the pocket of the businesses.

Begging/homelessness

- There should be easier regular access/points of contact to raise issues with the Council. Also there are several beggars in the area and no police community officers are ever present to address the issue - this is a problem that requires prompt action.
- Removing alcoholics and homeless people who are regularly around the area.
- I understood that the St Pauls "Drop ins" are all day on a Wednesday and Friday mornings until 1.30pm were going to be re-accommodated at St Augustine's, Queens Gate which does not have a problem with residents I believe. My flat looks right out on

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the forecourt of St Pauls and so many times the men down there are not allowed into the church because they are drinking. I believe the church has a responsibility for these people and I applaud what they do in principle. However, I do not believe that Onslow Square should have to accept the behaviour of the people involved; our caretaker has to wipe up urine and other things which is absolutely not his job and I really feel that the time to grasp the nettle with the church has arrived and I would like very much to know what the Council is planning to do about it. Onslow Square is one of the jewels of our part of London and we all wish that it remains that way seven days a week. I would like to add that this has nothing to do with the winter Wednesday's dinner and sleepover for the homeless - that has all been managed very carefully, and as far as I am aware nothing untoward has ever happened.

- Cleaners do a great job but littering, i.e. coffee cups, food waste left on streets, and rubbish bags, sometimes untied, left out every day regardless of collection days, dog poo bags left on pavement or roadside is a constant problem. Homeless sleeping on the streets. Reduce the number of telephone boxes.

Benches

- More benches in suitable places. Pavements along Brompton Road are very crowded and extremely polluted. Actually to stop vehicles standing with their engines running instead of just saying it should be done.
- Too few public benches to have a rest without need to buy coffee or anything else.

Building works

- That construction sites/building be more closely monitored, as residents are at their whim as its start time, and end time. Blocking streets, bad language by workers etc even if one complains to Council and them, seems they have control.
- Our neighbourhood had ongoing construction for the last almost five years with the redevelopment of the South Kensington tube area and the unnecessary redevelopment of Exhibition Road. Now the traffic and pollution is worse than ever. I have lived in my house for 16 years. Noise is worse, traffic jams are daily. Any more re-development in our area will completely kill our neighbourhood. More flats above the tube will be a nightmare.
- Construction noise on Saturdays for large developments. Resident parking bays used for skips for construction. If there is large construction, number of parking bays out of use should be limited - particularly in streets where resident parking is limited.
- Scaffolding - time periods that takes is erected for should be better regulated i.e. to ensure that it is not up for too long and that you do not move streets with scaffolding constantly in place with respect to one building or another.

Buses

- Too many buses (mostly empty) and too many bus stops which adds to pollution (both noise and smog).
- Improve the frequency of bus no.49.
- Parking and I don't think we need three bus stops in Harrington Road. One being a bus park.
- 1. Have traffic lights at the crossing from South Kensington Station across Pelham Street to Onslow Square at present "free for all" crossing. 2. Replace seating at bus stop beside "Carluccios" in Onslow Square.

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- Bus 49 becomes very congested with school children early morning and particularly at the end of the school day. Improve the frequency of service during these periods please.
- (1) Monitoring/fining trucks and vans parking, loading in lower Exhibition Road/Thurloe Place and Thurloe Street between 10am and 7pm. (2) Pelham Street traffic: - right hand turn from Fulham Road into Cromwell Place should be allowed. (3) Footpath/crossing at Thurloe Square east and Thurloe place. (4) No buses allowed in Thurloe Square (private or public). (5) Less chain/high street vendors to create more village style shopping - monitor value of product offerings by stores in area - avoid "tourist pricing".
- Improvements to re-routing of buses - too many now use the narrow Queensberry Place compared to five years ago causing problems at school in/out times and noise/actual pollution to the residents.
- Although related to public transport, there are too many bus routes coming into South Kensington via Onslow Square which follows the same route, for example:- 49-345/14-414. These largely follow the same route and during the day are frequently empty.
- Bus stop opposite Carluccios in Onslow gardens/seats and roof by bus stop has been removed - very bad.
- The traffic congestion around South Kensington station and Onslow Square = buses in all directions forming long queues. I think we have the Council to thank for making that endless stream of cafes facing south Kensington piazza, pull in their chairs and tables so that despite pigeons, chewing gum, one can get past them.
- The corner nearest the flower shop is appallingly designed - I cross the road every morning from Melton Court to the station and the curve has been made too sharp and the road too narrow. As a result on almost every occasion a wide car/bus manages to block the road in one direction or the other. Also the right turn outside Prêt à Manger needs to deal with the free flow of buses however if the traffic lights change a bus will frequently block the oncoming traffic as it waits for the traffic lights to change to allow it to reach the bus stop in Cromwell Place. Bus drivers should also be instructed to go the furthest possible into Cromwell Place but many will stop immediately at the stop if not before despite knowing there are three buses behind it that will block the traffic if the lights change - insane!!
- Pelham Street: huge traffic jams at "the Brompton Road South Kensington tube station" end of Pelham Street, cars should not be allowed to turn right, or the traffic lights should be reset and work differently (buses 49, 414 turning right from Onslow Square, blocking the roads). Bute Street: why not a pedestrian road Bute Street market: brilliant market but why a 9am start? Should open much earlier as in French markets in France: 7am

Business

- (1) More food shops like a butcher, delicatessen. Also ironmongers and other shops that serve a community. Too many coffee shops and fast food shops in the area. Looks tacky too. (2) Cars wait far too long at traffic lights junction of old Brompton Road opposite tube station. (3) apron pavement by the flower stall should be reduced for taxis to stop and ease traffic flow etc.
- (1) Free-for-all parking on a Sunday is a nightmare. Traffic in London can be busier on a Sunday than during the week. Parking at the junction of Cale Street/Sydney Street and Exmouth Place is a serious hazard and must be reclassified as double yellow lines. (2) The amount of retail space needs to be very carefully controlled. The demise of the high street is happening all over the country and will very quickly happen in this area. (3) Thought should be given now to thinking about different uses for retail spaces rather than charity shops and/or cappuccino bars.

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Busking

- The need to ban musical performances (bagpipes, steel bands) outside the entrance to South Kensington Tube Station.

Bute Street Market

- Pelham Street: huge traffic jams at "the Brompton Road South Kensington Tube Station" end of Pelham Street, cars should not be allowed to turn right, or the traffic lights should be reset and work differently (buses 49, 414 turning right from Onslow Square, blocking the roads). Bute Street: why not a pedestrian road Bute Street market: brilliant market but why a 9am start? Should open much earlier as in French markets in France: 7am

Clean shop fronts

- The high street shop fronts on Brompton Road could have a good clean up. Especially true towards Waitrose up to Tesco.

Commercialisation

- Commercialisation of Beauchamp Place is making it increasingly intolerable for long-term residents to survive. It is impossible for individuals to fight against the lawyers, surveyors etc. that are retained by commercial firms. The Council should be clear, by statute, that this far and no further.

Community safety

- More local police patrols on the streets. We never saw a policeman here for years.
- Crime has become a huge problem around Sumner Place. The police do not follow up on leads or check camera evidence.
- The high level of crime, mainly after midnight.
- Reacting to parking provision for family and friends with particular reference to parking during the week when there are few notices. 2. An enormous amount of money was spent on the road scheme for Exhibition Road, but it looks terrible most of the time because it is so dirty! What is the point in spending huge sums to "improve" this area when how it, due to lack of maintenance, is so unpleasant to use? 3. Higher police presence at South Kensington tube station and in the streets. Groups of young men selling drugs and trying the door handles of parked cars do not create an atmosphere of security.
- The level of people wandering the street especially during the summer, at night is too high. The cafes and restaurants of Brompton Road attract too many people, it brings many levels of pollution (noise, increased risk of crime, use of drugs, car noise and bad parking).
- There needs to be stricter control on the thousands of mostly overseas students attending the language schools in the South Kensington area - out of school hours they gather in groups and cause mayhem - community police are useless - they mostly stand around talking to their partners and taking little or no notice of the public.
- (1) Control of noise from fast cars and people yelling at night around Harrods, it has considerably deteriorated over the last three years. (2) Policing in the street in evenings and nights. (3) Rubbish collection.
- We should have police walking on our streets. Never see them.
- Crime (for example:- burglaries) and waste policy enforcement should improve in particular

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- The almost permanent littering of local phone boxes with prostitution cards is become a major problem; it's a low level crime which needs to be consistently addressed to ensure it stops.

Congestion

- Traffic around the tube station seems worse after the improvements in the road layout.
- Big problem with traffic on Pelham Street: - it should be not possible to turn right into old Brompton Road - always congested; Pelham Street traffic forcing their way and causing congestion.
- The area around South Kensington Tube Station puts a lot of rubbish but virtually no rubbish bins which is very unsatisfactory. The road re-organisation around the station has created much more congestion. If nothing else the phasing of the traffic lights needs to be changed to permit more vehicular movement.
- Noise is a real problem. We're under the flight path, above/near a tube line (so tube affected) and now traffic re-jigging had led to greater congestion and the police do not stop cars "racing" like at night and the traffic wardens turn a blind eye to builders parking in residents bays (not a noise issue) and the Council believes events in the park and in Exhibition Road are worthwhile in spite of extra noise and congestion.
- More benches in suitable places. Pavements along Brompton Road are very crowded and extremely polluted. Actually to stop vehicles standing with their engines running instead of just saying it should be done.
- The crossing at Pelham Street is dangerous and traffic flow off Pelham Street is always congested.
- Too much traffic on the Onslow Gardens/Neville/Selwood Terrace Road - weight limitation not expected by heavy lorries - cars going too fast and very bad visibility with the junctions.
- Bring back the congestion charge. Traffic too high. Too much traffic in some streets, like Neville/Selwood Terrace/Onslow Gardens and too many lorries not expecting the weight limitation.
- (1) Pedicabs: - why is the localism bill still stuck in parliament? (Has it been ended)? These invasions must be controlled. (2) Parking illegally near Harrods: - the roads are always congested and add risk to pedestrians. You need a warden on all day monitoring the rear of Harrods.
- 1. The flower stand outside south Kensington tube needs attention. It is an eyesore especially from Pelham Street. 2. Pelham Street always a traffic problem. 3. The pigeons and cleanliness of the new area outside tube station also need attention.
- Since they changed the one-way system around south Kensington, the traffic is a complete mess! There is always a traffic jam which adds to congestion, pollution and makes life very hard for local residents.
- Our neighbourhood had ongoing construction for the last almost five years with the redevelopment of the South Kensington tube area and the unnecessary redevelopment of Exhibition Road. Now the traffic and pollution is worse than ever. I have lived in my house for 16 years. Noise is worse, traffic jams are daily. Any more re-development in our area will completely kill our neighbourhood. More flats above the tube will be a nightmare.
- Traffic congestion by far too many light controlled crossings. Reduce the number would increase flow. Make signage of crossings more.
- Concerns for improvement: - (1) Curtailment of basement extension - disruptive, noisy and damaging to existing adjacent stock. (2) There needs to be a paved access route to

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Hyde Park, which cuts out the sand on Rotten Row. (3) Level of pollution is excessive as is traffic congestion at the corner of Walton Street, Bovill Street (adjacent to Harrods). Excessive development works (especially basements) contribute to pollution generally. (4) Street cleaning/rubbish collection in commercial areas needs improvement.

- Traffic congestion in Grosvenor Crescent (probably outside your area of limit but within radius indicates). This could be improved by the installation of traffic lights but the cheapest most effective improvement could be brought about by simply changing the phasing of existing lights. It can't go on like this.
- Foreign cars parking haphazardly and stopping on the street outside cafes on Brompton Road is dangerous, frustrating and causes traffic congestion.
- The level of traffic congestion in Pelham Street needs attention. The Council clearly misjudged the impact of the charges near the underground station, thinking traffic would reduce and not making provision for a crossing. Much more traffic and larger traffic like lorries and coaches on their way to/from Victoria coach station uses this street and this gives rise to much greater risk when using the pavements and to greater pollution.
- (1) Traffic, west end of Thurloe Square. (2) Monitoring of cyclists breaking rules, driving wrong down one-way street. (3) Compliance of existing licensing rules. (4) Excess food places around tube stations and proliferation of outdoor seating.
- Since the public bins were removed about two years ago, the level of litter has increased in the Brompton cross area. With no bins people throw all rubbish into the gutter, on the pavement or into private wells of homes and gardens, with the amount of construction the Brompton cross area has been reduced to high levels of congestion.
- The traffic congestion around South Kensington station and Onslow Square = buses in all directions forming long queues. I think we have the Council to thank for making that endless stream of cafes facing south Kensington piazza, pull in their chairs and tables so that despite pigeons, chewing gum, one can get past them.
- Police aware that too many overweight lorries are going down our street. There are clear signs outlining the limit but too many drivers disregard. Traffic Light timings at Selwood/Neville to Old Church Street across the Fulham Road have been altered this week and is causing chaos. Traffic backing up well into Onslow Gardens. Idling engines causing pollution and further damage to our houses. Longer wait for lights means a mad rush when green light shows, so traffic speed in both directions has speeded up. Now almost impossible to cross the road as once Selwood/Neville lights go red, a stream of traffic races across from Old Church Street. Already see near misses of pedestrians and also cyclists who shooting red light on Fulham Road and not expecting cars to come up from Old Church Street.
- Pelham Street: huge traffic jams at "the Brompton Road South Kensington tube station" end of Pelham Street, cars should not be allowed to turn right, or the traffic lights should be reset and work differently (buses 49, 414 turning right from Onslow Square, blocking the roads). Bute Street: why not a pedestrian road Bute Street market: brilliant market but why a 9am start? Should open much earlier as in French markets in France: 7am
- Pelham Street needs to be one way - the congestion in the street is due to difficulty turning right (due to the accumulation of traffic lights). Therefore, you can install a zebra making it easier for pedestrians.

Contact with the Council

- There should be easier regular access/points of contact to raise issues with the Council. Also there are several beggars in the area and no police community officers are ever present to address the issue - this is a problem that requires prompt action.

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Control of business

- There should be vouchers for resident's visitors to enable them to visit when residents parking restrictions are operating. Floor area of flower seller should be enforced and restricted.

Control of street activities

- I think that there should be greater control of street activities for example: - street musicians and pedal cabs.

Councillors

- I know very little about the Council or our local Councillors. The recent candidate that I voted for, no idea if male or female. As I see the evening standard is the best local paper. I also wish you could see it was available at for example: - the bus stop opposite.

Pedestrian crossing

- 1. Enforcement - whether of stopping coaches parking for hours in 20 minute loading bays opposite natural history museum, or visiting restaurants abide by their licenses with regard to outside tastes and displaying their permits. 2. Safer crossing of Cromwell place when travelling on road south to north.
- The crossing at Pelham Street to the station, very, very dangerous - no control. I have used it twice and never again.
- (1) Monitoring/fining trucks and vans parking, loading in lower Exhibition Road/Thurloe Place and Thurloe Street between 10am and 7pm. (2) Pelham Street traffic: - right hand turn from Fulham Road into Cromwell place should be allowed. (3) Footpath/crossing at Thurloe Square east and Thurloe Place. (4) No buses allowed in Thurloe Square (private or public). (5) Less chain/high street vendors to create more village style shopping - monitor value of product offerings by stores in area - avoid "tourist pricing".
- Safer means of crossing over Pelham Street to get to the station, some sort of regulated crossing.
- The crossing at Pelham Street is dangerous and traffic flow off Pelham Street is always congested.
- The intersection of Pelham Street, Onslow Square is very dangerous for pedestrians! We need a crossing or a traffic light.
- Traffic lights at the newly renovated crossroads by South Kensington tube station. The red lights for pedestrians stay on for too long so people tend to ignore them.
- The wide area outside the station is dangerous. People can't cross the roads. The only person to benefit from it is the flower seller.
- Pavements outside "Dorsia" on Cromwell Road are often filthy. Cromwell Place residents leave bags of rubbish on the street every day. It is a shame that visitors with small children and prams or the elderly have to park streets away and pay to visit us. I would gladly pay for a visitor's permit of some sort. The pedestrian lights near south Kensington tube do not phase correctly and the road in front of the Hoop and Toy pub needs a zebra crossing urgently.
- Traffic lights opposite Brompton Square. The green crossing light is much too short. Being seriously old and can hardly get across. Also drivers are inclined to take off when lights are on yellow, frustrating.
- Pedestrian crossing nearby schools (zebra crossings etc). The way to school for our children are full "danger spots" and this could easily be rectified without costing a significant amount.

