

**City Living, Local Life
Survey of Courtfield Ward
APPENDICES**



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THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA



Appendix One: Data Tables

To what extent could the following be improved in your local area? By local area we mean within a 15-20 minute walk from your home.

| | Needs dramatic improvement | | Needs some improvement | | Needs little or no improvement | | No response | | Total | |
|---|----------------------------|-----|------------------------|-----|--------------------------------|-----|-------------|-----|-------|------|
| | | | | | | | | | | |
| Traffic around South Kensington underground station | 223 | 30% | 227 | 30% | 250 | 33% | 51 | 7% | 751 | 100% |
| Something else | 223 | 30% | 40 | 5% | 107 | 14% | 381 | 51% | 751 | 100% |
| Noise from traffic such as coaches and tour buses | 190 | 25% | 244 | 32% | 249 | 33% | 68 | 9% | 751 | 100% |
| Appearance of streets around Gloucester Road underground station | 170 | 23% | 300 | 40% | 217 | 29% | 64 | 9% | 751 | 100% |
| Appearance of South Kensington underground station | 131 | 17% | 255 | 34% | 300 | 40% | 65 | 9% | 751 | 100% |
| Appearance of Gloucester Road underground station | 128 | 17% | 301 | 40% | 254 | 34% | 68 | 9% | 751 | 100% |
| Appearance of streets around South Kensington underground station | 92 | 12% | 217 | 29% | 373 | 50% | 69 | 9% | 751 | 100% |
| Problems relating to licensed premises | 80 | 11% | 170 | 23% | 376 | 50% | 125 | 17% | 751 | 100% |
| Noise from air conditioning units | 76 | 10% | 139 | 19% | 430 | 57% | 106 | 14% | 751 | 100% |

Appendix One: Data Tables

Before receiving this questionnaire, how aware were you of plans that have been submitted to the Council to build a casino at 97-107 Cromwell Road (Holiday Inn, Kensington Forum Hotel site)?

| | Number | Per cent |
|------------------|--------|----------|
| Very aware | 115 | 15% |
| Quite aware | 91 | 12% |
| Not very aware | 70 | 9% |
| Not at all aware | 467 | 62% |
| No response | 8 | 1% |
| Total | 751 | 100% |

How strongly would you support or oppose plans to build a casino on this site?

| | Number | Per cent |
|------------------------|--------|----------|
| Strongly support | 19 | 3% |
| Support | 20 | 3% |
| Neither support/oppose | 211 | 28% |
| Oppose | 110 | 15% |
| Strongly oppose | 363 | 48% |
| Cannot say | 22 | 3% |
| No response | 6 | 1% |
| Total | 751 | 100% |

Appendix One: Data Tables

If you had a choice, which of the following bands would you most prefer for residents' parking in your local area? (Please tick one only)

| | Number | Per cent |
|---|--------|----------|
| 8.30am to 6.30pm Monday to Friday, 8.30am to 1.30pm Saturday | 266 | 35% |
| 8.30am to 10pm Monday to Friday, 8.30am to 1.30pm Saturday | 140 | 19% |
| 8.30am to 10pm Monday to Friday, 8.30am to 6.30pm Saturday | 85 | 11% |
| 8.30am to 10pm Monday to Friday, 8.30am to 6.30pm Saturday, 1pm to 5pm Sunday | 179 | 24% |
| No response | 81 | 11% |
| Total | 751 | 100% |

To what extent would you say you personally feel part of the community in your local area?

| | Number | Per cent |
|-------------------|--------|----------|
| To a great extent | 162 | 22% |
| To some extent | 433 | 58% |
| Not at all | 139 | 19% |
| No response | 17 | 2% |
| Total | 751 | 100% |

Would you personally like to be more involved in your community?

| | Number | Per cent |
|-------------|--------|----------|
| Yes | 203 | 27% |
| No | 213 | 28% |
| Not sure | 311 | 41% |
| No response | 24 | 3% |
| Total | 751 | 100% |

Appendix One: Data Tables

Despite being one of the wealthiest areas in London, there are vulnerable people in Courtfield ward who need support. Would you personally be willing to get involved in projects to benefit vulnerable people in the very local area?

| | Number | Per cent |
|-------------|--------|----------|
| Yes | 156 | 21% |
| No | 255 | 34% |
| Not sure | 310 | 41% |
| No response | 30 | 4% |
| Total | 751 | 100% |

How would you describe your nationality?

| | Number | Per cent |
|------------------|--------|----------|
| Spanish | 8 | 1% |
| No response | 24 | 3% |
| German | 27 | 4% |
| Italian | 38 | 5% |
| American | 41 | 5% |
| French | 58 | 8% |
| Other | 113 | 15% |
| British or Irish | 442 | 59% |
| Total | 751 | 100% |

If you are not British or Irish, to what extent do you feel part of a community related to your nationality in your local area i.e. local French community?

| | Number | Per cent |
|-------------------|--------|----------|
| To a great extent | 49 | 17% |
| To some extent | 101 | 35% |
| Not at all | 124 | 44% |
| No response | 11 | 4% |
| Total | 285 | 100% |

Appendix One: Data Tables

Would you be interested in events or activities targeted at the community related to you nationality to help this community feel part of local life?

| | Number | Per cent |
|-------------|--------|----------|
| Yes | 74 | 26% |
| No | 138 | 48% |
| Not sure | 73 | 26% |
| No response | 0 | 0% |
| Total | 285 | 100% |

Demographics

| | Survey | | 2011 Census |
|------------|--------|-----|-------------|
| ...male? | 336 | 50% | 52% |
| ...female? | 342 | 50% | 48% |

| | Survey | | 2011 Census |
|----------|--------|-----|-------------|
| Under 18 | 0 | 0% | 12% |
| 18-25 | 16 | 2% | 13% |
| 26-39 | 127 | 19% | 32% |
| 40-59 | 293 | 43% | 27% |
| 60+ | 250 | 36% | 16% |

Appendix Two: Written comments

Written comments

This section of the report contains the comments made by respondents in relation to the open questions within the survey. Comments that relate to more than one topic may appear more than once under different headings.

Themes: If you said that it's something else that needs improving, please tell us about it here.

| Theme | Number of comments | Theme | Number of comments |
|--|--------------------|---|--------------------|
| Traffic | 81 | Garden waste scheme | 2 |
| Cleanliness of streets | 80 | Tradesman | 2 |
| Waste collection | 68 | Reduce spending | 2 |
| Homelessness and beggars | 39 | Hotels | 2 |
| Issues around prostitution | 34 | Policing | 2 |
| Parking | 28 | Improvements to Gloucester Road Station | 2 |
| Buses and coaches | 23 | Pedestrianisation | 1 |
| Dog fouling | 20 | Buskers | 1 |
| Building and construction | 19 | High performance cars | 1 |
| Noise and nuisance | 18 | Business rates | 1 |
| Improvements to South Kensington station | 12 | Communal gardens | 1 |
| Crime and antisocial behaviour | 11 | Open spaces | 1 |
| Other | 10 | Street lighting | 1 |
| Wider range of shops | 9 | Gloucester Arcade | 1 |
| Restaurants | 7 | Affordable housing | 1 |
| Pedestrian crossings | 7 | Community gardening | 1 |
| Planning and conservation | 6 | Ward Councillors | 1 |
| Pests and vermin | 6 | Recycling | 1 |
| Pollution | 4 | More trees and bushes | 1 |
| Casinos | 4 | Health and safety | 1 |
| Pavements | 4 | Appearance of area | 1 |
| Cyclists | 3 | | |
| Trees and plants | 3 | | |
| Accessibility | 3 | | |
| Chairs and tables on pavements | 3 | | |

Appendix Two: Written comments

Comments: If you said that it's something else that needs improving, please tell us about it here.

| Comment | Theme |
|---|---------------------------|
| No easy access to wheelchairs and prams as well as for suitcases for people coming from Heathrow airport. | Accessibility |
| Check with RNIB (Royal National Institute For The Blind) about street obstructions that trip up the blind and partially sighted. | Accessibility |
| We need elevators or escalators at Gloucester Road underground station, or South Kensington station for disabled access and travelling with luggage on Piccadilly Line or Victoria (link to Gatwick Express.) | Accessibility |
| Affordable housing. | Affordable housing |
| Rundown appearance needs improvement. | Appearance of area |
| Too much building work going on. | Building and construction |
| Street cleaning-control of refurbishment and works. Control of parking resident bays. Some workers and taxis park as they like. | Building and construction |
| Construction traffic, there is absolutely no place you can go in Courtfield, without lorries and construction blocking the road. There is no peace, just construction noise, jackhammers etc, etc. The borough used to be wonderful - now it isn't. RBKC is fast becoming - place not to be just wealthy so you can get away from the construction noise at your country house. | Building and construction |
| Far too many residents' bays suspended for long periods for building works, noises and dust/mess from building work going on everywhere in the borough is intolerable. | Building and construction |
| Builders noise and shouting on scaffolds. | Building and construction |
| Basement work/traffic/chaos. | Building and construction |
| Noise from building works needs dramatic improvement (Saturday mornings in particular). | Building and construction |
| Basement developments has destroyed our once peaceful street forever. | Building and construction |
| Clareville Grove is a NIGHTMARE of constant basement digging which hasn't stopped in the five years I have lived here. I can't sleep for the flapping tarpaulins and the disturbance of traffic on the road surface which has been destroyed. No thanks to councillors on PLANNING!! | Building and construction |
| Planning procedures control development outcomes and impacts. Planning procedures take little or no account of impacts during the construction phase-which may last two or three years. Quite wrong. | Building and construction |
| Scaffolding plastics should be properly fitted to avoid noise by wind which can be very disturbing at times. Gloucester Road tube: outside area very dirty. | Building and construction |
| (1) Building works outside of weekdays. (2) Street cleaning...needs dramatic improvement. | Building and construction |
| Simply too much house construction activity- a permanent building site. | Building and construction |
| 1. There are too many new developments in South Kensington. Nuisance to residents is not taken | Building and construction |

Appendix Two: Written comments

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| enough into account. 2. The number of homeless people coming to South Kensington is increasing. This might lead to security/safety problems for the inhabitants of South Kensington. | |
| Control and time frame of builders scaffolding in area. Vis.Cranley Mansions -bottom of Gloucester Road, now in place for two and a half years. Also Onslow Gardens conversion up front and back for two years. We live next to Cranley Mansions and the sheer extent of the top floor conversion and extent and time frame of scaffolding in Brechin Place was never declared. | Building and construction |
| For me, the main problem with living in this area is the noise, due to traffic, frequent car alarms that go off every day with no apparent reason, and - most importantly - the building noise. I have been living in ear shot of building sites for the past three to four years (in particular, Ashburn Gardens), and I do think there should be some system that ensures that residents get a extended break from this noise on a regular basis (e.g. when one building site closes, another can not immediately open next to it). | Building and construction |
| The most significant inconvenience is caused by inconsiderate building projects particularly 'digging down'. Far more aggressive enforcement is required. | Building and construction |
| Cleanliness of street and pavements. Building work and builders too disruptive. Control of large vans, trucks and coaches needed. | Building and construction |
| Some buildings have been under construction/scaffolding for years. Do developers have a 'forever' window to complete planned building works? | Building and construction |
| Traffic extremely clogged up by buses, deliveries where at all times but parking in second lanes blocking (unclear). Too many tour buses. | Buses and coaches |
| Traffic is extreme, too many tour buses and lorries, very reckless driving, no respect for pedestrians. | Buses and coaches |
| The traffic lights need to be designed because of the amount of transport buses and tour buses (and public) are too close together. | Buses and coaches |
| Tour buses parking constantly in Stanhope Gardens often with engines running is not right. This is a residential street which is very expensive to live in and I do not want to have my view and my peace disturbed by huge ugly noisy brightly coloured tour buses waiting until they are needed to go to their pick-up points. | Buses and coaches |
| South Kensington tube and streets around look much better now. Gloucester Road tube station is ok; roads around and entrance needs work - too small and not pedestrian safe/not friendly. Also Cromwell Road cuts off two halves of a good road/Gloucester Road - should be corrected. Coaches and tour buses are dangerous in this area. | Buses and coaches |
| AIR POLLUTION:- More important than any of the above is the very bad quality of our air-it is well publicised how this affects our health. Every day I have to ask coaches parked outside the Gloucester Hotel on Harrington Gardens to turn off their engines, kept running for air conditioning, heating etc. Sometimes the driver is not in the coach but the engine is running. | Buses and coaches |
| Coaches outside all three Queens Gate schools, leave motors on for hours create traffic issue- | Buses and coaches |