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- There is a big problem with "ponding" rain water collecting in huge puddles in the part of Onslow Square between the tube station and the Fulham Road. There is also a dangerous situation at the top of Pelham Street between the tube Square and Onslow Square. (Near Bela Bartok statue) it is only a matter of time before someone is run over. Signs need to be put up telling pedestrians to look left or right before crossing.
- The Pelham Street crossing near the station is difficult for those with impaired mobility
- When family come to visit they have to pay for parking and I don't think that's right! At South Kensington tube station there is a road that is called Pelham Street and the crossing with traffic is bad, why was no traffic light put there for us pedestrians.
- There is a dire shortage of larger supermarkets to cater for the ever-increasing residential population in South Kensington/Chelsea. The only two half-decent sized ones in the Kings Road are Waitrose and Marks and Spencer - they are always busy and I think could do with some serious competition. We have no Asda or larger Sainsbury's in this vicinity within walking distance. This means that Waitrose and Marks and Spencer are always very busy and frequently low on stock. I expect the reason larger retail chains such as these are not established in the King's Road is mainly due to the high business rates they would have to pay the Council. Please, please could the pedestrian crossing outside South Kensington Station (now a so-called "shared space") be reinstated? It is very difficult to cross there now without fear of being hit by a car or bicycle and I think is challenging and frustrating for the car drivers and pedestrians alike. As the junction with Pelham Street is constantly busy with two-way traffic, it is my view that it is wholly unsuited to not having a controlled pedestrian crossing and I feel only a matter of time before a serious accident occurs there. I've seen many "near misses" already in the months since it was introduced.
- Police aware that too many overweight lorries are going down our street. There are clear signs outlining the limit but too many drivers disregard. Traffic light timings at Selwood/Neville to Old Church Street across the Fulham Road have been altered this week and is causing chaos. Traffic backing up well into Onslow Gardens. Idling engines causing pollution and further damage to our houses. Longer wait for lights means a mad rush when green light shows, so traffic speed in both directions has speeded up. Now almost impossible to cross the road as once Selwood/Neville lights go red, a stream of traffic races across from Old Church Street. Already see near misses of pedestrians and also cyclists who shooting red light on Fulham Road and not expecting cars to come up from Old Church Street.
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Cycling

- Pavement cycling bans to be properly enforced. Reducing the number of street and road signs that are wholly redundant.
- There is no control over cyclists along the pavements as a highway instead of pushing their bikes! They are usually most abusive and feel it is their right concern for pedestrians and the elderly.
- It would be great to see cycle-friendly roads and areas within the borough.

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- (1) Activities for teenagers. (2) More cycle lanes.

Dog control and dog fouling

- Dog owners should keep their dogs on a lead and not leave plastic bags of dog waste on the pavement/street.
- 1. Dog waste bins as dog walkers leave their bags in streets or private waste bins even though they don't live there. 2. Late night rubbish collection beyond 12:30am. 3. Shady clients outside two new betting shops on old Brompton Road. 4. Brompton Club and their guests beyond 2am causing nuisance.
- Control on dogs urinating in the streets.
- I am only a part-time resident of Kensington and Chelsea (Onslow Gardens) but am disgusted at the amount of rubbish put out on the wrong days, despite notices attached to various posts. Considering the amount of Council Tax we pay, the streets should be much cleaner. Dog mess is left in plastic bags all over the place.
- Waste bin for dog walkers. Many communities have them. Would promote cleaner footpaths and streets if bins and pooper scooper bags were made available.
- We need more bins in the street: - particularly for dog waste bags: - people just throw them onto the kerb.
- 1. Clean up and enforcement of dog fouling laws. 2. Clean up of horse manure/private stables on South Carriage Road.
- A place to exercise your dog so it can have a little run. I am a pensioner of 68 and cannot walk to Battersea park or Kensington Gardens all the time.
- There should be more public parks and open spaces between Hyde Park and the Thames, including more dog toilets. The streets are too dirty (cigarettes, dog-soil, rubbish left by the dustmen).
- Cleaners do a great job but littering, i.e. Coffee cups, food waste left on streets, and rubbish bags, sometimes untied, left out every day regardless of collection days, dog poo bags left on pavement or roadside is a constant problem. Homeless sleeping on the streets. Reduce the number of telephone boxes.

Drain smells

- Drains at the north end of Bute Street smell awful. The gutters in Bute Street need washing after Saturday Street market especially where fish stall is situated.

Electric car charging

- Please see clause 5.14 of the Council's first air quality supplementary planning document adopted June 2009. The Council state within the AQAP (air quality action plan) that the Council will "encourage the provision of electric (vehicle) charging points wherever appropriate". Despite the fact that several of our streets suffer some of the highest vehicle emission pollution levels in Europe, our Council (unlike other London authorities) have provided not one on street recharging point in the borough. Given that plugs and sockets are now standardised within the industry, this is inconceivable.

Appendix two: Comments from open questions

Evening Standard

- I know very little about the Council or our local Councillors. The recent candidate that I voted for, no idea if male or female. As I see the evening standard is the best local paper. I also wish you could see it was available at for example: - the bus stop opposite.

Events in Parks

- Noise is a real problem. We're under the flight path, above/near a tube line (so tube affected) and now traffic re-jigging had led to greater congestion and the police do not stop cars "racing" like at night and the traffic wardens turn a blind eye to builders parking in residents bays (not a noise issue) and the Council believes events in the park and in Exhibition Road are worthwhile in spite of extra notice and congestion.

Exhibition Road

- Ourselves and many of our neighbours complain about unfortunate new design of Exhibition Road. There are no demarcation lines separating the road and pedestrian lines. This is a serious safety hazard to children and the elderly. Myself having undergone surgery recently, I have been unable to cross the road without assistance - the cars simply would not stop.
- I am very concerned about traffic/cars on lower Exhibition Road. Even with improvements, cars are still travelling too quickly.
- The Exhibition Road development is a disaster - causing untold traffic jams around the tube station. The "shared space" no one knows where to drive or walk. Have lived here for 50 years and never have seen such a desecration on such traffic jams. Keep the existing architecture and fittings. Keep the existing shops. Do not put in more flats. There is better use of existing space in which to put in lifts and that to include the Piccadilly line! What are you doing putting developers greed before preservation? South Kensington has a clean and relatively residence-wise needs preserving? Shocked that you should care so little about the quality of your existing residents' lives.
- Too many terms and conditions on Exhibition Road to little small shops (local).
- The area around South Kensington tube station at old Brompton Road, Harrington Road, Pelham Place are almost exclusively lined with cafes and fast food shops, the expanse of local shops. The area at the bottom of Exhibition Road is lined both sides with cafes and outdoor tables. They are invading the central space even though traffic comes through. It is becoming one large picnic area. This does nothing to enhance the area, can anything be done to curb this. Having spent so much time in redesigning Exhibition Road, this seems completely out of balance. The tube outside is a disgrace, but Pelham Place which is now pedestrianised is a huge improvement.
- There are frequent closures of residents' bays. Why not consider some sharing with Westminster on Exhibition Road. Unfortunately we have suffered almost continued road working/repairs for three years. Exhibition Road is a super project but repairs there (by street furniture) is taking weeks with unsightly red barriers.

Gone down hill

- I have lived here for twenty five years. It is very sad to see how the area has become so difficult for residents when the taxis won't go to South Kensington.

Horses

- 1. Clean up and enforcement of dog fouling laws. 2. Clean up of horse manure/private stables on south carriage Road.

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Housing

- 1. Density where it is feasible and opportunities present themselves should be considered and allowed. Rents and real estate prices have become ridiculously expensive. 2. Needs to control on foreign owners of property as my neighbourhood is full of empty flats. This inflates housing costs for residents and hurts communities. Please address this.
- Our streets are disgusting and getting worse. I have also been on the Council list for over 26 years still no Council flat. This is also disgusting with only three years before my pension. Will I also be living on our streets when I retire?

Keep the London look

- Keep the London look! We want it very British!!

Leisure

- I am in my 30's. I do a great deal of voluntary work and I have the only medical detection dog in Kensington and Chelsea. I work as a strategic and change management consultant with FTSE 250 companies. I am appalled that now when I want to relax and go for coffee in South Kensington there is only Starbucks or Prêt à Manger to sit at outside, people throw cigarette butts and rubbish on the street and no one does anything to stop/fine them. Tennis courts/netball courts etc. are not easy to play in Kensington and Chelsea.
- Sporting amenities for example: - tennis courts would be welcome and a small tennis club would become a local attraction very quickly if properly organised and run.

Licensing

- (1) Traffic, west end of Thurloe Square. (2) Monitoring of cyclists breaking rules, driving wrong down one-way street. (3) Compliance of existing licensing rules. (4) Excess food places around tube stations and proliferation of outdoor seating.

Litter/street cleaning

- Street bins need to be cleaned
- South Kensington tube station and Exhibition Road - street rubbish and dirty road/pavement surface, it's awful. Traffic lights at Selwood Terrace and Fulham Road, the north and south timing is too short - cars jumping lights. And weight restriction enforced in Selwood/Neville/Onslow Gardens.
- These are super efficient. The guys who clean our street are amazing!
- 1. Dog waste bins as dog walkers leave their bags in streets or private waste bins even though they don't live there. 2. Late night rubbish collection beyond 12:30am. 3. Shady clients outside two new betting shops on old Brompton Road. 4. Brompton Club and their guests beyond 2am causing nuisance.
- South Kensington and Chelsea need more refuse bins.
- Cleanliness of streets and removal of rubbish on streets
- The correct operatives do a good job but more provision for litter bins could be more in view of the very large number of people using our area.
- It is a shame the new areas outside the station in particular (and elsewhere) are not regularly power cleaned of chewing gum.
- I am in my 30's. I do a great deal of voluntary work and I have the only medical detection dog in Kensington and Chelsea. I work as a strategic and change management consultant with FTSE 250 companies. I am appalled that now when I want to relax and go for coffee in South Kensington there is only Starbucks or Prêt à Manger to sit at outside, people

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throw cigarette butts and rubbish on the street and no one does anything to stop/fine them. Tennis courts/netball courts etc. are not easy to play in Kensington and Chelsea.

- Reacting to parking provision for family and friends with particular reference to parking during the week when there are few notices. 2. An enormous amount of money was spent on the road scheme for Exhibition Road, but it looks terrible most of the time because it is so dirty! What is the point in spending huge sums to "improve" this area when how it, due to lack of maintenance it is so unpleasant to use? 3. Higher police presence at South Kensington Tube Station and in the streets. Groups of young men selling drugs and trying the door handles of parked cars do not create an atmosphere of security.
- Paved area of Exhibition Road is dirty with cigarette butts and chewing gum. The litter should be banned, suggest [people] be told to stop their children from chewing gum and made to clean up the mess! Fines should be improved on the spot.
- Even though there are bin collections every evening in Bute Street businesses dump their rubbish in the afternoon and the street (pavement) is obstructed with rubbish and really dirty with papers/cigarettes drop etc.) left by people sitting outside numerous coffee shops!
- The area around South Kensington tube station puts a lot of rubbish but virtually no rubbish bins which is very unsatisfactory. The road re-organisation around the station has created much more congestion. If nothing else the phasing of the traffic lights needs to be changed to permit more vehicular movement.
- Restriction on outside smoking areas for restaurants/coffee shops. They create litter and a hazard for neighbours such as ourselves at Ovington Court, walking past six tables of Costa Coffee smokers to get to our front door.
- Remove the traffic light on Fulham Road, opposite Oka as it stops traffic from turning left from Sydney Street and blocks traffic turning right. Bottles and rubbish needs removing from hedges in Onslow Square and Sydney Place.
- I do object strongly to the proliferation of cafe tables and chairs on pavements, which leads to litter and smoking and to cigarette butts in the morning. I have tried experiments at Costa Coffee 197 Brompton Road where the pavement by the entrance to Ovington Court where we live is almost invariably littered in the morning with cigarette butts and napkins, not to speak of having to pass a lot of smoke when getting along the street during the day.
- I am only a part-time resident of Kensington and Chelsea (Onslow gardens) but am disgusted at the amount of rubbish put out on the wrong days, despite notices attached to various posts. Considering the amount of Council Tax we pay, the streets should be much cleaner. Dog mess is left in plastic bags all over the place.
- Although already "ticked" I am always concerned about street cleanliness and the constant litter problem in our streets. Seems to be a mismatch between the number of road sweepers and the amount of rubbish dropped particularly after bin days!!
- Stricter rules about left rubbish around lamp posts especially in Lennox Gardens and Walton Street where rubbish is left for days. Restaurants and bars should be made to keep the gutters outside their premises clean and washed down at all times and the gutters smell.
- Discourage chewing gum deposits
- We need more bins in the street: - particularly for dog waste bags: - people just throw them onto the kerb.
- Chewing gum on the new pavement around the station (small blots on the landscape).
- 1. Too many restaurants. 2. Too much rubbish.

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- The area outside the cafe in lower Exhibition Road is frequently dirty with lots of rubbish left lying around.
- Keeping phone booths free of prostitutes' cards and stickers. Making McDonalds police the north terrace of Brompton Road on an hourly basis. Restrict the smoking of hubba bubba pipes on the north terrace of Brompton Road.
- Concerns for improvement: - (1) Curtailment of basement extension - disruptive, noisy and damaging to existing adjacent stock. (2) There needs to be a paved access route to Hyde Park, which cuts out the sand on Rotten Row. (3) Level of pollution is excessive as is traffic congestion at the corner of Walton Street, Bovill Street (adjacent to Harrods). Excessive development works (especially basements) contribute to pollution generally. (4) Street cleaning/rubbish collection in commercial areas needs improvement.
- Our streets are disgusting and getting worse. I have also been on the Council list for over 26 years still no council flat. This is also disgusting with only three years before my pension. Will I also be living on our streets when I retire?
- Pavements outside "Dorsia" on Cromwell Road are often filthy. Cromwell Place residents leave bags of rubbish on the street every day. It is a shame that visitors with small children and prams or the elderly have to park streets away and pay to visit us. I would gladly pay for a visitor's permit of some sort. The pedestrian lights near South Kensington tube do not phase correctly and the road in front of the hoop and toy pub needs a zebra crossing urgently.
- Cleanliness of streets: - not the Council's fault. The general public drop litter all the time especially near bus stops - what about an instant fine of £10 to be part of the traffic warden's job to collect?
- Messy around the pedestrian area outside South Kensington tube station. Lots of people eating and sitting on the pavement on lower Exhibition Road, has made the area smelly.
- State of pavements. Could not all businesses be responsible for their bit of pavement (rather as most restaurants do) and keep them swept and hosed. Also more rubbish bins, smart and of a good size - especially around station/Exhibition Road area.
- Since the public bins were removed about two years ago, the level of litter has increased in the Brompton cross area. With no bins people throw all rubbish into the gutter, on the pavement or into private wells of homes and gardens, with the amount of construction the Brompton cross area has been reduced to high levels of congestion.
- (1) Any new development should be required to provide adequate parking for the development and for any customers/visitors so that they add to parking capacity in the area. (2) Bars and pubs should be required to remove all waste paper, debris and cigarette butts from the immediate area on a daily basis. (3) No additional high rise development should be allowed.
- Cleanliness of streets: - a lot of rubbish is left behind by the bin truck; also there are still residents who dispose of their rubbish bags on the sidewalk, usually Sunday night.
- The rubbish bins on old Brompton Road are filthy and smelly and do not befit the number and type of passersby in the area (Christies/restaurants and residents). Please change them to more hygienic ones.
- Crime (for example:- burglaries) and waste policy enforcement should improve in particular
- Street cleaning is excellent but there is a need for more rubbish bins, particularly around the station and in the southern part of Exhibition Road.
- (1) Street bins are greatly missed and recycling bins by the tube entrance should be emptied more often. (2) Takeaway food shops should provide and empty bins at least

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outside their premises. (3) Make Basil Street one-way traffic. (4) Noise by overseas tourists in their supercars after 11pm, real problem.

- There should be more public parks and open spaces between Hyde Park and the Thames, including more dog toilets. The streets are too dirty (cigarettes, dog-soil, rubbish left by the dustmen).
- - Cooking odours are coming from everywhere and at any time of the day and the evening as early as 7/7.30 a.m. Until 10 p.m. - Need of more dustbins in pedestrian areas - Noises and regular shouts/screams in Thurloe Street in the nights and early morning
- There not enough bins around the Square. We need some attached to the railings as people just drop their litter as they pass by. I ticked pollution and by this I mean noise. There is now too much traffic coming around the Square as a result of the changes to the traffic flow and because of far too many restaurants and bars the noise is now horrid at night especially on a Friday and Saturday and in the summer. The arrangement of chairs and tables at the lower end of Exhibition Road means that there is just too much congestion and it is dangerous.
- The Council has no interest except the interests of the businesses. Residents do not exist for the Council, except on election days. Where I live, the Council has given permission to countless restaurants and other establishments pretending not to be restaurants in name only, when in fact, under the pretext of a patisserie, they operate as restaurants. Their rubbish is deposited daily in front of the residential entrances (the back of restaurants) as if the residents have no rights whatsoever. The pavements of the residents are filthy and unhygienic but nobody cares. Even if restaurants/patisseries were to operate, common sense would dictate that their rubbish and deliveries ought to be collected from the front of the restaurants so that they are sensitive to the mess and evils they leave behind, but the Council does not give a damn about this. All councillors and their employees are worthless idiots and in the pocket of the businesses.
- Cleaners do a great job but littering, i.e. Coffee cups, food waste left on streets, and rubbish bags, sometimes untied, left out every day regardless of collection days, dog poo bags left on pavement or roadside is a constant problem. Homeless sleeping on the streets. Reduce the number of telephone boxes.

Noise nuisance

- 1. Dog waste bins as dog walkers leave their bags in streets or private waste bins even though they don't live there. 2. Late night rubbish collection beyond 12:30am. 3. Shady clients outside two new betting shops on old Brompton Road. 4. Brompton Club and their guests beyond 2am causing nuisance.
- Noise from revving of cars around Cadogan Place at midnight and well into the night frequent as if it was a playground.
- Reduce noise levels evenings from rickshaws.
- Traffic noise on the old Brompton Road/Cranley Gardens. (1) Emergency services (they drive on their sirens). (2) Motor bikes (the MOT should check their noise). (3) Performance cars. (4) Heavy lorries.
- The level of noise caused by "high-powered sports cars" has increased tremendously over the past years and is now a very worrying aspect to our environment, particularly at the weekends and at night.
- The level of people wandering the street especially during the summer, at night is too high. The cafes and restaurants of Brompton Road attract too many people, it brings

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many levels of pollution (noise, increased risk of crime, use of drugs, car noise and bad parking).

- The noise level generally and at night with extended hours.
- We are experiencing an increasing level of noise pollution due to a growing incidence of all manner of buskers on Exhibition Road between Thurloe Place and Cromwell Road. They generally locate next to the Venezuelan embassy. The noise penetrates thermopane windows on our house. We have called the Council to report this on several occasions, but the busking continues.
- Noise is a real problem. We're under the flight path, above/near a tube line (so tube affected) and now traffic re-jigging had led to greater congestion and the police do not stop cars "racing" like at night and the traffic wardens turn a blind eye to builders parking in residents bays (not a noise issue) and the Council believes events in the park and in Exhibition Road are worthwhile in spite of extra notice and congestion.
- The district and circle line, the noise is completely unacceptable. The noise on both eastbound and westbound trains can be heard a large distance away. Kensington and Chelsea is the most prestigious borough in England and to have terrible trains for passengers and noise/vibration for residents is terrible. Action must be taken.
- 1. The south Kensington new road system is creating more congestion problems than before: - it's a failure. 2. Curb overseas performance cars racing and revving up in the early hours of the morning - mainly with middle eastern number plates around the beginning of the Fulham Road particularly serving the so-called night club "the collection".
- Speeding cars (mainly high-powered) and motorbikes using Walter Street - their speed is dangerous and the noise is appalling. This is an ongoing nuisance for residents on its street - the police blame the Council and the Council blame the police, so nothing is sorted.
- Noise and anti-social behaviour caused by racing supercars and pedibikes on Brompton Road.
- My street has had three basement underground developments. I have had the noise of three large street digging generators for 13 months. That should not be allowed by law. I can't think straight with the high sound and vibrations. They only stop for Christmas and Easter (18 days).
- Our neighbourhood had ongoing construction for the last almost 5 years with the redevelopment of the south Kensington tube area and the unnecessary redevelopment of Exhibition Road. Now the traffic and pollution is worse than ever. I have lived in my house for 16 years. Noise is worse, traffic jams are daily. Any more re-development in our area will completely kill our neighbourhood. More flats above the tube will be a nightmare.
- Reduction of noise levels from clubs and public houses after midnight.
- No more repair works at night, it is very noisy.
- Noise abatement and policing of "supercars" and pedicabs on Sloane Street in the Harrods vicinity.
- (1) noise/speeding by Ferraris. (2) Failure to enforce yellow lines and double yellow lines around Harrods. (3) Too many residents parking bay suspensions.
- Better law enforcement is to stop noisy super cars and bike riding on footways.
- Construction noise on Saturdays for large developments. Resident parking bays used for skips for construction. If there is large construction, number of parking bays out of use should be limited - particularly in streets where resident parking is limited.

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- Traffic regulation between Knightsbridge/Brompton Road/Brompton cross/Walton street - the super cars and motorbikes treat this section of the borough as their personal speed - testing ground especially after 11pm between Thursday and Sunday. There appears to be few controls late at night (and the result is noisy disturbance) for many residents in Egerton Crescent/Alexander Place/Crescent Place etc. Can they be stopped?
- (1) Noise control: - Ferraris etc: - that are driven as if they had no proper exhaust - both day and night. (2) Failure to control parking around Harrods - there seems to be no effective enforcement. (3) Too many resident parking bay suspensions.
- (1) Control of noise from fast cars and people yelling at night around Harrods, it has considerably determinate over the last three years. (2) Policing in the street in evenings and nights. (3) Rubbish collection.
- (1) Big problem of noise at night around "Harrods":- fast cars and people shouting. (2) Rubbish collections.
- I live at [number given] Cromwell Road, which is next to the casino. It is very hard to have decent sleep as there is a lot of noise from outside. In front of my flat, there is a single red line, which is occupied by casino staff every night. I am a carer of a disabled person and felt extremely disturbed. I hear many similar stories from my neighbour.
- The noise of services at St Paul's, Onslow Square on Sundays. These services which utilise amplified electric instruments and voices at high volume, commence at 9am and go on almost continuously until 8 or 9pm.
- (1) Street bins are greatly missed and recycling bins by the tube entrance should be emptied more often. (2) Takeaway food shops should provide and empty bins at least outside their premises. (3) Make Basil Street one-way traffic. (4) Noise by overseas tourists in their supercars after 11pm, real problem.
- Speeding drivers in residential areas - accelerating extremely quickly and breaking sharply as they speed from one traffic light to the next and the excessive noise this causes as well.
- - Cooking odours are coming from everywhere and at any time of the day and the evening as early as 7/7.30 a.m. Until 10 p.m. - Need of more dustbins in pedestrian areas - Noises and regular shouts/screams in Thurloe Street in the nights and early morning
- There not enough bins around the Square. We need some attached to the railings as people just drop their litter as they pass by. I ticked pollution and by this I mean noise. There is now too much traffic coming around the Square as a result of the changes to the traffic flow and because of far too many restaurants and bars the noise is now horrid at night especially on a Friday and Saturday and in the summer. The arrangement of chairs and tables at the lower end of Exhibition Road means that there is just too much congestion and it is dangerous.
- The South Kensington area has been under construction for approximately four years. Traffic has been appalling. Air quality has dropped due to standing traffic from the construction. Between the Exhibition Road construction and the construction around the South Kensington Tube station the quality of life in the area has suffered dramatically. Further major construction in the centre of South Kensington will mean the end of our neighbourhood. I have lived in the South Kensington/ Chelsea area for the last 23 years, pollution (noise and air), traffic and confused motorists is now at an all time high. Please do not allow it to get worse with this re-development.
- Allowing Harrods to expand and the noise and cars the family bring with them. Allowing Foreign diplomats or foreign men with money to get around (even bribe) planning rules so that they can dig down under their houses causing chaos and disruption to all their

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neighbours and allowing them to get planning for things like removing beautiful trees so that they can expand and develop their own selfish needs without considering any of us just because they have the money to do so. Knightsbridge has become a foreign country and it is awful.

Over development

- I think it is a great borough. Please keep it residential and small businesses. No big office buildings, big companies, apartment blocks.

Parking

- Parking for residents is getting too tight.
- Parking and I don't think we need three bus stops in Harrington Road. One being a bus park.
- There should be vouchers for resident's visitors to enable them to visit when residents parking restrictions are operating. Floor area of flower seller should be enforced and restricted.
- Lack of disabled parking bays.
- I think residents should be able to have so many hours a week for visitors to come and visit for a year.
- 1. Enforcement - whether of stopping coaches parking for hours in 20 minute loading bays opposite Natural History Museum, or visiting restaurants abide by their licenses with regard to outside tastes and displaying their permits. 2. Safer crossing of Cromwell Place when travelling on road south to north.
- Too much resident parking suspension.
- (1) Monitoring/fining trucks and vans parking, loading in lower Exhibition Road/Thurloe Place and Thurloe Street between 10am and 7pm. (2) Pelham Street traffic: - right hand turn from Fulham Road into Cromwell Place should be allowed. (3) Footpath/crossing at Thurloe Square East and Thurloe Place. (4) No buses allowed in Thurloe Square (private or public). (5) Less chain/high street vendors to create more village style shopping - monitor value of product offerings by stores in area - avoid "tourist pricing".
- More double yellow lines on corner of Brompton Road, north terrace and up to the lights. Too much parking on doubles and single during the day outside "Accbaine" and the basement on Brompton Road.
- Reacting to parking provision for family and friends with particular reference to parking during the week when there are few notices. 2. An enormous amount of money was spent on the road scheme for Exhibition Road, but it looks terrible most of the time because it is so dirty! What is the point in spending huge sums to "improve" this area when how it, due to lack of maintenance, is so unpleasant to use? 3. Higher police presence at South Kensington Tube Station and in the streets. Groups of young men selling drugs and trying the door handles of parked cars do not create an atmosphere of security.
- Suggest that parking restrictions be improved on Sundays, but that residents can purchase visitor's passes so that relatives and guests can park on Sundays.
- Only one side of Trevor Place to have parking as always difficult to circulate when two cars are parked and two cars moving in opposite directions. You must remove middle of road restriction of road going from Trevor Square to Lancelot Place. We cannot turn left in one because of it.
- Noise is a real problem. We're under the flight path, above/near a tube line (so tube affected) and now traffic re-jigging has led to greater congestion and the police do not

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stop cars "racing" like at night and the traffic wardens turn a blind eye to builders parking in residents bays (not a noise issue) and the Council believes events in the park and in Exhibition Road are worthwhile in spite of extra notice and congestion.

- Co-operation and realistic control of parking fines! When one cannot enter one's garage due to road works, one should not get a fine when parking on yellow line in front of our residence.
- Parking for tradesmen.
- (1) Pedicabs: - why is the localism bill still stuck in parliament? (Has it been ended)? These invasions must be controlled. (2) Parking illegally near Harrods: - the roads are always congested and add risk to pedestrians. You need a warden on all day monitoring the rear of Harrods.
- (1) Instruct traffic wardens to be more humane and considerate to the old and disabled people instead of fleecing them. (2) Ask traffic appeal adjudicators not to give judgements in your favour because you pay them, but more fair and impartial.
- As a resident on Exhibition Road with a parking permit I often find no places to park as all available places are taken by permit holders visiting the museums and other attractions. I have to park at a great distance from my flat.
- The parking of private cars and delivery vans outside Prêt-a-Manger and Carluccios opposite the tube station at busy times is causing unnecessary congestion. The bus stop is a busy one and parked vehicles are reducing the roadway to one lane only. It would be a great improvement if cars and small vans were not permitted to park there at all and delivery vans were restricted to non-busy times of day. Most importantly these arrangements must be supervised. At present there is no supervision or enforcement at all.
- Foreign cars parking haphazardly and stopping on the street outside cafes on Brompton Road is dangerous, frustrating and causes traffic congestion.
- Motorcycles should not park in resident parking area.
- Pavements outside "Dorsia" on Cromwell Road are often filthy. Cromwell Place residents leave bags of rubbish on the street every day. It is a shame that visitors with small children and prams or the elderly have to park streets away and pay to visit us. I would gladly pay for a visitor's permit of some sort. The pedestrian lights near South Kensington tube do not phase correctly and the road in front of the Hoop and Toy pub needs a zebra crossing urgently.
- (1) Noise/speeding by Ferraris. (2) Failure to enforce yellow lines and double yellow lines around Harrods. (3) Too many residents parking bay suspensions.
- Construction noise on Saturdays for large developments. Resident parking bays used for skips for construction. If there is large construction, number of parking bays out of use should be limited - particularly in streets where resident parking is limited.
- (1) Noise control: - Ferraris etc: - that are driven as if they have no proper exhaust - both day and night. (2) Failure to control parking around Harrods - there seems to be no effective enforcement. (3) Too many resident parking bay suspensions.
- (1) Any new development should be required to provide adequate parking for the development and for any customers/visitors so that they add to parking capacity in the area. (2) Bars and pubs should be required to remove all waste paper, debris and cigarette butts from the immediate area on a daily basis. (3) No additional high rise development should be allowed.
- (1) Free-for-all parking on a Sunday is a nightmare. Traffic in London can be busier on a Sunday than during the week. Parking at the junction of Cale Street/Sydney Street and Exmouth Place is a serious hazard and must be reclassified as double yellow lines. (2)

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The amount of retail space needs to be very carefully controlled. The demise of the high street is happening all over the country and will very quickly happen in this area. (3) Thought should be given now to thinking about different uses for retail spaces rather than charity shops and/or cappuccino bars.

- Although this flat is our second home (we also live in Manchester) we are here every weekend from Friday to Monday/Tuesday and pay Council Tax to Kensington and Chelsea borough so are disappointed that we cannot apply for a parking permit. Our local traffic wardens agree with our view on this.
- There is too much parking in Pelham Street, resulting in single file traffic at times and permanent tailbacks. The inevitable effect of a big development at South Kensington does not bear thinking about.
- To have same parking rules all over London.
- When family come to visit they have to pay for parking and I don't think that right!! At South Kensington tube station there is a road that is called Pelham Street and the crossing with traffic is bad, why was no traffic light put there for us pedestrians.
- There are frequent closures of residents' bays. Why not consider some sharing with Westminster on Exhibition Road. Unfortunately we have suffered almost continued road working/repairs for three years. Exhibition Road is a super project but repairs there (by street furniture) is taking weeks with unsightly red barriers.
- We need less parking tickets! I have a resident parking permit and I still get tickets all the time, be it because of parking suspension or any other nonsense reasoning. Stop that! I am doing nothing wrong other than having my car legally parked outside my house. I am not supposed and cannot check on my car every day. Also schools, I pay 50 per cent tax on my income enough money to support three/four families on subsidies and I get no schools in South Kensington.
- We can do without any parking restrictions in the borough on Saturdays and Sundays - we should encourage more visitors to the Museums, etc. In the area. Likewise after 7.00 pm on weekday evenings - the sight of traffic wardens is an unnecessary one except during working days.
- Visitors resident parking permits should be provided, for visitors to residents who have a parking permit. This is already done in other parts of London and the UK.
- Please, please help with the parking on weekends-- it's sometimes impossible to find a parking spot in front of my flat which is very frustrating.

Parks

- There should be more public parks and open spaces between Hyde Park and the Thames, including more dog toilets. The streets are too dirty (cigarettes, dog-soil, rubbish left by the dustmen).
- Could some of the gardens (Stanhope for instance) be accessible for people not properly mobile or unable to go to main park (Kensington-Hyde Park).

Paving/road repairs

- The layout and traffic lights and delays at the top of Pelham Street by the underground and redistribution of the useless paving by the flower stall. Provision of public toilets is vital.
- Pavements too narrow on Pelham Street posing a risk to pedestrians.
- Construction projects especially where they involve road works need to be better co-ordinated to ensure some stretches of roads are not opened many times over. Open sports areas are scarce particularly for youths.

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- The road works in Brompton Road lasted for an unacceptable long period, especially as long parts of the road were blocked but often only one or two workers worked on a small section of it only, and when blocking such major roads, works should be 24-hours in order to speed up execution.
- Pavements on Egerton Gardens.
- Concerns for improvement: - (1) Curtailment of basement extension - disruptive, noisy and damaging to existing adjacent stock. (2) There needs to be a paved access route to Hyde Park, which cuts out the sand on Rotten Row. (3) Level of pollution is excessive as is traffic congestion at the corner of Walton Street, Bovill Street (adjacent to Harrods). Excessive development works (especially basements) contribute to pollution generally. (4) Street cleaning/rubbish collection in commercial areas needs improvement.
- Old Brompton Road - between South Kensington Tube and Queens Gate: - very bad paving on both sides. I have often stubbed my toes - or worse - tripped on uneven paving stones. I am not elderly!
- Instead of bedding paving blocks on sand, use pea gravel. This will not get washed away when the joints get cracked or damaged.
- There is a big problem with "ponding" rain water collecting in huge puddles in the part of Onslow Square between the tube station and the Fulham Road. There is also a dangerous situation at the top of Pelham Street between the tube square and Onslow Square. (Near Bela Bartok statue) it is only a matter of time before someone is run over. Signs need to be put up telling pedestrians to look left or right before crossing.
- After utility companies have dug up the road the standard of reinstatement is often poor. The cobbled mews streets in particular are an important part of our Brompton Ward character. It should be a condition of the works that a specialist contractor be used for surface reinstatement in sensitive areas. The recent gas main works in Princes Gate Mews are a good example of mediocre surface reinstatement.

Phone boxes

- Keeping phone booths free of prostitutes' cards and stickers. Making McDonalds police the north terrace of Brompton Road on an hourly basis. Restrict the smoking of hubba bubba pipes on the north terrace of Brompton Road.
- (1) Keep phone booths clean of cards and stickers, particularly those of prostitutes. (2) More and better refuse collections, especially near eating establishments.

Pigeons

- 1. The flower stand outside South Kensington Tube needs attention. It is an eyesore especially from Pelham Street. 2. Pelham Street always a traffic problem. 3. The pigeons and cleanliness of the new area outside tube station also need attention.

Planning/planning control

- Planning/construction: - regulation of amount of construction within an area at only one time.
- Planning: - greater liaison between planning department and licensing department. Limit on number of shops being changed to cafes (and some with liquor licence). Early collection of residents and business rubbish - currently around 1pm in my area:-lying around many hours encouraging vermin.
- Planning: - we need more consultations like this with residents of Kensington and Chelsea. Who on earth gave the "go ahead" to the Russians to advertise their games in

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2014 in our Kensington gardens in 2012? And after the Russians, any tom, dick or harry will be booking that space for their next venue too!! Or will never end.