Appendix Two: Written comments

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| especially with parents picking up. | |
| Too much traffic from tour buses, buses, taxis and too much illegal stopping of vans and lorries resulting in even greater traffic jams at most of the times. Reckless driving in the area and virtually no enforcement on this. | Buses and coaches |
| Speeding of cars on small roads off Cromwell Road. Reckless driving, too many tour buses. | Buses and coaches |
| Loudest speeding cars late at night-on Harrington Gardens. Too many tour buses. Garbage! | Buses and coaches |
| Often buses run empty creating huge amounts of pollution for nothing. They are too big and noisy-consider smaller electric buses. | Buses and coaches |
| 1. Cars idling at night-minicabs. 2. Coaches and trucks driving down Knaresborough Place to Courtfield Gardens-the road is too small. | Buses and coaches |
| 1. Too many people milling around, somehow organise them. 2. Too much traffic, less buses if possible. | Buses and coaches |
| Coaches stopping and tourists waiting to cause significant disruption to pedestrian traffic. | Buses and coaches |
| 1. Cromwell Road is ugly, unsightly, noisy road which needs improvement. 2. Private hire cabs parking illegally running their engines during nights. 3. Massive coaches in Courtfield Gardens. | Buses and coaches |
| Why big coaches are parking on double red line outside Lorenzo Restaurant on regular basis? Do they have a special parking permit? | Buses and coaches |
| Pollution - tour buses, coaches, cars parked, engines running. Pollution of minds-prostitute cards plastered inside phone boxes, homeless people mostly men sitting on pavements. | Buses and coaches |
| (1) Better monitoring of garbage left out on non-collection days - unsightly and encourages pests. (2) Buses which 'greet' each other by tooting their horns - very inconsiderate of residents. (3) Fines for businesses who continually ignore the 'no junk mail' signs clearly marked and clog up entrances with unwanted litter. | Buses and coaches |
| There are so many buses coming from all directions to these crossroads which make any proper traffic flow impossible. Back to the drawing board please with proper study. | Buses and coaches |
| Problem of increased number of buses small streets such as Queensberry Place which adds to chaos at school times at Lycee. | Buses and coaches |
| Holiday Inn on Courtfield Road has become so noisy like a Coach Station. Honking should be prohibited. No peace left. | Buses and coaches |
| Prostitute cards in the telephone boxes. All the improvements in the world will not get rid of the sleazy atmosphere around the areas where this unbelievable practice, whose perpetrators are easy to see, is allowed to continue. And please, enforce coaches to turn off their engines when they are parked up. Thank you. | Buses and coaches |
| (1) It used to be easy to drive from Sloane Square to Gloucester Road via Pelham Street and | Buses and coaches |

Appendix Two: Written comments

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| Harrington Road. The turns round South Kensington station are now chaos: drivers who need to turn right are often forced to stop halfway, holding up the cross traffic in turn. As a driver I find the system extremely and unnecessarily tiresome and so does every taxi driver I have spoken to. (2) I am frequently enraged by the large coaches which are allowed to double park with impunity for a long time outside the casino in Harrington Gardens. Is this officially permitted? if not why isn't it prevented? | |
| Rates need to go down so that small businesses don't keep closing down. The drug dealing that goes on at Collingham Road, Courtfield Gardens etc needs to be properly stopped. | Business rates |
| BUSKERS/STREET MUSICIANS: two, sometimes three per day outside South Kensington station with (unclear) and amplification, also local companies trying to attract business by using young people who keep bothering travellers around the station area. Also dirty streets. | Buskers |
| No more casinos. No prostitutes (illegal?) advertising or porn in public space. | Casinos |
| 1. The threat of another casino (24hrs) need to be eliminated. The comings and goings from the relatively discrete Millennium casino are disturbing enough as they are unusually at in the early hours. 2. Courtfield Mews is a classic mews but marred by the absence of its original entrance arch. (bomb damage from WW2) we would love it to be rebuilt. | Casinos |
| The impact the hotels have on our area - possible extra casinos, possible outdoor shisha bars, prostitute cards, more coaches (often using satnav and using unsuitable streets etc). | Casinos |
| The new super casino should not be approved. It will cause significant disruption and change the ambience nature of the ward. | Casinos |
| Please limit noise, Saturday nights, south side of South Kensington tube station, flower stall v.g. but not noise! Frequency of traffic lights to and from Cromwell Road. willingness of taxis to stop aged with trolleys, no further chairs on pavement outside south side cafes. | Chairs and tables on pavements |
| 1. Too many cafes with street tables taking up pavement space. 2. Should be top priority - it is impossible for residents to get around in their cars. 3. Why the traffic flow around the centre of South Kensington was changed is beyond (unclear) - it worked before, now it certainly does not!! | Chairs and tables on pavements |
| 1. Encroachment of pubs and cafes on public pavements should be more carefully monitored. These pavements are busy and some parts are very narrowed by the above, making passing difficult and unpleasant for example: Gloucester Road and Bute Street, Old Brompton Road, (take a look). 2. Littering-some streets are a disgrace for example: Foulis Terrace is frequently full of litter/garbage bags left on doorsteps and pavements for days. | Chairs and tables on pavements |
| Pavements blocked by drinkers when Chelsea are playing at home. Something else - litter and household rubbish on pavement nearly every day plus dog mess bagged and unbagged | Cleanliness of streets |
| The dirt and mess around Cromwell Road. | Cleanliness of streets |
| There are too many homeless all around. There is too much rubbish all around. Too many rubbish bags left out for days. | Cleanliness of streets |