- Planning: - huge projects wholly out of character with their glitz and glass get nodded through but inoffensive invisible alteration and garden development are blocked. Why?
- Planning laws could be improved
- My street has had three basement underground developments. I have had the noise of three large street digging generators for 13 months. That should not be allowed by law. I can't think straight with the high sound and vibrations. They only stop for Christmas and Easter (18 days).
- The Council method on building approvals. It would be nice to know the "fix is not already in". Residents are denied community time when the Council wants its favourite's plans to occur, not democratic.
- No one should be allowed to develop new properties on spaces currently used as gardens. Basements should be restricted to one level below ground and subject to planning permission.
- Two things: - the bin men often leave behind shards of glass from when they throw the bags up from the vaults - they hit the pavement. The other thing - very much against digging out of basements.
- Concerns for improvement: - (1) Curtailment of basement extension - disruptive, noisy and damaging to existing adjacent stock. (2) There needs to be a paved access route to Hyde Park, which cuts out the sand on Rotten Row. (3) Level of pollution is excessive as is traffic congestion at the corner of Walton Street, Bovill Street (adjacent to Harrods). Excessive development works (especially basements) contribute to pollution generally. (4) Street cleaning/rubbish collection in commercial areas needs improvement.
- (1) Any new development should be required to provide adequate parking for the development and for any customers/visitors so that they add to parking capacity in the area. (2) Bars and pubs should be required to remove all waste paper, debris and cigarette butts from the immediate area on a daily basis. (3) No additional high rise development should be allowed.
- I think there should be stricter controls on basement excavation. Currently building works can take up to two to three years. This disfigures a conservation area, causes noise pollution, air pollution, and unknown damage to adjoining properties. If the Council gave licences to skips for three months only this would alleviate the problem.
- The restriction on builders not commencing any type of work i.e. unloading skips in the street should be strongly enforced. I have already complained re skips being delivered at at 7am. The work there has been going on for two and a half years. Local residents have suffered enough. Now the performance is about to begin again at the top of Cranley Gardens at the junction with Old Brompton Road. Too many building regulations involving lengthy works are being granted in this borough.
- The South Kensington area has been under construction for approximately four years. Traffic has been appalling. Air quality has dropped due to standing traffic from the construction. Between the Exhibition Road construction and the construction around the South Kensington Tube Station the quality of life in the area has suffered dramatically. Further major construction in the centre of South Kensington will mean the end of our neighbourhood. I have lived in the South Kensington/ Chelsea area for the last 23 years, pollution (noise and air), traffic and confused motorists is now at an all time high. Please do not allow it to get worse with this re-development.
- Allowing Harrods to expand and the noise and cars the family bring with them. Allowing Foreign diplomats or foreign men with money to get around (even bribe) planning rules

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so that they can dig down under their houses causing chaos and disruption to all their neighbours and allowing them to get planning for things like removing beautiful trees so that they can expand and develop their own selfish needs without considering any of us just because they have the money to do so. Knightsbridge has become a foreign country and it is awful.

Public toilets

- The layout and traffic lights and delays at the top of Pelham Street by the underground and redistribution of the useless paving by the flower stall. Provision of public toilets is vital.

Recycling

- We should be able to recycle more items: - compost/used oils/batteries and electrical appliances etc.

Refuse collection

- Planning: - greater liaison between planning department and licensing department. Limit on number of shops being changed to cafes (and some with liquor licence). Early collection of residents and business rubbish - currently around 1pm in my area:-lying around many hours encouraging vermin.
- Even though there are bin collections every evening in Bute Street businesses dump their rubbish in the afternoon and the street (pavement) is obstructed with rubbish and really dirty with papers/cigarettes drop etc.) left by people sitting outside numerous coffee shops!
- It would be a great improvement if residents would be made to observe the rubbish collecting dates and not put out their bags at any other time.
- I am only a part-time resident of Kensington and Chelsea (Onslow gardens) but am disgusted at the amount of rubbish put out on the wrong days, despite notices attached to various posts. Considering the amount of Council Tax we pay, the streets should be much cleaner. Dog mess is left in plastic bags all over the place.
- Rubbish collections should be collected Mondays/Wednesdays/Fridays.
- Rubbish collections.
- Stricter rules about left rubbish around lamp posts especially in Lennox Gardens and Walton Street where rubbish is left for days. Restaurants and bars should be made to keep the gutters outside their premises clean and washed down at all times and the gutters smell.
- Rubbish collections need to be reinforced and offenders monitored. It is a disgrace to see people still throwing out their garbage on the streets, so third world.
- On the corner of Thurloe Square near Pelham Street, next to the recycling bins, rubbish bags pile up. This has started recently.
- Enforcement by the Council in respect of residents/businesses leaving rubbish sacks on the pavements outside of rubbish collections. Specific example is Cromwell Place: - Cromwell Place is a key route to the museum, it arguably demotes the first impression for lots of people of South Kensington and I would say that everyday there are two or three properties leaving two, three or four rubbish sacks outside their premises so this is a daily occurrence, sacks are out there all weekend, the businesses here need to be monitored on a daily basis and fined each day they break the rules in order to stop them from ruining the environment for others.

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- Two things: - the bin men often leave behind shards of glass from when they throw the bags up from the vaults - they hit the pavement. The other thing - very much against digging out of basements.
- Concerns for improvement: - (1) Curtailment of basement extension - disruptive, noisy and damaging to existing adjacent stock. (2) There needs to be a paved access route to Hyde Park, which cuts out the sand on Rotten Row. (3) Level of pollution is excessive as is traffic congestion at the corner of Walton Street, Bovill Street (adjacent to Harrods). Excessive development works (especially basements) contribute to pollution generally. (4) Street cleaning/rubbish collection in commercial areas needs improvement.
- (1) Keep phone booths clean of cards and stickers, particularly those of prostitutes. (2) More and better refuse collections, especially near eating establishments.
- To fine people that leave rubbish not in containers. No containers "means rats". The restaurant at Old Brompton Road put rubbish in plastic bags on Sunday mornings or at nights. The plastic bags bring rats etc.
- Cleanliness of streets: - a lot of rubbish is left behind by the bin truck; also there are still residents who dispose of their rubbish bags on the sidewalk, usually Sunday night.
- (1) Control of noise from fast cars and people yelling at night around Harrods, it has considerably deteriorated over the last three years. (2) Policing in the street in evenings and nights. (3) Rubbish collection.
- It is sensible to have strict rules about rubbish collection but to insist on rubbish being put out between 10pm and 7am is too restrictive and not good for the elderly.
- Our rubbish collections are on Mondays and Thursdays. The Council says that the rubbish is to be put out on the street only after 10pm the previous evening or before 7am on the day. These hours are too restrictive particularly if the resident is not there that night from 10pm - 7am or if ill or elderly and not up between those hours.
- (1) Big problem of noise at night around "Harrods":- fast cars and people shouting. (2) Rubbish collections.

Road signs

- Pavement cycling bans to be properly enforced. Reducing the number of street and road signs that are wholly redundant.
- Street signs that are merely cardboard attached to poles with plastic tabs end up torn on the pavement eventually. Surely we can afford "real signage"? Sometimes there are two or even three of these cardboard signs (e.g. advertising when rubbish collections are and one about clearing up after dogs etc) per pole!

Schools

- We need less parking tickets! I have a resident parking permit and I still get tickets all the time, be it because of parking suspension or any other nonsense reasoning. Stop that! I am doing nothing wrong other than having my car legally parked outside my house. I am not supposed and cannot check on my car every day. Also schools, I pay 50 per cent tax on my income enough money to support three/four families on subsidies and I get no schools in South Kensington.

Sexual services

- It would be nice if the Chinese "health centres" did not so obviously provide sexual services.

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Small businesses

- Back to having small independent shops instead of those large premises that [named individual] is making.
- There is a small shop on the Fulham Road selling papers, milk, etc, cigarettes (P. Josiah) which is being squeezed out by the development of Stella McCartney which is next door. The locals are putting together a petition.
- I am worried to see the small businesses disappearing. I hope Fulham Road is not going to become a second Sloane Street where everything useful disappeared (butcher/grocer/cobbler) and the flagship fashion shops take over. I have noticed that my local newsagent who carries useful lavatory paper/envelopes etc: - is being threatened to be gobbled up by Stella McCartney's huge boutique that will be useless to me and many other residents. My newsagent's rent is due to go up astronomically and if she has to go I'll have to go to the supermarket for my paper which I really, really resent. I do hope the Council will try to save the little shops.
- Council shop rents. Josiah the newsagent/corner shop opposite Pelham Crescent and adjacent to Stella McCartney on the Fulham Road is faced with closure because of a huge rental increase by the Council.
- TfL should be a better landlord with fewer poor quality commercial tenants (Chopstix and Subway) and more independent outlets such as Book Thrift and Da Quise. In general steps should be taken to ensure that chain stores do not proliferate the Saturday market on Bute Street should be extended. The public space on Exhibition Road is poorly used - more stalls and street food please.
- Small shops that are the life and soul of the community are being driven out by high end retail clothing stores. Fine for visitors and tourists but the death knell for a community. Look what happened in Mayfair and Belgravia. They are now populated by overseas transients with second homes. We need protective zoning for vital community stores. Brompton Ward is in danger of losing its only remaining two newsagents within months
- The Council is rapidly allowing small and everyday use shops to go out of business. The residents are forced to use Sainsbury's and other chain shops. This has taken the community sense and the right to choose away from residents. The high class boutiques are welcome but there should be room and affordability for small businesses.

South Kensington Underground Station

- The extended area around South Kensington tube station is too large - it has cost a lot of money and as far I can see hampers rather than helps both pedestrians and the traffic in the area. There seems to be too many traffic lights which slow down traffic rather than aid it.
- The passage under the Science Museum to South Kensington station should be waterproof and needs some re-fitting with escalators at both ends.
- I think that South Kensington has improved greatly recently. The station needs to be developed and the residents are being unnecessarily belligerent!
- The Exhibition Road development is a disaster - causing untold traffic jams around the tube station. The "shared space" no one knows where to drive or walk. Have lived here for 50 years and never have seen such a desecration on such traffic jams. Keep the existing architecture and fittings. Keep the existing shops. Do not put in more flats. There is better use of existing space in which to put in lifts and that to include the Piccadilly line! What are you doing putting developers greed before preservation? South Kensington has a clean and relatively residence-wise needs preserving? Shocked that you should care so little about the quality of your existing residents' lives.

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- My side of Thurloe Square (nearest Thurloe Street) has become a rat run with fast moving cars speeding down it - some speed ramps would make sense. The vast concrete area in front of the tube station (with flower stall) seems a complete waste of space - we should encourage some high quality vendors.
- Small turnabout at South Kensington (Harrington Road - Cromwell Mews)
- I hope the development of South Kensington station will include low cost housing and not just more homes for the millionaires who live in SW5.
- The new design of the tube station and new buildings must improve the area. The current proposal is not attractive. Why can't we cover the tracks? Create a green space? Create buildings to enhance the area. The look is very important.
- Unconditional step-free access to all tube lines, including Piccadilly, Circle and District lines.
- Smartening up the tunnel to South Kensington tube from Exhibition Road.
- Improvement promised and not done outside South Kensington tube station.
- 1. The flower stand outside South Kensington tube needs attention. It is an eyesore especially from Pelham Street. 2. Pelham Street always a traffic problem. 3. The pigeons and cleanliness of the new area outside tube station also need attention.
- Please bring pressure to bear on TfL - totally inadequate entrance and exit facilities at South Kensington underground station for the ever increasing number of users, many children and overseas visitors.
- The appearance of South Kensington tube station - it is embarrassingly disgusting and offensive to the elderly and infirm and disabled. I have just come back from Cairo and "free" elections, and there is a marked difference.
- South Kensington tube needs a revamp but only a clean and modernisation, not a huge development. Earl's Court tube station/area is vulgar and a blight on the area - TfL must be insane to think south Kensington tube station can be turned into that monstrosity.
- I am very much against the tube development proposal. It will look ugly and destroy the bookshop, Medici gallery and little Japan.
- The Piccadilly Line is a major link to Heathrow. Having only steps at Knightsbridge is inappropriate for such a tourist hub. I don't understand why when no.1 Hyde park was developed no lift access was installed for the Knightsbridge Station. The Council has granted sub-basement development in the area.
- I have no objection per say to the proposed development but think it is absurd that a step-free access should be conditional. If TfL think it is, they are clearly planning to spend too much - it can't be that difficult. Tell them to go back to the drawing board.
- There is too much parking in Pelham Street, resulting in single file traffic at times and permanent tailbacks. The inevitable effect of a big development at South Kensington does not bear thinking about.
- (1) South Kensington tube station - go for quality! - Design is essential. (2) We need a few humps (each corner of Sumner place) as cars are driving too fast on the road.
- (1) The retail units in the bullnose should not be connected into one large unit. (2) It has already been shown that lifts and escalators can be installed without creating new residential and retail space. (3) Where are all these new residents going to park? Will the Council provide more resident parking? (4) How much higher are the units going to be on Thurloe Street - five storeys-far too high.
- Regarding the South Kensington tube station, all we need is a glass roof to the arcade, escalators to the district and circle lines, and that's it. I desperately don't want any storeys built above the station, as it would cast a horrible shadow and spoil the view, right across to the London eye.

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- The area outside South Kensington tube station has not been properly thought through: there is a huge apron of space lying mostly empty while traffic is forced into a tiny opening onto Pelham Street and the florist still has no permanent kiosk: the temporary one is an eyesore: the florist's facilities should have been designed as part of the space.
- Step free access is not the only issue with South Kensington station, or even the most important one. The station is extremely congested and needs remodelling to handle the volume of passengers now coming through it. Another entrance would help, perhaps at the junction of Pelham Street and Thurloe Square - this could be open until say 20.00, as with the second entrance to St James Park station. But none of this requires the construction of a mega project on top of the station.
- The South Kensington area has been under construction for approximately four years. Traffic has been appalling. Air quality has dropped due to standing traffic from the construction. Between the Exhibition Road construction and the construction around the South Kensington Tube station the quality of life in the area has suffered dramatically. Further major construction in the centre of South Kensington will mean the end of our neighbourhood. I have lived in the South Kensington/ Chelsea area for the last 23 years, pollution (noise and air), traffic and confused motorists is now at an all time high. Please do not allow it to get worse with this re-development.

Speeding

- No control of excessive speeding from V&A and Harrods 6:00-8:30am each day.
- My side of Thurloe Square (nearest Thurloe Street) has become a rat run with fast moving cars speeding down it - some speed ramps would make sense. The vast concrete area in front of the tube station (with flower stall) seems a complete waste of space - we should encourage some high quality vendors.
- Noise is a real problem. We're under the flight path, above/near a tube line (so tube affected) and now traffic re-jigging had led to greater congestion and the police do not stop cars "racing" like at night and the traffic wardens turn a blind eye to builders parking in residents bays (not a noise issue) and the Council believes events in the park and in Exhibition Road are worthwhile in spite of extra notice and congestion.
- Too much traffic on the Onslow Gardens/Neville/Selwood Terrace Road - weight limitation not expected by heavy lorries - cars going too fast and very bad visibility with the junctions.
- Speeding cars (mainly high-powered) and motorbikes using Walter Street - their speed is dangerous and the noise is appalling. This is an ongoing nuisance for residents on its street - the police blame the Council and the Council blame the police, so nothing is sorted.
- Traffic calming to stop cars speeding down narrow roads. Lorries mounting the pavements and 'supercars' cruising late night.
- (1) Noise/speeding by Ferraris. (2) Failure to enforce yellow lines and double yellow lines around Harrods. (3) Too many residents parking bay suspensions.
- Traffic regulation between Knightsbridge/Brompton Road/Brompton cross/Walton street - the super cars and motorbikes treat this section of the borough as their personal speed - testing ground especially after 11pm between Thursday and Sunday. There appears to be few controls late at night (and the result is noisy disturbance) for many residents in Egerton Crescent/Alexander Place/Crescent Place etc. Can they be stopped?
- (1) South Kensington tube station - go for quality! - Design is essential. (2) We need a few humps (each corner of Sumner place) as cars are driving too fast on the road.

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- Speeding drivers in residential areas - accelerating extremely quickly and breaking sharply as they speed from one traffic light to the next and the excessive noise this causes as well.
- Speed of traffic, in particular going down Cranley Gardens

Street lighting

- Street and other lighting should be improved to minimise light pollution of the night sky. Better light not more light.

Supermarkets

- There is a dire shortage of larger supermarkets to cater for the ever-increasing residential population in South Kensington/Chelsea. The only two half-decent sized ones in the Kings Road are Waitrose and Marks and Spencer - they are always busy and I think could do with some serious competition. We have no Asda or larger Sainsbury's in this vicinity within walking distance. This means that Waitrose and Marks and Spencer are always very busy and frequently low on stock. I expect the reason larger retail chains such as these are not established in the King's Road is mainly due to the high business rates they would have to pay the Council. Please, please could the pedestrian crossing outside South Kensington Station (now a so-called "shared space") be reinstated? It is very difficult to cross there now without fear of being hit by a car or bicycle and I think is challenging and frustrating for the car drivers and pedestrians alike. As the junction with Pelham Street is constantly busy with two-way traffic, it is my view that it is wholly unsuited to not having a controlled pedestrian crossing and I feel only a matter of time before a serious accident occurs there. I've seen many "near misses" already in the months since it was introduced.

Tourists

- Fewer tourists, no new restaurants, no new night clubs. Shorter opening hours for off licenses, no new things, buildings and or activities.

Traffic controls

- The extended area around South Kensington tube station is too large - it has cost a lot of money and as far I can see hampers rather than helps both pedestrians and the traffic in the area. There seems to be too many traffic lights which slow down traffic rather than aid it.
- South Kensington tube station and Exhibition Road - street rubbish and dirty road/pavement surface, it's awful. Traffic lights at Selwood Terrace and Fulham Road, the north and south timing is too short - cars jumping lights. And weight restriction enforced in Selwood/Neville/Onslow Gardens.
- Traffic system - consider one way around south Kensington station down to Fulham Road and vice versa.
- 1. Have traffic lights at the crossing from south Kensington station across Pelham street to Onslow Square at present "free for all" crossing. 2. Replace seating at bus stop beside "Carluccios" in Onslow Square.
- The layout and traffic lights and delays at the top of Pelham Street by the underground and redistribution of the useless paving by the flower stall. Provision of public toilets is vital.
- Junction outside South Kensington tube doesn't work well.
- I consider the traffic lights very unsatisfactory. Please give me your views on this subject.

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- (1) Monitoring/fining trucks and vans parking, loading in lower Exhibition Road/Thurloe Place and Thurloe Street between 10am and 7pm. (2) Pelham Street traffic: - right hand turn from Fulham Road into Cromwell Place should be allowed. (3) Footpath/crossing at Thurloe Square East and Thurloe Place. (4) No buses allowed in Thurloe Square (private or public). (5) Less chain/high street vendors to create more village style shopping - monitor value of product offerings by stores in area - avoid "tourist pricing".
- More double yellow lines on corner of Brompton Road, north terrace and up to the lights. Too much parking on doubles and single during the day outside "Accbaine" and the basement on Brompton Road.
- The area around South Kensington tube station puts a lot of rubbish but virtually no rubbish bins which is very unsatisfactory. The road re-organisation around the station has created much more congestion. If nothing else the phasing of the traffic lights needs to be changed to permit more vehicular movement.
- My local area would do with improvement with regards to traffic control especially taxi ranks outside Harrods. The taxis are completely inconsiderate to pedestrians crossing the road especially elderly people. On two occasions this month I have almost been run over. Proper controls are needed around Knightsbridge.
- Only one side of Trevor Place to have parking as always difficult to circulate when two cars are parked and two cars moving in opposite directions. You must remove middle of road restriction of road going from Trevor Square to Lancelot Place. We cannot turn left in one because of it.
- Remove the traffic light on Fulham Road, opposite Oka as it stops traffic from turning left from Sydney Street and blocks traffic turning right. Bottles and rubbish needs removing from hedges in Onslow Square and Sydney Place.
- Traffic controls on building work carried out after 12:00 midday Saturdays particularly commercial works.
- 1. The South Kensington new road system is creating more congestion problems than before: - it's a failure. 2. Curb overseas performance cars racing and revving up in the early hours of the morning - mainly with middle eastern number plates around the beginning of the Fulham Road particularly serving the so-called night club "the collection".
- My street is dangerous. Trucks ride the pavements, someone will get killed out there.
- Traffic calming to stop cars speeding down narrow roads. Lorries mounting the pavements and 'supercars' cruising late night.
- Introduce measures to stop lorries using Ovington Square as a cut-through and thereby damaging resident's cars.
- Traffic congestion in Grosvenor Crescent (probably outside your area of limit but within radius indicates). This could be improved by the installation of traffic lights but the cheapest most effective improvement could be brought about by simply changing the phasing of existing lights. It can't go on like this.
- Traffic regulation between Knightsbridge/Brompton Road/Brompton Cross/Walton Street - the super cars and motorbikes treat this section of the borough as their personal speed - testing ground especially after 11pm between Thursday and Sunday. There appears to be few controls late at night (and the result is noisy disturbance) for many residents in Egerton Crescent/Alexander Place/Crescent Place etc. Can they be stopped?
- Far too many people use Pelham Place and the north part of Pelham Crescent as a cut-through when there is traffic on Pelham Street
- (1) More food shops like a butcher, delicatessen. Also ironmongers and other shops that serve a community. Too many coffee shops and fast food shops in the area. Looks tacky

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too. (2) Cars wait far too long at traffic lights junction of old Brompton Road opposite tube station. (3) Apron pavement by the flower stall should be reduced for taxis to stop and traffic flow etc.

- (1) Street bins are greatly missed and recycling bins by the tube entrance should be emptied more often. (2) Takeaway food shops should provide and empty bins at least outside their premises. (3) Make Basil Street one-way traffic. (4) Noise by overseas tourists in their supercars after 11pm, real problem.
- More double yellow lines or even red routes from North Terrace to traffic light opposite Brompton Oratory.
- Police aware that too many overweight lorries are going down our street. There are clear signs outlining the limit but too many drivers disregard. Traffic Light timings at Selwood/Neville to Old Church Street across the Fulham Road have been altered this week and are causing chaos. Traffic backing up well into Onslow Gardens. Idling engines causing pollution and further damage to our houses. Longer wait for lights means a mad rush when green light shows, so traffic speed in both directions has speeded up. Now almost impossible to cross the road as once Selwood/Neville lights go red, a stream of traffic races across from Old Church Street. Already see near misses of pedestrians and also cyclists who shooting red light on Fulham Road and not expecting cars to come up from Old Church Street.
- The corner nearest the flower shop is appallingly designed - I cross the road every morning from Melton Court to the station and the curve has been made too sharp and the road too narrow. As a result on almost every occasion a wide car/bus manages to block the road in one direction or the other. Also the right turn outside Prêt à Manger needs to deal with the free flow of buses however if the traffic lights change a bus will frequently block the oncoming traffic as it waits for the traffic lights to change to allow it to reach the bus stop in Cromwell Place. Bus drivers should also be instructed to go the furthest possible into Cromwell Place but many will stop immediately at the stop if not before despite knowing there are three buses behind it that will block the traffic if the lights change - insane!!
- Pelham Street needs to be one way - the congestion in the street is due to difficulty turning right (due to the accumulation of traffic lights. Therefore, you can install a zebra making it easier for pedestrians.

Transgender residents

- I hope so and wish that in the future, the transgender people are openly and happily accepted to work in their jobs as they are. I think so that the Councillors should take a brave step to open up the job opportunities especially for the transgender people, where they do have the freedom to what actually they are. And in this way the people will also start accepting and respecting them with open heart.

Tree planting

- Big trees to be planted around south Kensington tube on either side.

Uniform organisations

- More activities need to be available for older children (13-19). This will keep crime levels down. More need to be done to encourage uniform organisations to grow, there are not enough meeting places in the whole of the borough and most meeting places struggle with rent.

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Wealthy

- What about the residents? Only the very wealthy count round here even with the parking wardens.

Comments made in relation to ideas for projects

Advertising hoarding

- Remove the advertising hoarding in Brompton Road at the junction with Cottage Place.

Anti corruption

- The areas could be made better to live in if the following were to take place: 1) Have a correct balance between the needs of residents and businesses, with the needs of residents always taking upper hand. 2) Where businesses have to operate, there should be no inconvenience to the residents, if the cause of the inconvenience could be borne by the business. 3) The Council should be sensitive to the complaints of the residents. 4) The Councillors and planners must not be corrupted by the weight of money of the businesses and an anti-corruption unit set up to oversee some of the decisions of the planners/Councillors. 5) Practical measures must be taken to improve the resident's lifestyle, e.g. Restrictions on unauthorised planning changes, quick response to complaints, absolute rigidity to the letter of the law and regulations. 6) Where possible planting trees to improve the environment. 7) The Councillors and planners must be unbiased and appear to be unbiased to the residents. 8) A supervision board of decisions by planners against the residents must be established. 9) If a planning decision goes against the residents, they should also have the right of appeal and not just the applicant of a planning issue. The objections of the silent majority must be heard. 10) Zero tolerance towards violations of borough regulations and quick response to reports of violations.

Art

- More art!!
- I think the northernmost platform at South Kensington tube station could become a signature outdoor space for temporary public art exhibitions as well as some plantings which truly show off this special station. This platform is not used at all at the present. I would facilitate a curatorial network to start it.
- Creative street art. Grants to local artists to enhance streetscape. This is Chelsea where art initially flourished in London.
- Maybe there are sculptors in the area working with clay (as I do) and who would need a kiln for firing their sculptures! Such a facility could give rise to further projects of interest for the local life! Thank you!
- More trees. Invite the V&A to assist in commissioning a better structure for Guiding The Lily outside the station. Currently the appearance from Pelham Street is very scruffy. Invite the V&A to assist in commissioning a sculpture to replace the bicycle rack opposite the museum at the corner of Thurloe Square. This is the place where the Bolton sculpture, Annunciation, was going to be placed and mercifully the Council had second thoughts. It is a key site on a major route out of London. I would be very interested in helping to make this happen and have some ideas for possible funding.

Appendix two: Comments from open questions

Balance between residential and businesses

- I live at Melton Court Onslow Crescent. Too many cafes and restaurants are opening. There needs to be a greater balance between other businesses and food places.
- The areas could be made better to live in if the following were to take place: 1) Have a correct balance between the needs of residents and businesses, with the needs of residents always taking upper hand. 2) Where businesses have to operate, there should be no inconvenience to the residents, if the cause of the inconvenience could be borne by the business. 3) The Council should be sensitive to the complaints of the residents. 4) The Councillors and planners must not be corrupted by the weight of money of the businesses and an anti-corruption unit set up to oversee some of the decisions of the planners / councillors. 5) Practical measures must be taken to improve the resident's lifestyle, e.g. Restrictions on unauthorised planning changes, quick response to complaints, absolute rigidity to the letter of the law and regulations. 6) Where possible planting trees to improve the environment. 7) The Councillors and planners must be unbiased and appear to be unbiased to the residents. 8) A supervision board of decisions by planners against the residents must be established. 9) If a planning decision goes against the residents, they should also have the right of appeal and not just the applicant of a planning issue. The objections of the silent majority must be heard. 10) Zero tolerance towards violations of borough regulations and quick response to reports of violations.
- It is very important that the Brompton Ward retains its residential feel and that the historical importance of the area is not sacrificed for the benefit of developers and large businesses.

Benefit fraud

- Help old people. Improve safety in the streets. Regulate rents. Help people who are in work but don't have enough money to live very well. Watch people who are on benefits and are abusing it, for example they have a flat and they rent a room. They have a flat because they have children and they live with their partners. They are on unemployment benefit and work undeclared (with a paid flat) and the people who work with little money have to go and live outside London and travel and if they are not European, send them back.

Bus shelter

- Replace/re-instate bus shelter at stop for Onslow Square (west side)

Buses

- The pedestrian crossing lights need to be phased correctly. Diverting over 100 buses a day through Cromwell Place is excessive.

Car charging points

- The provision of one or two on street electric vehicle recharging points, preferably within the vicinity of the Science Museum or Imperial College would demonstrate to the millions of visitors to Exhibition Road that the Council are in fact a progressive rather than a recalcitrant Council. The public will not buy, lease or hire alternatively fuelled vehicles unless the appropriate infrastructure is in place. The Council are ideally placed to act as a facilitator for new charging points. Quite aside from the obvious health benefits, substantial positive PR would accrue at modest cost.

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CCTV

- 1. CCTV - cameras on squares for residents' safety. 2. Maintenance and/or return of iconic neighbourhood features (such as street lamps, old red phone boxes and post boxes and bins).
- CCTV cameras for a safer area.

Community Centres

- Create local community social centres where local residents can meet other residents to bring the community closer together.

Community Forum

- 1. Get residents together to discuss options such as the tube development. I have never had an opportunity to say what I feel. 2. I have dogs and more places are banning them. Poppy is my fully qualified medical detective dog - there is a huge amount of discrimination or more cultures move into the borough that don't like dogs and we are losing our community by allowing blamed/behaviour views to change it for the worse.

Community notice boards/website

- Website and actual notice board making residents aware of functions to be held that we may participate in.
- 1. Local community website with community ideas/feedback sections. 2. Council iPhone app to provide feedback on problems. Other boroughs have them, why not us?

Community Projects/spirit

- An involved ongoing project within Kensington Gardens/Hyde Park that would develop great contact between local youth and elderly residents and benefit the community as a whole.
- I would welcome more community projects as it seems that everything is geared towards the tourists. Also Exhibition Road around the Science Museum has no bins and people are using a bicycle basket as a bin!!
- Any project dealing with: - 1. "Green awareness" ecology. 2. Community spirit between residents. 3. Volunteering for older people. 4. Understanding and helping ethnic minorities. 5. Connecting with unemployed youth through various schemes.
- We used to know and meet our neighbours more. Now it seems that the community spirit has gone, the village feeling no longer there. What could be done?
- Something that involves residents, by them and for them.
- More activities that allow residents to meet each other.
- I think there is very little residential heart to South Kensington. No local initiatives around which a community could bond or at least no communications to encourage participation. I like the fact that endless chains have not been established in South Kensington (partly by keeping an overambitious South Kensington tube development at bay and hopeful that local residents have the energy to keep campaigning for something more sympathetic to the setting) and yet it feels very transient and soulless nonetheless. The farmers' market is a notable exception and I congratulate the establishment of this. Further, the Exhibition Road project is outstanding, real leadership was necessary to drive this through. Although this delivers for the international reputation of London rather than ticking particular boxes for local residents
- Find ways to bring local people together to meet and discuss local issues.

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- A project that brings neighbours together since most of us do not know who lives in our street or how we might get together.

Congestion

- One of the main "projects" within the Knightsbridge area should be to restore the residential nature of the neighbourhood which is being rapidly eroded by the activities Of Harrods which has become a magnet for social disorder. Please urgently arrange for a decibel monitor for the fast, noisy cars that race through our streets every summer, at high speed and introduce on-the-spot fines, irrespective of whether the registration are British or from overseas! We are being deprived of sleep and have become very fed up with the "Trocadero" effect of this store and the general decline of the area, the traffic congestion, increase in crime and a lack of respect for the rights of the residents, versus the interests of businesses.
- Do we really need double-deck tourist buses going through the ward and adding to the level of congestion? Could we not forbid large buses and lorries to clog the old Brompton Road end leading to South Kensington tube station?
- (1) Redevelopment of the tube station is important. (2) Provision of more street dustbins could help. (3) I'd like to see smokers prevented from dropping cigarette butts on the street. (4) I would like to see Kensington and Chelsea back in the congestion charge zone. Day-time traffic volumes are too high now.
- Reduce car traffic.

Cooking smell

- Less traffic noise between 11pm-7am. Sirens for ambulances/police cars do not need to scream up and down Onslow Gardens during the night. Cooking noises and smells from Carluccios start at 4:30am!

Councillors

- My idea is that our Ward Councillors have done their utmost to enhance and pressure this wonderful area and I am so glad they have some funds available now to use on our behalf. I will welcome their ideas!
- 1. Paying taxes. 2. Suggestions survey. 3. Volunteering. 4. Political news/vote. 5. Historical guided tours of your local area tailored to different age groups. 6. Simplify planning/construction permission via online straight application. 7. More police patrols day and night.
- It would be useful to hear what the Councillors' ideas are to give us an idea of the sort of projects we could consider or propose.

Cycling

- (1) Close Fulham Road or Kings Road once a year to cars for a "safer cycle to work" day. (2) Target teens in borough (no mention in Q7) to make them more aware of evening classes etc that are available.

Development

- Resist any attempt to create high rise building - especially at South Kensington station and surrounding streets.
- I have lived and worked in the Kensington and Chelsea since 1968, lived in South Kensington/Thurloe Street since 1986. This is "my village". Seeing it threatened - again by big developers is very upsetting. I put all my hopes in my Councillors to stand up to

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and go and defend our residential rights. The station needs a free step/lift access. It must be done without residents losing their home and shopkeepers their business.

- These are one-sided guidelines. I am concerned with this development, but have an interest in fairness.
- (1) It would be helpful to have more information about things happening within the ward.
(2) A reduction in development of Knightsbridge and the Harrods area in particular would be welcome.
- Maintain current density and height. No taller than what exists.
- Less construction and less noise pollution, reduce junk mail/get rid of drug dealers/encourage reasonably priced "healthy food stores.
- Cut back on major construction when done in my whole street is in disarray - i.e. Yeoman's Row SW3.
- We are trying to rebuild the Thurloe square playground via private donations - all support gratefully achieved!! Tougher monitoring of building sites would be a huge benefit - there is too much filth/pollution and bad building practices going on.
- We are lucky to live in very special part of London, so I'm not sure how much "better" you can make it! I think it's great you've let me have a say in the TfL, South Kensington tube development. More stuff like that would be good. Keeping us informed of planning issues. Thank you.

Discounted entry to exhibitions

- 1. Free trolley service between museums on Exhibition Road and Trafalgar Square to promote tourism (maybe Harrods could be willing to sponsor this). 2. Discounted entry/membership to local exhibitions with proof of residency (this has been supplemented in Miami and San Francisco). 3. Transfer tickets for public transport, so you can switch buses/trains without paying twice, within a fixed time period of for example one hour. This exists already in many us and European cities and given me high costs e.g. London transport, would be a way of encouraging people to set out more and spend more!!