Appendix Two: Written comments

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| Bins provided for dog manure are often overflowing and should be emptied more often or more bins provided, please. South Kensington Tube plaza and street outside Costcutter, regarding tube station are generally pretty filthy. | Cleanliness of streets |
| Too many beggars around Gloucester Road station. Dirty phone boxes used to pee in. | Cleanliness of streets |
| Pests:- rats, mice and foxes- cleaning streets and rubbish collection require vast improvement. | Cleanliness of streets |
| The (unclear) littering of the streets and persistent dog fouling. | Cleanliness of streets |
| Too many beggars both on route from Queens Gate (Brompton Road) to South Kensington Station and same applies on route to Gloucester Road station and chewing gum everywhere. | Cleanliness of streets |
| Lift from District/Circle lines. Continued dumping of rubbish from people cleaning out vans and cars. | Cleanliness of streets |
| 1. Pollution from cars/buses, particularly on Cromwell Road, Stanhope Gardens and Old Brompton Road. 2. Prostitution cards in phone boxes. 3. Litter on Sumner Place, particularly coffee cups, bottles etc. 4. Smoking and running engines polluting air. | Cleanliness of streets |
| Fast food containers, litter all over the streets and gardens, no bins anywhere, garbage collection adds to problem. | Cleanliness of streets |
| 1. More rubbish bins - too much food and waste left (and dumped) in the streets. More bins for dog owners. | Cleanliness of streets |
| Enforcement of litter rules. Fruit stand at Gloucester Road tube stop is an eyesore. | Cleanliness of streets |
| Litter, particularly around Onslow Gardens. | Cleanliness of streets |
| The areas around the (unclear) are littered with beer bottles scattered throughout. Also OBR is getting very noisy. | Cleanliness of streets |
| For reasons of hygiene and aesthetics, please regulate against the spitting of gum on the pavements. This is offensive. | Cleanliness of streets |
| Litter and garbage everywhere!! Always left over garbage bags after collection. | Cleanliness of streets |
| I think that litter is a big problem in South Kensington/Gloucester Road. I would like to see some improvements in that field. | Cleanliness of streets |
| General street cleanliness. | Cleanliness of streets |
| Pavements need cleaning rather than sweeping in dry weather. Too much dog urine everywhere. | Cleanliness of streets |
| Litter around Holiday Inn and noise from coaches to and from holiday especially when they block the road and sound their horn any time of day and evening. | Cleanliness of streets |
| Litter - cigarette butts/fast food/waste/dog fouling /humans urinating on walls from pavements. | Cleanliness of streets |
| Improve cleaning/small bins. | Cleanliness of streets |
| Improve cleaning. | Cleanliness of streets |
| (1) Dog owners not cleaning up after their dogs. (2) Not enough enforcement. (3) Not enough policing as lots of crime in our street. (4) Lots of litter left by Collingham 6th form students. | Cleanliness of streets |

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| 1. Newspapers are sometimes flying around outside of Gloucester Road tube station. 2. Noise in the evening around Courtfield Gardens West. | Cleanliness of streets |
| Rubbish/litter in the streets. The worst aspect of living here otherwise you are doing a good job. Congratulations. | Cleanliness of streets |
| 1. Remove most phone boxes, maybe just keep two near the tube stations. I never see anyone using them. They are only vehicles for tart cards! = human trafficking. 2. Require (by-laws) for landlords to provide rubbish bins and rubbish room and constantly alert tenants to use them, not the street - Collingham Place suffers badly from short term lets and from passing pedestrians adding to mess. 3. SITA street sweepers do not sweep the footpaths, only the gutters adding to grim by leaving dust and grit on unswept footpaths (just look at sweepers unworn wide brooms!). | Cleanliness of streets |
| Install street bins, too much litter like dog waste bags in the gutter. | Cleanliness of streets |
| Please put back/install street bins. If these are hoops with clear plastic bags they will not be a terrorist problem and easy to collect. | Cleanliness of streets |
| I have lived in Courtfield Gardens for 15 years and street cleaning is poor and inconsistent. As a director of 39 properties, a better job should be done on streets. | Cleanliness of streets |
| Streets very dirty. More street cleaning. Put in street bins. | Cleanliness of streets |
| More dog and rubbish patrols as streets and lanes are generally in a very dirty condition with dogs mess and card advertising 'girls' prostitutes. Also some road trafficking is very badly controlled. | Cleanliness of streets |
| Outside the restaurant wildwood at the corner of Gloucester and Harrington Gardens the pavement where rubbish comes up is always filthy. | Cleanliness of streets |
| Street cleaning-control of refurbishment and works. Control of parking resident bays. Some workers and taxis park as they like. | Cleanliness of streets |
| Streets need more cleaning. Pavements need maintaining. Put in street bins. | Cleanliness of streets |
| More litter bins please. | Cleanliness of streets |
| There is a growing problem of litter on the streets. Many bins were removed and not replaced. Too many residents and shops dump their waste on the pavement. The borough needs to rethink the collection problem and it needs to educate householders and shops to stop dumping. This is now urgent in RBKC. | Cleanliness of streets |
| Big problem is litter in streets. More bins would help. | Cleanliness of streets |
| General street cleaning. | Cleanliness of streets |
| Traffic wardens need to patrol main streets rather than pick on residents bays in back streets. Enforcement has to better distributed. Litter around Courtfield is terrible sometimes. | Cleanliness of streets |
| (1) The street and pavements are dirty in the main/busy area - very dirty and untidy. (2) The road between Courtfield Gardens and (unclear) Road needs traffic calming measures-fast cars, taxis and | Cleanliness of streets |

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| buses. | |
| (1) REGARDING LITTER BINS:- There is not enough litter bins on all the streets and roads of the Borough! One could have rubbish and want to drop into a litter bin, but one has to walk miles before finding a litter bin! I have lived in the Borough of Kensington and Chelsea for 49 years (since 1969) and I am in a position to know the differences between the changes in social policy, residents movements (people coming into the borough) and etc. Last month I was in Budapest, Hungary, literally speaking every minute one walks, one finds a litter bin, no wonder the streets are clean. | Cleanliness of streets |
| General street cleanliness. | Cleanliness of streets |
| Wardens to catch and fine people dropping litter and in particular, spitting out chewing gum. | Cleanliness of streets |
| The streets in the area are FILTHY, the rubbish is everywhere, need proper cleaning. | Cleanliness of streets |
| The streets are littered with garbage daily! Too many tourists eating takeaway food, hardly any garbage bins, dirt everywhere. | Cleanliness of streets |
| Too many takeaways and tourists littering streets-missing proper bins to reduce littering! | Cleanliness of streets |
| Increasing number of beggars, rubbish dumping and litter. | Cleanliness of streets |
| 1. Area around Gloucester Road station appears dirty, footpaths stained, drains smell at times, homeless people camped out, shops poor quality targeted at tourists, rather than residents. 2. Too much traffic routing off the Cromwell Road onto Knaresborough Place/Courtfield Road resulting in excessive noise for residents. | Cleanliness of streets |
| Litter and chewing gum waste on the pavements. Also, rubbish that spills out of bags onto pavements. | Cleanliness of streets |
| More zebra crossing required around both stations, alongside some cosmetic work on pavements. Some more rubbish bins required as there isn't enough. Dog walkers need to be dealt with accurately as there's always dog mess on the pavement. | Cleanliness of streets |
| Litter in streets/rubbish collection on streets around South Kensington tube station. | Cleanliness of streets |
| Gloucester Road is a mess. Virtually every single premises is food based-supermarket/restaurant/fast food etc. Litter and general mess makes Gloucester Road look squalid and not in keeping with local residences standards. Same is true on Old Brompton Road towards South Kensington tube station. The pavements are too narrow for level of (unclear) and deliveries of food. | Cleanliness of streets |
| You need more bins from Post Office to Carluccio's-none are along that sidewalk. Sumner Place from house 12 to house four is often very filthy because of metered parking and drivers discarding food items along the street-the street is supposed to be cleaned on Mondays/Wednesdays and Fridays but this does not happen every week as it used to be in the past. Also area around the station could be cleaner. A number of the cleaners spend more time on their iPhones than cleaning the streets. | Cleanliness of streets |
| Both on Gloucester Road and Old Brompton there so often trash lying around. | Cleanliness of streets |
| (1) Traffic system is badly designed. (2) Air conditioning units cause disturbance at nights in residential areas. (3) Mess and rubbish outside licensed premises not swept up by those who run the | Cleanliness of streets |

Appendix Two: Written comments

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| premises. Bumpkin have frequent rubbish left outside in the gutter and on pavements of Clareville Grove. (4) Rubbish mess left in street after rubbish collection for example:-Rosary Gardens. | |
| CLEAN LITTER BINS on STREETS, they are never washed out and are disgustingly dirty and smelly. Provide more litter bins outside South Kensington tube. | Cleanliness of streets |
| (1) More rubbish collection days. (2) Re-installing more street bins - you took them away and have encouraged dumping waste and dog mess bags. (3) Resident parking bays. | Cleanliness of streets |
| There is still a lack of bins and the area outside Tesco in OBR is always horrible. | Cleanliness of streets |
| Youth hostels on Queens Gate (98/96) use the street and stairs of the properties as their party venues - constant rubbish and disposed empty cans and glass bottles left around!!! | Cleanliness of streets |
| The number of homeless/begging/street performers/drunks has increased to the point that some streets no longer feel safe. Something needs to be done. Also street rubbish collections should not be put on streets by shops and venues, kills pavement life/cafe culture. Old Brompton Road is basically a tip everywhere. | Cleanliness of streets |
| (1) Taxis and cars parking in residential areas at indiscriminate hours, idling for lengthy periods, cleaning out their vehicles and leaving piles of rubbish in the gutter or throwing it into the garden-including bottles of urine!! (2) Household rubbish dumped onto the streets daily. (3) The Hereford Arms not adhering to their licensing conditions principally on Thursday and Friday nights when patrons regularly spill onto the footpath and often onto the roadway. The level of noise on these nights is unacceptable and our Councillors should be working on behalf of residents to bring it under control in a similar way as Councillors worked to substantially eliminate similar disturbances at the Duke Of Clarence in Old Brompton Road. (4) Garden collection. We were disappointed that this service has been withdrawn as a cost saving exercise and consideration should be given to it being recommitted to, even if on a user pay basis. We were dismayed to read in the notice of its cessation that green waste was being incinerated rather than composted. | Cleanliness of streets |
| The cleanliness of Gloucester Road. Generally it looks like a very dirty street, pavements/buildings etc. | Cleanliness of streets |
| Scaffolding plastics should be properly fitted to avoid noise by wind which can be very disturbing at times. Gloucester Road tube - outside area very dirty. | Cleanliness of streets |
| Cleanliness needs to be improved - lots of bin bags around street over the weekend - which litters everything especially when rats have been at it. | Cleanliness of streets |
| (1) Building works outside of weekdays. (2) Street cleaning needs dramatic improvement. | Cleanliness of streets |
| Dirty streets and pavements need to be washed down. | Cleanliness of streets |
| Road sweeping on Old Brompton Road and Gloucester Road and streets just off-road sweepers seem to have very defined area and hence corners are often neglected as they are out of the sweepers areas | Cleanliness of streets |

Appendix Two: Written comments

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| <p>Around Gloucester Road station the dirty pavements need to be cleaned by the (unclear) machine, over the unsightly BT phone boxes need to be removed since they are misused.</p> | Cleanliness of streets |
| <p>Cleaner streets and sidewalks, especially around the bus stops. Also we need to have guest parking allowances to be used in the occasion of family visits.</p> | Cleanliness of streets |
| <p>CHEWING GUM!!! More rubbish bins and maybe some old fashioned 'Keep Britain Tidy' signs. New(ish) traffic set-up around South Kensington Station and Exhibition Road causes congestion.</p> | Cleanliness of streets |
| <p>Street cleaning-washing not just sweeping.</p> | Cleanliness of streets |
| <p>The streets around the underground station needs to be cleaner. On the street of 53 Courtfield Gardens there are not any sign with the rubbish collecting days. There are not any sign of penalty in case someone leaves the rubbish and never there are used the pink adhesives in the bags, with the wrong day.</p> | Cleanliness of streets |
| <p>Litter around South Kensington-especially on the north west side of Onslow Gardens is appalling-not helped by the absence of bins.</p> | Cleanliness of streets |
| <p>Litter!!</p> | Cleanliness of streets |
| <p>Litter in certain locations, e.g. corner of Harrington Road and Queen's Gate. Residents Parking restrictions should be extended to Saturday afternoons and Sunday afternoons. Parking issues significant at weekends. Impact of Cromwell Road traffic is significant. Would support regeneration of South Kensington station and Exhibition Road tunnel.</p> | Cleanliness of streets |
| <p>We live in Stanhope Gardens on the side parallel and closer to Gloucester Road and the amount of dirt/rubbish left in the street daily is unbelievable. Cab drivers nap in the street and leave their rubbish in the street. We found condoms and syringe by the garden where we take our children. All the women's exploitation cards should be removed from the telephone boots as they are visible to children walking to schools. Lately on the side opposite to 30-32 Stanhope Gardens, by the garden, there are also beggars sleeping in the street.</p> | Cleanliness of streets |
| <p>Cleanliness of street and pavements. Building work and builders too disruptive. Control of large vans, trucks and coaches needed.</p> | Cleanliness of streets |
| <p>It'd be great to have more trash bins in the street in the Gloucester Road area and also underground in the tube.</p> | Cleanliness of streets |
| <p>Noise pollution from emergency units, such as ambulances, police cars, too loud at night. Also we should be able to apply for keys to gardens (communal) near where you live especially when you have children.</p> | Communal gardens |
| <p>I love living in Courtfield Ward. I live on Roland Gardens (address removed) and would like to help make a difference on our street and others in mind of improving appearances. I am keen to put the 'gardens' back into Roland Gardens back on the street. Would love to help get others involved with flower boxes and the encourage the council to hang baskets on the light posts and possibly provide</p> | Community gardening |