Dog fouling/dog bins

- Bins for dog excrement instead of plastic bags littering the place containing the excrement. There should also be more police patrolling the neighbourhoods, particularly after the pubs have closed.
- Bags and bins for dog waste.
- Could the Council sponsor those who produce small plastic bags for dog faeces - to print on them: - "please take this home with you and dispose of hygienically do not leave in the street or on the pavement" - or similar wording.

Dog park

- Dog park.

Dogs

- 1. Get residents together to discuss options such as the tube development. I have never had an opportunity to say what I feel. 2. I have dogs and more places are banning them. Poppy is my fully qualified medical detective dog - there is a huge amount of discrimination or more cultures move into the borough that don't like dogs and we are losing our community by allowing blamed/behaviour views to change it for the worse.

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Drug dealers

- Less construction and less noise pollution, reduce junk mail/get rid of drug dealers/encourage reasonably priced "healthy food stores.

Emergency fund

- Create a fund for emergency use.

Ethnic minorities

- Any project dealing with: - 1. "Green awareness" ecology. 2. Community spirit between residents. 3. Volunteering for older people. 4. Understanding and helping ethnic minorities. 5. Connecting with unemployed youth through various schemes.

Events

- Use the gardens (communal) as venues for (1) garden parties (2) entertainment/events within the confine of noise and privacy considerations.
- Organised events to allow local residents to get to know each other. I would attend such an event.
- Reform of the planning process. More community activities for age groups or interests

Exhibition Road

- Please introduce clear demarcation lines on the Exhibition Road and give priority to pedestrians - the road is full of nurseries and plenty of children, at the moment it is really dangerous to cross this road!
- The shared space does not seem to be working especially north of Cromwell Road - something should be done about that. We should revisit the case of covering the tube station which is very noisy. More street vendors on Exhibition Road north of Cromwell Road would take the pressure off the south side and add some more ambience.
- Exhibition Road - well done, South Kensington needs upgrading - action needed - been talking long enough.
- (1) Trees/trees/trees! I think the most beautiful streets, areas in London are tree-lined. I am disappointed that the leaders of the Exhibition Road project did not see fit to introduce trees along the Road; instead choosing 'nothing' around the South Kensington tube end of Exhibition Road and grey, modern, tall lamp posts at the other end. I see this as a real missed opportunity. I think a project should look at opportunities for introducing trees and green space where ever possible. (2) Protect our green space and reduce/eradicate the number of tacky, commercialised events and noise to residents. I specifically talk about the activities of the Natural History Museum on the east lawn (ice rink/butterflies/current exhibition) and the planned closing of Exhibition Road for the Olympics with late night music and noise planned. I think elected councillors you say you represent residents, however the destruction of the Natural History Museum east lawn has been allowed to continue for many, many years and whilst I welcome this survey I do not believe that you really understand from a resident's point of view what it is really like to have to put up with the Natural History Museum's events like the ice rink every day for over three months from 8:30am to 11:20pm. I would like you to try and understand and do something about it.
- On balance I believe the Council do a very good job. The response when phoning is always constructive and polite. The Council should not assume that projects are known to residents (for example: - South Kensington tube). My greatest concern is that Exhibition Road north of Cromwell Road does not become a live - music/street party

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environment. Therefore small concessions are always viewed with suspicion. In particular most of the museums for example: - V&A) management don't have to live here.

- A small amount of money won't help. I and most of my neighbours were strongly opposed to the pedestrianisation of Exhibition Road and the area around South Kensington tube station. We made our feelings extremely clear to the Council but were, of course, ignored. The result, as we expected, is increased congestion and rubbish strewn all over the place from the far too many fast food shops, which we also opposed. Residents have never wanted the area to be turned into a Covent Garden style tourist hell, but that is what it has become. The museums should charge admission, as is the case everywhere else in the world. Children, OAPs, unemployed etc. could be offered concessions or even free entry (but, right now, it's free access to tourists who have to pay considerably for access to other sites such as the London Eye etc). The museums have been debased to little more than theme parks.
- I think there is very little residential heart to South Kensington. No local initiatives around which a community could bond or at least no communications to encourage participation. I like the fact that endless chains have not been established in South Kensington (partly by keeping an overambitious south ken tube development at bay and hopeful that local residents have the energy to keep campaigning for something more sympathetic to the setting) and yet it feels very transient and soulless nonetheless. The farmers' market is a notable exception and I congratulate the establishment of this. Further, the Exhibition Road project is outstanding, real leadership was necessary to drive this through. Although this delivers for the international reputation of London rather than ticking particular boxes for local residents.

Farmer's market

- (1) Extend Saturday farmer's market to Sunday as well (but not arts and crafts) 10am-2pm. (2) more seating and rubbish bins for visitors to the area - increase temporary seating at peak times for visits e.g. weekends spring/summer, during the day only. (3) Get rid of chewing gum on paving around station - install gum disposal bins with those for cigarette butts.
- I would like to see the market at Bute Street developed further, very much in favour of small businesses enterprises. A small newsagent as P. Josiah (Fulham Road) should be encouraged to stay in the area.
- Expand farmers markets opening hours.
- More trees planted in streets a very good farmers market is needed.
- I think there is very little residential heart to South Kensington. No local initiatives around which a community could bond or at least no communications to encourage participation. I like the fact that endless chains have not been established in South Kensington (partly by keeping an overambitious South Kensington tube development at bay and hopeful that local residents have the energy to keep campaigning for something more sympathetic to the setting) and yet it feels very transient and soulless nonetheless. The farmers' market is a notable exception and I congratulate the establishment of this. Further, the Exhibition Road project is outstanding, real leadership was necessary to drive this through. Although this delivers for the international reputation of London rather than ticking particular boxes for local residents

Fibre optic cables

- I think you should make representations to BT about fibre optic cabling of Knightsbridge. This is not due until 2013 much later than a lot of areas (including Chelsea). This will

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impact on local businesses and residents (as they will be deprived of access to high speed internet connections). I would happily join in any lobbying campaign.

Fine as is

- I am quite happy with things as they stand.
- It is pretty good as it is....well done!!

Flower shop

- Provide permanent "home" for flower shop in front of tube station. Install zebra crossings on Onslow Square and on old Brompton Road.
- More help given to improve and help small shops to survive in the area and smarten themselves up. Also more plants and a general sprucing up of the area around the tube and old Brompton Road. The florist at the tube station should get a permanent hut built or at least disguise his/her ugly refrigerated unit where the flowers are stored. It is unsightly.

Give to residents

- What about giving the extra money back to residents so they will spend it as they see fit.
- How about returning the money to the taxpayer by reducing Council Tax?

Green awareness

- Any project dealing with: - 1. "Green awareness" ecology. 2. Community spirit between residents. 3. Volunteering for older people. 4. Understanding and helping ethnic minorities. 5. Connecting with unemployed youth through various schemes.

Heathrow flight path

- Sort our rubbish collection so that it isn't sitting on the streets. We could improve our own underground storage. Change the Heathrow flight path. A local pool, leisure centre. Open to suggestions as to what role I could play.

Housing

- The area between the London transport building and south Kensington station in Pelham Street should be made into affordable housing and shops underneath. At the moment it is unsightly and a waste of space.
- Help old people. Improve safety in the streets. Regulate rents. Help people who are in work but don't have enough money to live very well. Watch people who are on benefits and are abusing it, for example they have a flat and they rent a room. They have a flat because they have children and they live with their partners. They are on unemployment benefit and work undeclared (with a paid flat) and the people who work with little money have to go and live outside London and travel and if they are not European, send them back.
- We vitally need more affordable housing to keep the dynamic and local colour of the area vibrant and inclusive. What about all the empty properties lying around for years that could be used for say key workers etc. The owners of these empty houses should be encouraged to sell to the Council for much needed council housing and/or split up into affordable flats/studios/hostels etc like they used to be for all the local college students. There are only so many oligarchs to go around and it is a shameful waste of space to leave these properties vacant for years just for a tax dodge.

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Information

- (1) It would be helpful to have more information about things happening within the ward.
- (2) A reduction in development of Knightsbridge and the Harrods area in particular would be welcome.

Iphone App

- 1. Local community website with community ideas/feedback sections. 2. Council iPhone app to provide feedback on problems. Other boroughs have them, why not us?

Ismali Centre

- Area around Ismali centre should be cleaned, restricted and emptied of vagrants. Free water fountain provided on Exhibition Road.

-

Junk mail

- Less construction and less noise pollution, reduce junk mail/get rid of drug dealers/encourage reasonably priced "healthy food stores.

Licensing

- Less stress from commercial. Consolidation and residents. Too many extended hours for cafe society.
- (1) Tidying up the public area around Knightsbridge green at Brompton Road. The base of the tree is a rubbish tip. (2) Legal advice that stops commercial premises soon regretting an extension to their licensing hours. There is constant creepage and non compliance.
- Enforce shop/cafe/bar opening hours more strongly. A number of bars on the Brompton Road break their licensing permits very frequently. Also prevent the smoking of sheisha/water pipes on every pavement - this is not Edgware Road.
- Rather than fancy 'projects' I think you should spend the money on making the existing environment function in a more civilised fashion: less litter on the streets - a litter bin outside the new Little Waitrose on the Old Brompton Road for instance - and fewer restaurants and clubs staying open until the early hours, disturbing the residents nearby, more controls on crazy supercars revving down the streets at all hours and parking wherever they feel like. It often feels that this area is run for the benefit of visitors, not the people actually living here!

Low income residents

- Any money should be spent for benefit a resident at/below poverty line. Improving security and bins in public spaces and ensuring they are maintained for residents and for children, rather than just for vagrants!!

Lower taxes

- Lower taxes, better three times a week rubbish collection, more interesting street trees and plants.
- 1. Paying taxes. 2. Suggestions survey. 3. Volunteering. 4. Political news/vote. 5. Historical guided tours of your local area tailored to different age groups. 6. Simplify planning/construction permission via online straight application. 7. More police patrols day and night.

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More outside tables

- 1. More outside cafe tables and chairs (for example: - outside Café Nero and Starbucks).
- 2. Anglesea Arms too crowded and noisy at night, past closing time.

Music

- Facilities in schools to help children with reading and spelling difficulties. I would like to be a volunteer and compulsory singing lessons in all schools. Opportunities to learn a musical instrument.

Natural History Museum

- (1) Trees/trees/trees! I think the most beautiful streets, areas in London are tree-lined. I am disappointed that the leaders of the Exhibition Road project did not see fit to introduce trees along the Road; instead choosing 'nothing' around the South Kensington tube end of Exhibition Road and grey, modern, tall lamp posts at the other end. I see this as a real missed opportunity. I think a project should look at opportunities for introducing trees and green space where ever possible. (2) Protect our green space and reduce/eradicate the number of tacky, commercialised events and noise to residents. I specifically talk about the activities of the Natural History Museum on the east lawn (ice rink/butterflies/current Exhibition) and the planned closing of Exhibition Road for the Olympics with late night music and noise planned. I think elected Councillors you say you represent residents, however the destruction of the Natural History Museum east lawn has been allowed to continue for many, many years and whilst I welcome this survey I do not believe that you really understand from a resident's point of view what it is really like to have to put up with the Natural History Museum's events like the ice rink every day for over three months from 8:30am to 11:20pm. I would like you to try and understand and do something about it.

Natural light

- Key to the appeal of South Kensington is the flood of natural light - any development should not jeopardise this in any way.

Nice place to live

- It is a nice place to live since I moved in, in 1980 and I am grateful for all the services we receive.
-

Night clubs, bars

- No night clubs - these bring noise and vomit most weekends - not a pretty sight.
- Keeping pubs, so not turned into residential.
- 1. More outside cafe tables and chairs (for example: - outside Café Nero and Starbucks).
- 2. Anglesea Arms too crowded and noisy at night, past closing time.

No ideas

- No ideas.
- None comes to mind.
- I do not know about the project. Therefore I cannot comment.
- Stop "fixing" what is not broken and better attend to maintaining what exists.
- I have nothing to add.
- No ideas

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Noise reduction

- Reduction of noise pollution especially high powered cars and motorbikes. It used to be mandatory to have silencers fitted.
- One of the main "projects" within the Knightsbridge area should be to restore the residential nature of the neighbourhood which is being rapidly eroded by the activities Of Harrods which has become a magnet for social disorder. Please urgently arrange for a decibel monitor for the fast, noisy cars that race through our streets every summer, at high speed and introduce on-the-spot fines, irrespective of whether the registration are British or from overseas! We are being deprived of sleep and have become very fed up with the "Trocadero" effect of this store and the general decline of the area, the traffic congestion, increase in crime and a lack of respect for the rights of the residents, versus the interests of businesses.
- Less construction and less noise pollution, reduce junk mail/get rid of drug dealers/encourage reasonably priced "healthy food stores.
- Less traffic noise between 11pm-7am. Sirens for ambulances/police cars do not need to scream up and down Onslow Gardens during the night. Cooking noises and smells from Carluccios start at 4:30am!!
- Please have no ideas! I have had the South Kensington junction redevelopment works being done outside my house at 2am! For six months whilst trying to keep three small children asleep. If in this country people think it is normal to do road works in residential areas at night (surely the only country I know) then please abstain from any more ideas.
- Rather than fancy 'projects' I think you should spend the money on making the existing environment function in a more civilised fashion: less litter on the streets - a litter bin outside the new Little Waitrose on the Old Brompton Road for instance - and fewer restaurants and clubs staying open until the early hours, disturbing the residents nearby, more controls on crazy supercars revving down the streets at all hours and parking wherever they feel like. It often feels that this area is run for the benefit of visitors, not the people actually living here!

Older people

- 1. Projects for younger people, involving recreation. 2. Projects for elderly people.

Other

- Preferably by 10:00pm

Parking

- More pay and display spaces whether we like it or not, Knightsbridge will attract visitors outside the borough.
- Do not under any circumstances introduce/reintroduce a congestion parking tax zone in SW7 residential area.
- Change the totally not appropriate lamp posts on Onslow Gardens/Neville/Selwood Terrace for similar ones to the Queen's Gate ones. Remove parking spaces on Bute Street, have larger pedestrian pavements and terraces. Have more collection of rubbish there.
- Double side parking on Norville Terrace/Selwood Terrace.
- Especially prohibition of parking on yellow and double yellow lines around Harrods.
- Free parking in parts on Sunday!
- Priority should be given to pedestrians and cyclists. More zebra crossings, enforcement of speeding excesses, less parking spaces, more like electric cars.

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Parks/green space

- It would be very agreeable to have access to the open grassland in Thurloe Square and Onslow Gardens facing on to Sydney Street.
- Please turn the ghastly NPC car park on Harrington Road into a garden with areas for children to play and areas for people to sit quietly on benches.
- Turning the car park by the church on Harrington Road into a park. I am a garden designer so could help.
- It would be lovely to improve the green spaces and open spaces that are already in South Kensington so that residents and visitors would have a place to meet and enjoy the area free of clutter and eating establishments.
- Take over Museum Lane and make it a pleasant open green space for the public. Install Free Drinking Water fountains along Exhibition Road say one every 200 metres
- Opening private gardens for Kensington and Chelsea residents' use to increase the number open spaces available.

Pedestrian areas

- Making Bute Street a pedestrian street.
- Change the totally not appropriate lamp posts on Onslow Gardens/Neville/Selwood Terrace for similar ones to the Queen's Gate ones. Remove parking spaces on Bute Street, have larger pedestrian pavements and terraces. Have more collection of rubbish there.
- More pedestrian areas.

Pedestrian crossing

- Small cafe or stall for St. Luke's Gardens. Improved pedestrian crossing at the junction of Pelham Street/South Kensington.
- Provide permanent "home" for flower shop in front of tube station. Install zebra crossings on Onslow Square and on old Brompton Road.
- The old proposal to have an exit from the station at the Thurloe Square/Pelham Street end should be done. Even with the present escalators to the Piccadilly line there are still many steps and the steps towards the District line are often really overcrowded especially for 85 year olds! There is no safe crossing of Pelham Street or the road into Onslow Square from Malvern Court.
- Sorting out the traffic lights around South Kensington tube, allowing traffic to flow more freely and pedestrians to cross the roads safely. Currently there are very long pauses with lights on red and neither pedestrians or traffic moving. Also need traffic lights on middle islands so pedestrians know when it is safe to cross.
- I consider this step quite important, the traffic lights between the South Kensington tube station are very badly placed to cross where "Prêt à Manger" and other shops are. They are mostly red. When are you supposed to cross it? People old and young never wait for the green men in other underdeveloped countries. They have a timer 40-39-38-37 etc.
- Get rid of those (painful to step on) pedestrian crossing "pimples" - they are easy to trip over - you can lose balance. What idiot thought them up?
- Pedestrian crossing on the old Brompton Road between Queen's Gate and the post office.
- More zebra crossings.
- The pedestrian crossing lights need to be phased correctly. Diverting over 100 buses a day through Cromwell Place is excessive.

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- Priority should be given to pedestrians and cyclists. More zebra crossings, enforcement of speeding excesses, less parking spaces, more like electric cars.
- The shops on Old Brompton Road need to be licensed anew. There are too many small shops that sell cheap wares, betting shops, and fast food restaurants. I would prefer fewer but larger shops that attract more premium retail shops. Please also no longer license the sausage van on Saturday Farmer's Market as the smell of the sausage, grease, and onions can be smelled all across Bute Street, Sumner Place, and Old Brompton Road. Please draw a zebra crossing on the elevated road on the corner Pelham Street and Old Brompton Road. It is not clear who has the right of way now: pedestrians or cars?