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| trees to help build a more 'green' environment. | |
| Pavements blocked by drinkers when Chelsea are playing at home. Something else - litter and household rubbish on pavement nearly every day plus dog mess bagged and unbagged. | Crime and antisocial behaviour |
| Drunken youths drinking in public. Non-licensed areas - Thistle Grove etc, even adults are drinking and leaving empty bottles/cans/tins around. Hanging around in groups and are intimidating! | Crime and antisocial behaviour |
| Please could someone deal with the behaviour of MPW students on Stanhope Gardens during class breaks? They are often exceedingly rowdy, rude and a significant cause of disturbance. | Crime and antisocial behaviour |
| (1) Dog owners not cleaning up after their dogs. (2) Not enough enforcement. (3) Not enough policing as lots of crime in our street. (4) Lots of litter left by Collingham sixth form students. | Crime and antisocial behaviour |
| Late night licensing means noisy drunk people walking past my house and urinating in my front garden on the way to and from the pubs and restaurants. | Crime and antisocial behaviour |
| Phone booth (unclear) images all over our phone booths and Gloucester Road, gangs hanging out and increase of homeless outside the station. | Crime and antisocial behaviour |
| Too many people drinking on the benches next to Gloucester Road underground station (on the benches near flower shop). | Crime and antisocial behaviour |
| Rates need to go down so that small businesses don't keep closing down. The drug dealing that goes on at Collingham Road, Courtfield Gardens etc needs to be properly stopped. | Crime and antisocial behaviour |
| Working CCTV and fairness of justice. | Crime and antisocial behaviour |
| Need to reduce fast food outlets and drunkenness from pubs. | Crime and antisocial behaviour |
| I cannot stress how much Gloucester Road needs cleaning up. It also needs to ensure the safety of its community as I have seen a lot of young youths and older people who look out of it on Gloucester Road numerous times which makes me feel unsafe as a young woman. | Crime and antisocial behaviour |
| Someone needs to do something about: (1) Pigeons around Gloucester Road station and people feeding them. (2) Bicycles crossing red lights and going very fast. | Cyclists |
| We should have many more trees/greenery/bushes in every road. So that the city is humanised. Also dedicated cycle lanes, separated from buses. | Cyclists |
| (1) Danger to pedestrians from cyclists on the pavements (both bicycles and scooters). Culprits must be stopped and fined to put a stop to injuries. (2) Smokers outside residential properties who come from nearby businesses that do not permit smoking and so inflict smokers on residents. | Cyclists |
| Pavements blocked by drinkers when Chelsea are playing at home. Something else - litter and household rubbish on pavement nearly every day plus dog mess bagged and unbagged. | Dog fouling |
| Bins provided for dog manure are often overflowing and should be emptied more often or more bins provided, please. South Kensington Tube plaza and street outside Costcutter, regarding tube station are generally pretty filthy. | Dog fouling |

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| Dog owners must be made to clean up after their pets and not drop their bags of dog waste all over the place. | Dog fouling |
| The (unclear) littering of the streets and persistent dog fouling. | Dog fouling |
| (1) Dog owners not cleaning up after their dogs. (2) Not enough enforcement. (3) Not enough policing as lots of crime in our street. (4) Lots of litter left by Collingham sixth form students. | Dog fouling |
| (1) Dog owners always leaving dog mess and dog mess bags in street and fines need to be issued. (2) More patrolling of streets to catch/prevent rubbish bags being dumped on street. (3) Also crossroads on Boltons Place/Old Brompton Road - very dangerous for school children crossing to go to Bousfield School. | Dog fouling |
| More dog and rubbish patrols as streets and lanes are generally in a very dirty condition with dogs mess and card advertising 'girls' prostitutes. Also some road trafficking is very badly controlled. | Dog fouling |
| Dog waste bins. | Dog fouling |
| Regulate more vigorously the residents who do not follow rubbish collection dates. Also dog owners who leave dog mess everywhere, they should be prosecuted. | Dog fouling |
| Thistle Grove: used by motorbikes and bicycles which is dangerous to pedestrians and dog owners do not pick up their dog's excrements. | Dog fouling |
| People leaving small bags of rubbish on the street on non-bin days. These are then added to by passersby. People leaving bags with dog waste on the pavement or hanging on railings. | Dog fouling |
| More zebra crossing required around both stations, alongside some cosmetic work on pavements. Some more rubbish bins required as there isn't enough. Dog walkers need to be dealt with accurately as there's always dog mess on the pavement. | Dog fouling |
| More dog deposit boxes for waste bags. | Dog fouling |
| Leaving of rubbish on the streets at incorrect times. Dog owners leaving bags of dog faeces in bags - expecting someone to collect. | Dog fouling |
| (1) Reducing the number of dogs and ensuring pavements are kept clean! Most leases do not allow pets - these should be enforced, The dogs are usually left locked up all day and night and bark incessantly! (2) Safety at the junction of Roland Gardens and Drayton Gardens as a matter of urgency (far too many accidents and fatalities). | Dog fouling |
| 1. More dog litter bins needed. 2. More (unclear) needed. | Dog fouling |
| More bins for dog waste(!) more litter bins in Onslow Gardens. | Dog fouling |
| (1) Dog mess still not being cleared up despite the bins. Fines need to be issued. (2) Rubbish being left out on the streets. Stickers on rubbish bags saying 'wrong day', not good enough. You need to go through the dumped rubbish, identify culprits and issue fines. | Dog fouling |
| Dog excrements and other rubbish left by random people in front of Evelyn Gardens. | Dog fouling |