Planning

- I am fairly happy with my local area. For central London South Kensington has a unique "village" style atmosphere which I would like to see preserved through rigorous planning controls (ensure a diverse mix of shop businesses in the area) and control over traffic flow.
- 1. Paying taxes. 2. Suggestions survey. 3. Volunteering. 4. Political news/vote. 5. Historical guided tours of your local area tailored to different age groups. 6. Simplify planning/construction permission via online straight application. 7. More police patrols day and night.
- Reform of the planning process. More community activities for age groups or interests
- The areas could be made better to live in if the following were to take place: 1) Have a correct balance between the needs of residents and businesses, with the needs of residents always taking upper hand. 2) Where businesses have to operate, there should be no inconvenience to the residents, if the cause of the inconvenience could be borne by the business. 3) The Council should be sensitive to the complaints of the residents. 4) The Councillors and planners must not be corrupted by the weight of money of the businesses and an anti-corruption unit set up to oversee some of the decisions of the planners /Councillors. 5) Practical measures must be taken to improve the resident's lifestyle, e.g. Restrictions on unauthorised planning changes, quick response to complaints, absolute rigidity to the letter of the law and regulations. 6) Where possible planting trees to improve the environment. 7) The Councillors and planners must be unbiased and appear to be unbiased to the residents. 8) A supervision board of decisions by planners against the residents must be established. 9) If a planning decision goes against the residents, they should also have the right of appeal and not just the applicant of a planning issue. The objections of the silent majority must be heard. 10) Zero tolerance towards violations of borough regulations and quick response to reports of violations.

Playgrounds

- More places for kids to play.
- We are trying to rebuild the Thurloe square playground via private donations - all support gratefully achieved!! Tougher monitoring of building sites would be a huge benefit - there is too much filth/pollution and bad building practices going on.
- Playgrounds for children!!

Police/community safety

- More policemen on the streets.

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- Help old people. Improve safety in the streets. Regulate rents. Help people who are in work but don't have enough money to live very well. Watch people who are on benefits and are abusing it, for example they have a flat and they rent a room. They have a flat because they have children and they live with their partners. They are on unemployment benefit and work undeclared (with a paid flat) and the people who work with little money have to go and live outside London and travel and if they are not European, send them back.
- Any money should be spent for benefit a resident at/below poverty line. Improving security and bins in public spaces and ensuring they are maintained for residents and for children, rather than just for vagrants!!
- 1. Paying taxes. 2. Suggestions survey. 3. Volunteering. 4. Political news/vote. 5. Historical guided tours of your local area tailored to different age groups. 6. Simplify planning/construction permission via online straight application. 7. More police patrols day and night.
- Bins for dog excrement instead of plastic bags littering the place containing the excrement. There should also be more police patrolling the neighbourhoods, particularly after the pubs have closed.
- One of the main "projects" within the Knightsbridge area should be to restore the residential nature of the neighbourhood which is being rapidly eroded by the activities Of Harrods which has become a magnet for social disorder. Please urgently arrange for a decibel monitor for the fast, noisy cars that race through our streets every summer, at high speed and introduce on-the-spot fines, irrespective of whether the registration are British or from overseas! We are being deprived of sleep and have become very fed up with the "Trocadero" effect of this store and the general decline of the area, the traffic congestion, increase in crime and a lack of respect for the rights of the residents, versus the interests of businesses.
- More policemen in the street on evenings and nights.

Public toilet

- A public toilet. The lack of them in this borough is a disgrace!

Public transport

- 1. Free trolley service between museums on Exhibition Road and Trafalgar square to promote tourism (maybe Harrods could be willing to sponsor this). 2. Discounted entry/membership to local exhibitions with proof of residency (this has been supplemented in Miami and San Francisco). 3. Transfer tickets for public transport, so you can switch buses/trains without paying twice, within a fixed time period of for example 1 hour. This exists already in many us and European cities and given me high costs e.g. London transport, would be a way of encouraging people to set out more and spend more!!

Questionnaires

- Please don't send out any more questionnaires. They are a costly expenditure of the council's money. Please stop permitting road works to start and failed to be completed only for the road and pavements to be started again and again - so appears the road works are constant and a nuisance!! Try to get the utility companies to work together to prevent this continued disturbance.

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- 1. Paying taxes. 2. Suggestions survey. 3. Volunteering. 4. Political news/vote. 5. Historical guided tours of your local area tailored to different age groups. 6. Simplify planning/construction permission via online straight application. 7. More police patrols day and night.

Recycling

- Facilities for: - clothes recycling/recycling of small electrical items/furniture recycling. The above type of waste is constantly left in the streets which is unsightly and very environmentally unfriendly as they could be reused rather than put into landfills.

Residents' Association

- I am a member of Beaufort Gardens residents association. We try to keep our street clean and deal with any other matters that might affect the residents.

Road works

- Please don't send out any more questionnaires. They are a costly expenditure of the council's money. Please stop permitting road works to start and failed to be completed only for the road and pavements to be started again and again - so appears the road works are constant and a nuisance!! Try to get the utility companies to work together to prevent this continued disturbance.
- Please have no ideas! I have had the south Kensington junction redevelopment works being done outside my house at 2am!! For 6 months whilst trying to keep 3 small children to sleep. If in this country people think it is normal to do road works in residential areas at night (surely the only country I know) then please abstain from any more ideas.

Rough sleepers

- A solution to the problem of vagrants/rough sleepers in the vicinity of the tube station.
- Help the needy and reduce the amount of threatening begging around south Kensington and adjoining streets - especially outside Tesco express where they block the pavement most evenings.

Schools

- Facilities in schools to help children with reading and spelling difficulties. I would like to be a volunteer and compulsory singing lessons in all schools. Opportunities to learn a musical instrument.

Shops/businesses

- Small cafe or stall for St. Luke's Gardens. Improved pedestrian crossing at the junction of Pelham Street/South Kensington.
- More projects that protect and encourage small businesses, small shops and that maintain the character and integrity of the area. Large chain stores and supermarkets should not be allowed to dominate the area.
- More good shops selling food. Tesco's on old Brompton Road is very poor. Something like a Partridges/Waitrose/Marks and Spencer are badly needed.
- I am fairly happy with my local area. For central London south Kensington has a unique "village" style atmosphere which I would like to see preserved through rigorous planning controls (ensure a diverse mix of shop businesses in the area) and control over traffic flow.

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- 1. Fewer cafes. 2. Better traffic movement around the centre of South Kensington - since the "refurbishment" it has been a total disaster - you should never have changed it!
- Have a bigger supermarket than the little Waitrose on Brompton Road.
- The preservation of small local service shops (fast disappearing) in particular newsagents.
- Subsidise rents for small essential businesses, such as newsagents/corner shops.
- Less construction and less noise pollution, reduce junk mail/get rid of drug dealers/encourage reasonably priced "healthy food stores.
- I would like to see the market at Bute Street developed further, very much in favour of small businesses enterprises. A small newsagent as P. Josiah (Fulham Road) should be encouraged to stay in the area.
- It would be nice to "spruce up" the old Brompton Road stretch from the tube station to Queen's Gate maybe encouraging slightly more upmarket shops and restaurants or smartening the current shop and restaurant fronts could help. How/what are they intending the new retail development to contain - I really hope it is not more chain coffee shops and/or cheap high street shops.
- Keep down business rates and rents so small businesses not forced out. Try to keep the character of the area which is a good mix.
- If we could re-instate our local shops as being of use to the residents. I.e. less factory cafes on the north side of the underground. The small useful shops that are along Pelham Street, less Chinese massagers, luggage, postcards (tourist shops).
- 1. Have more rubbish bins around. 2. Less coffee and food outlets.
- Encourage small shops at reasonable rents to provide more variety of local services of food shops. Less choice now available.
- Allow vital community shops in Council premises to have favourable rents.
- Maintain smaller shops which are a value to residents. For example our local newsagent which is small but provides a valuable service for newspapers.
- More help given to improve and help small shops to survive in the area and smarten themselves up. Also more plants and a general sprucing up of the area around the tube and old Brompton Road. The florist at the tube station should get a permanent hut built or at least disguise his/her ugly refrigerated unit where the flowers are stored. It is unsightly.
- Re: - South Kensington tube station/the last thing I would like to see an attempt to make the shops more exclusive/upmarket. We do not need another Bond Street/Sloane Street etc. I live in Sloane Street and have experienced the transition from butchers/drycleaner/the Indian shop/newsagents/travel agents to Gucci/Hermes etc. None of these new shops I use. Consequently I now take the bus to King's Road for our daily shopping. For me, Sloane Street has now less quality of living than 25 years ago!
- The areas could be made better to live in if the following were to take place: 1) Have a correct balance between the needs of residents and businesses, with the needs of residents always taking upper hand. 2) Where businesses have to operate, there should be no inconvenience to the residents, if the cause of the inconvenience could be borne by the business. 3) The Council should be sensitive to the complaints of the residents. 4) The Councillors and planners must not be corrupted by the weight of money of the businesses and an anti-corruption unit set up to oversee some of the decisions of the planners /Councillors. 5) Practical measures must be taken to improve the resident's lifestyle, e.g. Restrictions on unauthorised planning changes, quick response to complaints, absolute rigidity to the letter of the law and regulations. 6) Where possible planting trees to improve the environment. 7) The Councillors and planners must be unbiased and appear to be unbiased to the residents. 8) A supervision board of

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decisions by planners against the residents must be established. 9) If a planning decision goes against the residents, they should also have the right of appeal and not just the applicant of a planning issue. The objections of the silent majority must be heard. 10) Zero tolerance towards violations of borough regulations and quick response to reports of violations.

- The shops on Old Brompton Road need to be licensed anew. There are too many small shops that sell cheap wares, betting shops, and fast food restaurants. I would prefer fewer but larger shops that attract more premium retail shops. Please also no longer license the sausage van on Saturday Farmer's Market as the smell of the sausage, grease, and onions can be smelled all across Bute Street, Sumner Place, and Old Brompton Road. Please draw a zebra crossing on the elevated road on the corner Pelham Street and Old Brompton Road. It is not clear who has the right of way now: pedestrians or cars?
- Bring Knightsbridge back to being British with beautiful small boutique shops, restaurants with style. This gold and glitter does not belong in England.

South Kensington Tube Station

- Look at q8:- organise a competition in order to generate new ideas for the new tube station in south Kensington.
- Contribute the entirety of such funds towards provision to eliminate the prospect of TfL's massive development scheme which would destroy South Kensington. South Kensington is the gateway to museums and should not be converted into a soul-destroying retail centre.
- Subsidise a lift to the Piccadilly line through the building
- Put some benches on new South Kensington Square where the tube station entrance is. From Piccadilly Line lift needed/or planks or ramps for those with luggage/wheelchairs/pushchairs as South Kensington is a major station.
- Exhibition Road - well done, South Kensington needs upgrading - action needed - been talking long enough.
- Improve appearance of area round "piazza" near South Kensington tube station, including screening on florist and general greening and include some decent quality seating.
- (1) Would like escalators down to the tubes, expensive but needed. (2) And why not open up the two disused district/circle line platforms? (3) Medici has an original shop front. Why not give all the shops alongside in Thurloe Street the same shop front. Would be so attractive and a great opportunity. 4) Reinstate shop demolished in the 70s along Pelham Street. Could have flats above.
- (1) More rubbish bins in the heavily trafficked areas like Brompton cross, Thurloe Street and around the tube station. (2) Care that any refurbishment be in keeping with the architecture of the surrounding area and scale. (3) Maintain the peacefulness of the area and not turn it into a sort of wannabe! The scale proposed in this development is shocking.
- I feel that South Kensington station could do with a makeover as it is looking very tired and dated.
- (1) Redevelopment of the tube station is important. (2) Provision of more street dustbins could help. (3) I'd like to see smokers prevented from dropping cigarette butts on the street. (4) I would like to see Kensington and Chelsea back in the congestion charge zone. Day-time traffic volumes are too high now.

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- I think there is very little residential heart to South Kensington. No local initiatives around which a community could bond or at least no communications to encourage participation. I like the fact that endless chains have not been established in South Kensington (partly by keeping an overambitious South Kensington tube development at bay and hopeful that local residents have the energy to keep campaigning for something more sympathetic to the setting) and yet it feels very transient and soulless nonetheless. The farmers' market is a notable exception and I congratulate the establishment of this. Further, the Exhibition Road project is outstanding, real leadership was necessary to drive this through. Although this delivers for the international reputation of London rather than ticking particular boxes for local residents.
- The project will introduce an array of modern buildings into a conservation area, thus completely changing the look and feel of the place. It will be like living in Hammersmith. It would probably see the departure of the numerous independent boutique stores and cafes in favour of the standard chain stores you see everywhere. The addition of three more blocks of apartments is guaranteed to amplify the already terrible congestion.
- Implement step-free access to the Piccadilly line. The line is used by travellers to Heathrow. The lack of steps free access is a travesty! This is especially so in comparison with midtown east in New York - where for example station at 53rd and Lexington Avenue has lift access.

Sports and leisure

- More sports and leisure areas/centres.
- Tennis courts/squash courts would pay. Seems these are relatively deficient, especially squash courts at least an open-for-all basis.
- Sporting facilities need to be expanded.
- Although we are too old to play tennis, some public tennis courts would be welcome. They would also give young people a sporting venue as opposed to hanging around street corners and pubs.
- Sort our rubbish collection so that it isn't sitting on the streets. We could improve our own underground storage. Change the Heathrow flight path. A local pool, leisure centre. Open to suggestions as to what role I could play.

Street cleaning/refuse collection

- Street cleaning and rubbish collection.
- I would welcome more community projects as it seems that everything is geared towards the tourists. Also Exhibition Road around the Science Museum has no bins and people are using a bicycle basket as a bin!
- Stricter control of rubbish left out in my street on non-collection days.
- More litter bins - especially for dog waste bags.
- Clean up the Cromwell Road pavement of the Charles de Gaulle (badly marked with chewing gum). Windows of school and offices next door have not been washed or painted in 10 years.
- (1) Extend Saturday farmer's market to Sunday as well (but not arts and crafts) 10am-2pm. (2) More seating and rubbish bins for visitors to the area - increase temporary seating at peak times for visits e.g. weekends spring/summer, during the day only. (3) Get rid of chewing gum on paving around station - install gum disposal bins with those for cigarette butts.
- We need to keep our pavements cleaned and maintained even if we are unable to replace or repair them. The difference is the whole mood amongst everyone (residents

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and visitors) is quite evident when the street and pavements are clear of refuse, litter, chewing gum etc. The Council services (Streetline and Sita) do a magnificent job, but are all extremely frustrated by the public's poor behaviour. Please: - clear and concise notices.

- 1. A well-publicised campaign against littering the streets, stressing that it is illegal. Issuing on-the-spot fines. 2. Also a campaign against spitting in the street which I often observe. Again stressing that it is illegal and issuing on-the-spot fines.
- (1) Instigate local restaurants to help keep public areas clean. (2) Fat disposal supervised as Chinese fast food at the corner of Thurloe Street and Exhibition Road disposes of fat down the drain in the Road (have seen it happen).
- Any money should be spent for benefit a resident at/below poverty line. Improving security and bins in public spaces and ensuring they are maintained for residents and for children, rather than just for vagrants!
- Around South Kensington station there are excess of 25 take away food shops and cafes, the area is filthy and constantly littered. Bags and rubbish clutter the area waiting to be collected, when I called the Council office to complain, a young man totally unsympathetic to the issue said "we are planning to remove all street rubbish bins"! Council should impose a "clean streets tax" on all food outlets to pay for the constant cleaning of the area, during the hours 7am to midnight.
- Lower taxes, better three times a week rubbish collection, more interesting street trees and plants.
- 1. As above, keep the street cleaner of litter and rubbish - far too much rubbish/litter on our streets!! 2. Reduces the attractiveness of the area and encouraged pests - particularly rodents.
- Change the totally not appropriate lamp posts on Onslow Gardens/Neville/Selwood Terrace for similar ones to the Queen's Gate ones. Remove parking spaces on Bute Street, have larger pedestrian pavements and terraces. Have more collection of rubbish there.
- Speed reducing ideas for this street. I have made suggestions, but to no avail. Somehow clean up the Brompton ward part of Knightsbridge, plus Beauchamp Place. The whole area has gone downhill and has been allowed by the Council to become a major eating/drinking place with all the mess that this entails.
- 1. Plant trees (I would like to plant trees in my street). 2. Make some streets only for residents, especially those whose residences are at the back of restaurants. 3. Force restaurant rubbish to be collected from front of restaurants; they will then be more careful about the evils of rubbish.
- (1) Tidying up the public area around Knightsbridge Green at Brompton Road. The base of the tree is a rubbish tip. (2) Legal advice that stops commercial premises soon regretting an extension to their licensing hours. There is constant creepage and non compliance.
- To give an award to the street cleaner who is white haired now and a black moustache, very thin and always busy, marvellous. Worker who keeps Queen's Gate and Kensington Road shipshape. Thank you.
- 1. Reduce the amount of road signage. 2. Increase the number of rubbish bins. 3. Increase the amount of trees planted on the roads.
- 1. Have more rubbish bins around. 2. Less coffee and food outlets.
- Sometimes I found rubbish bins on pavements were smelly. They wouldn't be good from hygiene view as well as cleanliness. I would like you to hire someone to wash them up regularly.

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- Vital to address problems of rubbish - filthy - no other capital has rubbish bags left in street.
- All businesses should be responsible for keeping their storefronts clean aside from the normal street cleaning services of the Council.
- Fine eating establishments that do not clean their forecourts well or frequently enough.
- More bins near to the food stop.
- Enforcing cafe outside users to clean streets outside their premises from food/cigarettes etc.
- (1) More rubbish bins in the heavily trafficked areas like Brompton Cross, Thurloe Street and around the tube station. (2) Care that any refurbishment be in keeping with the architecture of the surrounding area and scale. (3) Maintain the peacefulness of the area and not turn it into a sort of wannabe! The scale proposed in this development is shocking.
- Other councils have big communal waste bins and this is a very good idea.
- Communal large waste bins for household waste only in the street as used to be provided in Pimlico some years ago.
- Earlier street rubbish collections. Hanging baskets would be nice.
- (1) Redevelopment of the tube station is important. (2) Provision of more street dustbins could help. (3) I'd like to see smokers prevented from dropping cigarette butts on the street. (4) I would like to see Kensington and Chelsea back in the congestion charge zone. Day-time traffic volumes are too high now.
- The lower part of Exhibition Road, south of Thurloe Place has a couple of raised areas where people can sit if they aren't buying from the restaurants. These areas look very stained and tatty and could be cleaned up or renovated with a more durable finish which would be much more hospitable to the borough's visions.
- Put big rubbish containers outside houses or at least one per street because leaving trash bags outside on the street is a) dirty, unhealthy, smells when it's a bit warm outside and attracts insects and b) demeaning to a classy and expensive borough like Kensington and Chelsea. Besides, being able to only put trash out at the times were the truck is here is a bit inconvenient and some neighbours are leaving their trash in building halls or at the building entrance which is also unacceptable. It would be good to find a better rubbish collection solution for local residents.
- A simple idea - but one adopted in Paris and other European cities - why don't the restaurants and other food/drink outlets in the area keep the pavements outside their business clean by sluicing them with soapy water? I don't think responsibility for this should be left solely to the Council's Waste Management and Leisure services. Some of the pavements outside of these premises are quite frankly disgusting and I wouldn't want to eat and drink at any of the outside seating areas in the majority of them. This is always more apparent in periods of dry spells, which we had a few weeks ago. I never understand why business such as these wouldn't want to do this anyway. It would hardly cost anything.
- A small amount of money won't help. I and most of my neighbours were strongly opposed to the pedestrianisation of Exhibition Road and the area around South Kensington tube station. We made our feelings extremely clear to the Council but were, of course, ignored. The result, as we expected, is increased congestion and rubbish strewn all over the place from the far too many fast food shops, which we also opposed. Residents have never wanted the area to be turned into a Covent Garden style tourist hell, but that is what it has become. The museums should charge admission, as is the case everywhere else in the world. Children, OAPs, unemployed etc. could be offered

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concessions or even free entry (but, right now, it's free access to tourists who have to pay considerably for access to other sites such as the London Eye etc). The museums have been debased to little more than theme parks.

- On the whole this is already a nice place to live. I think that the Council and the Councillors do a pretty good job. To keep it that way we all need to be vigilant about keeping the streetscape uncluttered, neat, tidy and well maintained. We need a zero tolerance policy on such things as litter and graffiti.
- Put permanent signs up in streets with rubbish collection times; the temporary ones help, but look ugly and won't last more than a couple of years. This would stop the scourge of bin bags on the street, which block the highway, attract vermin and look ugly.
- Bins attached to the railings around the square. I have already written to the Council but no progress.
- Rather than fancy 'projects' I think you should spend the money on making the existing environment function in a more civilised fashion: less litter on the streets - a litter bin outside the new Little Waitrose on the Old Brompton Road for instance - and fewer restaurants and clubs staying open until the early hours, disturbing the residents nearby, more controls on crazy supercars revving down the streets at all hours and parking wherever they feel like. It often feels that this area is run for the benefit of visitors, not the people actually living here!
- Improve Knightsbridge Green area (the area underneath the tree is full of cigarette butts and other rubbish). Chewing gum removal in main streets, plus subsequent enforcement
- Sort our rubbish collection so that it isn't sitting on the streets. We could improve our own underground storage. Change the Heathrow flight path. A local pool, leisure centre. Open to suggestions as to what role I could play

Street furniture/signage

- I am prepared to send in regular data on unnecessary, inappropriately positional road signs particularly where they impede pedestrian movements on pavements (in the hope that they might be removed).
- 1. CCTV - cameras on squares for residents' safety. 2. Maintenance and/or return of iconic neighbourhood features (such as street lamps, old red phone boxes and post boxes and bins).
- Removal of unwanted or residential street furniture. The example set by Exhibition Road is superb but even better would be the removal of clutter over a larger area of South Kensington/Knightsbridge. Further I think that the non-climb paint that has been used on various lamp posts etc is ugly (and was climbing up traffic signs etc. really such a problem as to warrant such action?). The laying of stone paving (instead of concrete) should continue (so much more attractive). I would be more than happy to join an action group to identify such improvements and to formulate an action plan.
- (1) Extend Saturday farmer's market to Sunday as well (but not arts and crafts) 10am-2pm. (2) More seating and rubbish bins for visitors to the area - increase temporary seating at peak times for visits e.g. weekends spring/summer, during the day only. (3) Get rid of chewing gum on paving around station - install gum disposal bins with those for cigarette butts.
- I am very concerned about the safety of pedestrians on the southern end of Exhibition Road, especially near Thurloe Place. Need better signs and bollards.
- Fewer street signs.

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- Put some benches on new south Kensington Square where the tube station entrance is. From Piccadilly Line lift needed/or planks or ramps for those with luggage/wheelchairs/pushchairs as South Kensington is a major station.
- Change the totally not appropriate lamp posts on Onslow Gardens/Neville/Selwood Terrace for similar ones to the Queen's Gate ones. Remove parking spaces on Bute Street, have larger pedestrian pavements and terraces. Have more collection of rubbish there.
- 1. Reduce the amount of road signage. 2. Increase the number of rubbish bins. 3. Increase the amount of trees planted on the roads.
- Improve appearance of area round "piazza" near South Kensington tube station, including screening on florist and general greening and include some decent quality seating.
- Benches provided around South Kensington station. It would be so good for people like me (disabled and nearly 90 years old) when shopping in the area - and also for tourists - it is not unusual to see them coming out with luggage from the station and then sitting on the floor while they look at maps to see where they need to go.
- Provide some seating on paved area outside station and on new paved road area of Thurloe Road for older people and those eating sandwiches.
- Trim shrubs and trees more often so that road and street signs are more visible.
- On the whole this is already a nice place to live. I think that the Council and the Councillors do a pretty good job. To keep it that way we all need to be vigilant about keeping the streetscape uncluttered, neat, tidy and well maintained. We need a zero tolerance policy on such things as litter and graffiti.

Street improvements

- Knightsbridge, Brompton Road area looks more and more like a cheap street in Morocco - please look why the pharmacy on Brompton Road has such a terrible blue paint. How can you have allowed it? It should be black.

Take pride in the area

- As long as people take pride in the area it will be respected, this means keeping it as clean as possible and encouraging all local businesses and restaurants etc. to do the same.

Tourist Information Centre

- Tourist information and local information centre.

Tours

- 1. Paying taxes. 2. Suggestions survey. 3. Volunteering. 4. Political news/vote. 5. Historical guided tours of your local area tailored to different age groups. 6. Simplify planning/construction permission via online straight application. 7. More police patrols day and night.

Traffic controls/speeding

- Sorting out the traffic lights around South Kensington tube, allowing traffic to flow more freely and pedestrians to cross the roads safely. Currently there are very long pauses with lights on red and neither pedestrians or traffic moving. Also need traffic lights on middle islands so pedestrians know when it is safe to cross.

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- A need for traffic "stop" controls at junctions Beecham Place/Brompton Road, very dangerous.
- I am fairly happy with my local area. For central London South Kensington has a unique "village" style atmosphere which I would like to see preserved through rigorous planning controls (ensure a diverse mix of shop businesses in the area) and control over traffic flow.
- Traffic calming measures on bridge, Thurloe square/Pelham Street.
- 1. Fewer cafes. 2. Better traffic movement around the centre of South Kensington - since the "refurbishment" it has been a total disaster - you should never have changed it!!
- Speed reducing ideas for this street. I have made suggestions, but to no avail. Somehow clean up the Brompton Ward part of Knightsbridge, plus Beauchamp Place. The whole area has gone downhill and has been allowed by the Council to become a major eating/drinking place with all the mess that this entails.
- Traffic rules should be enforced to stop excessive speeding in Walton Street traffic turning right from Draycott Place into Walton Street which is forbidden but totally ignored despite signs. Heavy lorries using Walton Street since the original signs have been taken down causing delays.
- The area has become extremely crowded since the pedestrianisation. The road that taxis and cars use for turning make it quite hazardous.
- 1. Plant trees (I would like to plant trees in my street). 2. Make some streets only for residents, especially those whose residences are at the back of restaurants. 3. Force restaurant rubbish to be collected from front of restaurants; they will then be more careful about the evils of rubbish.
- Can we not have a traffic light at the bottom of Pelham Street? It is a question of every man for himself and dangerous.
- More traffic police controls around Brompton Cross especially on Friday and Saturday nights.
- Adjusting the traffic flow from Sydney Place into Fulham preferably by getting rid of the pedestrian crossing traffic lights beside Oka. Hardly anybody waits for them to cross the road or indeed crosses the road precisely there. But these lights mean that when the lights from Sydney Place go green, if there are more than two cars turning left into the Fulham Road, no vehicles can turn right, so that the traffic builds up back into Onslow Square and reaches all the way to South Kensington sometimes with all the unnecessary waiting and pollution that this entails. Please get this right.
- Priority should be given to pedestrians and cyclists. More zebra crossings, enforcement of speeding excesses, less parking spaces, more like electric cars.
- 20 mph speed limit on roads and lorries kept strictly to only non residential streets unless delivering/rubbish removal/fire engines and so on.

Trees/flowers/greenery

- Plant more trees in the newly developed area around South Kensington tube station and Exhibition Road, there's too much concrete and not enough green.
- More trees on the streets - where we have them, the neighbourhood looks and feels good. Would help with regarding fundraising to allow additional planting to be done.
- More flowers
- Plant more trees in the streets - not large trees but ones similar to those in say. Sumner Place.
- Lower taxes, better three times a week rubbish collection, more interesting street trees and plants.

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- 1. Plant trees (I would like to plant trees in my street). 2. Make some streets only for residents, especially those whose residences are at the back of restaurants. 3. Force restaurant rubbish to be collected from front of restaurants; they will then be more careful about the evils of rubbish.
- 1. Reduce the amount of road signage. 2. Increase the number of rubbish bins. 3. Increase the amount of trees planted on the roads.
- I think the northernmost platform at South Kensington tube station could become a signature outdoor space for temporary public art exhibitions as well as some plantings which truly show off this special station. This platform is not used at all at the present. I would facilitate a curatorial network to start it.
- (1) Trees/trees/trees! I think the most beautiful streets, areas in London are tree-lined. I am disappointed that the leaders of the Exhibition Road project did not see fit to introduce trees along the Road; instead choosing 'nothing' around the South Kensington tube end of Exhibition Road and grey, modern, tall lamp posts at the other end. I see this as a real missed opportunity. I think a project should look at opportunities for introducing trees and green space where ever possible. (2) Protect our green space and reduce/eradicate the number of tacky, commercialised events and noise to residents. I specifically talk about the activities of the Natural History Museum on the east lawn (ice rink/butterflies/current Exhibition) and the planned closing of Exhibition Road for the Olympics with late night music and noise planned. I think elected councillors you say you represent residents, however the destruction of the Natural History Museum east lawn has been allowed to continue for many, many years and whilst I welcome this survey I do not believe that you really understand from a resident's point of view what it is really like to have to put up with the Natural History Museum's events like the ice rink every day for over three months from 8:30am to 11:20pm. I would like you to try and understand and do something about it.
- Flowers etc in the station.
- 1. Improve the walkway through to Hyde Park where Tattersalls is (via Knightsbridge Green). 2. The area called Park Gate through to Hyde Park, off Knightsbridge. The above areas could be beautified and upgraded to reveal the charm. Licensed premises nearby are a major contributor to the problem. This is an area of historic interest where lots of tourists come to.
- Improve appearance of area round "piazza" near South Kensington tube station, including screening on florist and general greening and include some decent quality seating.
- More greenery on Exhibition Road at the moment there is far too much concrete not being diluted by trees or flowers.
- More help given to improve and help small shops to survive in the area and smarten themselves up. Also more plants and a general sprucing up of the area around the tube and old Brompton Road. The florist at the tube station should get a permanent hut built or at least disguise his/her ugly refrigerated unit where the flowers are stored. It is unsightly.
- (1) The "greenery" of as much public space as possible, including roofs and walls. (2) The provision of free Wi-Fi would encourage business and make the area a high-tech magnet for the future, employment and new businesses would flock to the area.
- Earlier street rubbish collections. Hanging baskets would be nice.
- More trees planted in streets a very good farmers market is needed.
- The areas could be made better to live in if the following were to take place: 1) Have a correct balance between the needs of residents and businesses, with the needs of residents always taking upper hand. 2) Where businesses have to operate, there should

Appendix two: Comments from open questions

be no inconvenience to the residents, if the cause of the inconvenience could be borne by the business. 3) The Council should be sensitive to the complaints of the residents. 4) The Councillors and planners must not be corrupted by the weight of money of the businesses and an anti-corruption unit set up to oversee some of the decisions of the planners /Councillors. 5) Practical measures must be taken to improve the resident's lifestyle, e.g. Restrictions on unauthorised planning changes, quick response to complaints, absolute rigidity to the letter of the law and regulations. 6) Where possible planting trees to improve the environment. 7) The Councillors and planners must be unbiased and appear to be unbiased to the residents. 8) A supervision board of decisions by planners against the residents must be established. 9) If a planning decision goes against the residents, they should also have the right of appeal and not just the applicant of a planning issue. The objections of the silent majority must be heard. 10) Zero tolerance towards violations of borough regulations and quick response to reports of violations.

- Brightening up for the South Kensington station area - hanging baskets perhaps?

Tube stations

- The old proposal to have an exit from the station at the Thurloe Square/Pelham Street end should be done. Even with the present escalators to the Piccadilly line there are still many steps and the steps towards the district line are often really overcrowded especially for 85 year olds! There is no safe crossing of Pelham Street or the road into Onslow Square from Malvern Court.
- The shared space does not seem to be working especially north of Cromwell Road - something should be done about that. We should revisit the case of covering the tube station which is very noisy. More street vendors on Exhibition Road north of Cromwell Road would take the pressure off the south side and add some more ambience.

Unemployed youth

- Any project dealing with: - 1. "Green awareness" ecology. 2. Community spirit between residents. 3. Volunteering for older people. 4. Understanding and helping ethnic minorities. 5. Connecting with unemployed youth through various schemes.

V&A

- More trees. Invite the V&A to assist in commissioning a better structure for Guiding The Lily outside the station. Currently the appearance from Pelham Street is very scruffy. Invite the V&A to assist in commissioning a sculpture to replace the bicycle rack opposite the museum at the corner of Thurloe Square. This is the place where the Bolton sculpture, Annunciation, was going to be placed and mercifully the council had second thoughts. It is a key site on a major route out of London. I would be very interested in helping to make this happen and have some ideas for possible funding.

Volunteering

- Already participate locally both as an appropriate adult supporting vulnerable detainees in custody and as a volunteer gardener in St. Luke's Gardens.
- Any project dealing with: - 1. "Green awareness" ecology. 2. Community spirit between residents. 3. Volunteering for older people. 4. Understanding and helping ethnic minorities. 5. Connecting with unemployed youth through various schemes.
- 1. Paying taxes. 2. Suggestions survey. 3. Volunteering. 4. Political news/vote. 5. Historical guided tours of your local area tailored to different age groups. 6. Simplify

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planning/construction permission via online straight application. 7. More police patrols day and night.

- I would happily teach less privileged children to read.
- Facilities in schools to help children with reading and spelling difficulties. I would like to be a volunteer and compulsory singing lessons in all schools. Opportunities to learn a musical instrument.

Water fountain

- Area around Ismaili centre should be cleaned, restricted and emptied of vagrants. Free water fountain provided on Exhibition Road.
- Take over Museum Lane and make it a pleasant open green space for the public. Install Free Drinking Water fountains along Exhibition Road say one every 200 metres
- Free water fountains along Exhibition Road providing drinking water to passer byes.

WiFi

- (1) The "greenery" of as much public space as possible, including roofs and walls. (2) The provision of free Wi-Fi would encourage business and make the area a high-tech magnet for the future, employment and new businesses would flock to the area.

Young people

- 1. Projects for younger people, involving recreation. 2. Projects for elderly people.
- The youth community centre in World's End is under threat of closure. How funding things like this is not an automatic part of your refit, god only knows. But if it isn't, surely things for young people are very important.
- (1) Close Fulham Road or Kings Road once a year to cars for a "safer cycle to work" day. (2) Target teens in borough (no mention in Q7) to make them more aware of evening classes etc that are available.