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| There is too much dog excrement particularly around Bramham Gardens on the eastern side. | Dog fouling |
| Cancelling green (garden) rubbish is awful - I wrote to complain - no reply. Awful! | Garden waste scheme |
| (1) Taxis and cars parking in residential areas at indiscriminate hours, idling for lengthy periods, cleaning out their vehicles and leaving piles of rubbish in the gutter or throwing it into the garden- including bottles of urine!! (2) Household rubbish dumped onto the streets daily. (3) The Hereford Arms not adhering to their licensing conditions principally on Thursday and Friday nights when patrons regularly spill onto the footpath and often onto the roadway. The level of noise on these nights is unacceptable and our councillors should be working on behalf of residents to bring it under control in a similar way as councillors worked to substantially eliminate similar disturbances at the Duke Of Clarence in Old Brompton Road. (4) Garden collection. We were disappointed that this service has been withdrawn as a cost saving exercise and consideration should be given to it being recommitted to, even if on a user pay basis. We were dismayed to read in the notice of its cessation that green waste was being incinerated rather than composted. | Garden waste scheme |
| Appearance of Gloucester Arcade. | Gloucester Arcade |
| Usage of barbecue on balcony are not only a Health and Safety risk but invade upper part of blocks with cooking smells stopping windows above the barbecue to be left open should be banned. | Health and safety |
| 1. Far too much noise and danger from high performance cars, especially on Gloucester Road/Hereford Square. 2. Too many restaurants and fast food outlets. | High performance cars |
| There are too many homeless all around. There is too much rubbish all around. Too many rubbish bags left out for days. | Homelessness and beggars |
| Increasing number of beggars or equivalently asking for money for 'good causes'- unlicensed ones should be discouraged. | Homelessness and beggars |
| The homeless people on Old Brompton Road need assistance. There are so many. Need lifts at South Kensington Station. | Homelessness and beggars |
| Too many beggars around Gloucester Road station. Dirty phone boxes used to pee in. | Homelessness and beggars |
| Too many beggars both on route from Queens Gate (Brompton Road) to South Kensington Station and same applies on route to Gloucester Road station and chewing gum everywhere | Homelessness and beggars |
| Ban churches in the area from feeding homeless people. They dump all their empty bottles, cans, cigarettes in local gardens where children play. Even syringes and other drug-related items. Enforce residents parking during the days when there's a Chelsea game on. Perhaps double the parking fee on those days as they park all over the place and then make a mess after the game is over. | Homelessness and beggars |
| No feeding the homeless at churches as it attracts drug addicts who litter local gardens with bottles, cans, syringes. Residents only parking on Chelsea match days or make football fans pay to park in order to cover the costs for the mess they leave behind. | Homelessness and beggars |
| (1) Please provide additional support for street homeless people:- they are ordinary people who have | Homelessness and beggars |

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| fallen on hard times. Two leading boroughs in this field are LB Hammersmith and Fulham and LB Richmond Upon Thames. (2) Please support the police to put up mobile CCTV units to monitor who is putting up telephone box sex cards - these are the modern face of slavery, as you can be certain that some of the prostitutes being advertised are victims of trafficking. It is our responsibility to help them. | |
| (1) Overcrowding/congestion on stairs and at ticket barrier at South Kensington tube is unacceptable, even during non-peak times. Should also be a restriction on large groups using this station. (2) There has also been an increase in begging in the South Kensington and Knightsbridge areas. This appears to be organised, yet there is little police presence. | Homelessness and beggars |
| We see more people in need or homeless around Gloucester Road tube station. | Homelessness and beggars |
| Beggars on streets. | Homelessness and beggars |
| Summer evening beggars outside Boots Gloucester Road, sitting/using benches opposite boots to intimidate/also outside florist by Gloucester Road station and by 'La liasion' cafe by old tube lift exit. I live in Collingham Place SW5, plagued by short lets/holiday tourists/locals dumping poorly wrapped food waste on streets on non-collection days. Rats seen regularly devouring contents of food waste left in plastic bags on highway. | Homelessness and beggars |
| Get rid of foreign beggars. | Homelessness and beggars |
| I have noticed in the past three months there are regularly beggars in the Kings Road between Sloane Square and the old town hall. Usually at least one or two on that stretch every time I walk up or down which is about three times a week. I hope the police are aware. They do seem to be different ones every time. Homeless with a suitcase and violin, old ladies sitting, old men sitting begging. They are all middle European. | Homelessness and beggars |
| Begging on the streets. | Homelessness and beggars |
| 1. Removal of beggars from streets around Gloucester Road tube. 2. Removal of redundant BT call boxes. Let's buy BT shares and ask questions at BT's Annual General meeting. | Homelessness and beggars |
| Homeless people on Old Brompton Road every single day. Inappropriate call cards inside phone boxes. | Homelessness and beggars |
| Increasing number of beggars, rubbish dumping and litter. | Homelessness and beggars |
| Recycling/Homeless people on the streets-shouting at passersby and begging. This should be addressed by the council. | Homelessness and beggars |
| 1. Area around Gloucester Road station appears dirty, footpaths stained, drains smell at times, homeless people camped out, shops poor quality targeted at tourists, rather than residents. 2. Too much traffic routing off the Cromwell Road onto Knaresborough Place/Courtfield Road resulting in excessive noise for residents. | Homelessness and beggars |
| Recycling-not done/facilitated sufficiently. Beggars/drunks on Old Brompton Road. | Homelessness and beggars |
| Phone booth (unclear) images all over our phone booths and Gloucester Road, gangs hanging out | Homelessness and beggars |

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| and increase of homeless outside the station. | |
| Helping the homeless who beg outside Gloucester Road tube. | Homelessness and beggars |
| The panhandlers/bums/vagrants in front of the church on Queen's Gate!!! | Homelessness and beggars |
| Pollution - tour buses, coaches, cars parked, engines running. Pollution of minds-prostitute cards plastered inside phone boxes, homeless people mostly men sitting on pavements. | Homelessness and beggars |
| The number of homeless/begging/street performers/drunks has increased to the point that some streets no longer feel safe. Something needs to be done. Also street rubbish collections should not be put on streets by shops and venues, kills pavement life/cafe culture. Old Brompton Road is basically a tip everywhere. | Homelessness and beggars |
| (1) 'Begging' outside Gloucester Road tube and Tesco supermarket Gloucester Road. (2) Rubbish left outside properties, Harrington Gardens regularly. | Homelessness and beggars |
| Helping with homeless people - hostel, soup kitchen etc to reduce begging near Gloucester Road tube. | Homelessness and beggars |
| Stop beggars from sitting around Gloucester Road. | Homelessness and beggars |
| Traffic congestion at South Kensington station appalling. Florist at same station taken up too much space. No control of buskers or beggars near station. Overpriced food shops in station and adjacent supposedly selling food, but mainly (unclear). In general degeneration of neighbourhood, also the area is now almost entirely occupied by estate agents, hairdressers, unsanitary nail bars and beggars. | Homelessness and beggars |
| The filth around Gloucester Road Tesco store is appalling. Rubbish in bins uncollected, the mews is a litter haven, the bins outside and (unclear) are always overflowing. Removal of beggars from station and from Stanhope Gardens. St Augustin's feeding station attracts undesirables, who use garden square as a toilet, wrong place for such a feeding station. | Homelessness and beggars |
| 1. There are too many new developments in South Kensington. Nuisance to residents is not taken enough into account. 2. The number of homeless people coming to South Kensington is increasing. This might lead to security/safety problems for the inhabitants of South Kensington. | Homelessness and beggars |
| In recent weeks the number of beggars in the area has increased dramatically, including sitting on the south side of Stanhope Gardens, a residential street. I have informed the police, and the problem may be receding, but needs careful and robust measures and monitoring. I had to intervene personally on two occasions. | Homelessness and beggars |
| We live in Stanhope Gardens on the side parallel and closer to Gloucester Road and the amount of dirt/rubbish left in the street daily is unbelievable. Cab drivers nap in the street and leave their rubbish in the street. We found condoms and syringe by the garden where we take our children. All the women's exploitation cards should be removed from the telephone boots as they are visible to children walking to schools. Lately on the side opposite to 30-32 Stanhope Gardens, by the garden, there are also beggars sleeping in the street. | Homelessness and beggars |

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| Beggars seem to be permanently, by shifts, at strategic locations around tube stations, supermarkets and churches. | Homelessness and beggars |
| Too many beggars on the streets. | Homelessness and beggars |
| Homeless people are all around South Kensington area, it would be wonderful if they could be looked after in a shelter. | Homelessness and beggars |
| Beggars around the tube station who then leave a mess behind. | Homelessness and beggars |
| There are a number of beggars working up and down Gloucester Road. We are accosted leaving Waitrose and while sitting at local cafes. There seems to be no deterrent of control of begging here. | Homelessness and beggars |
| Budget hotels draw people in that do not fit in the neighbourhood. There is always rubbish on the streets. Hotels draw in (unclear) that pollute and are a nuisance. | Hotels |
| The impact the hotels have on our area - possible extra casinos, possible outdoor shisha bars, prostitute cards, more coaches (often using satnav and using unsuitable streets etc). | Hotels |
| Gloucester Road station and surrounding area is a mess!! | Improvements to Gloucester Road Station |
| Gloucester Road around station needs significant improvement. | Improvements to Gloucester Road Station |
| South Kensington underground station is woefully inadequate for the numbers passing through it, particularly the vast groups of children visiting local museums. | Improvements to South Kensington station |
| The homeless people on Old Brompton Road need assistance. There are so many. No need lifts at South Kensington Station. | Improvements to South Kensington station |
| Lift from District/Circle lines. Continued dumping of rubbish from people cleaning out vans and cars. | Improvements to South Kensington station |
| (1) Overcrowding/congestion on stairs and at ticket barrier at South Kensington tube is unacceptable, even during non-peak times. Should also be a restriction on large groups using this station. (2) There has also been an increase in begging in the South Kensington and Knightsbridge areas. This appears to be organised, yet there is little police presence. | Improvements to South Kensington station |
| (1) Elevator access to platforms at South Kensington tube. (2) School holiday visits to museums and congestion of South Kensington tube station during those times. I realise this is not a direct matter for Courtfield ward but could you not exert pressure on TFL to address these issues. | Improvements to South Kensington station |
| The stations are so busy at weekends. The queues to get through the barriers at South Kensington on a Saturday afternoon/evening are long. | Improvements to South Kensington station |
| South Kensington station is often too busy. With so much space around would be good for the entrance to be enlarged/improved. Also with cars everywhere, would be nice to have more pedestrian roads. An example might be Harrington Road, would have a nice image to the area, improving the bars/restaurants in that road-you would get a pedestrian road from Queens Gate to Thurloe Place | Improvements to South Kensington station |

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| followed by Exhibition Road, more space for tourists to walk around/eat/dinner after visiting the museums. | |
| South Kensington tube station is unfit for purpose. Especially during school half terms and holidays and peak tourist season, it is hugely overcrowded. It needs redeveloping to create more or better entrance and exits and now of passengers. There is also a major problem with prostitution carding in the many phone boxes in the area, especially those close to schools. The best answer would be to get rid of the phone boxes which are anachronistic, unnecessary and ugly. | Improvements to South Kensington station |
| South Kensington underground-the large pedestrian area outside the south side is unattractive and has no purpose. Also street traffic is appalling. | Improvements to South Kensington station |
| South Kensington U/G station: congestion due to travelling persons-local, schoolchildren, tourists! Why not update this station and do it soon? | Improvements to South Kensington station |
| We need elevators or escalators at Gloucester Road underground station, or South Kensington station for disabled access and travelling with luggage on Piccadilly Line or Victoria (link to Gatwick Express). | Improvements to South Kensington station |
| South Kensington tube station needs to be painted inside. | Improvements to South Kensington station |
| The 'tart' cards in the phone boxes are unacceptable. The beggars who constantly are sitting on the road on the South Side of Gloucester Road tube station. They should not be allowed to beg and they have been there for the last 3 years. | Issues around prostitution |
| Prostitute cards in phone boxes. | Issues around prostitution |
| Prostitution - walkers on Earls Court Road with pimps. If the casino is built the 'pros' will move in. | Issues around prostitution |
| 1. Prostitute cards in phone boxes around South Kensington, Gloucester Road and Earls Court tube stations. 2. Brothels, pimps and gangs around above mentioned tube stations. | Issues around prostitution |
| 1. Prostitution advertisement needs to be resolved across South Kensington/Gloucester Road and Knightsbridge - it is disgusting and a far bigger problem than anything else listed. 2. Junction of Queens Gate and Brompton Road is dangerous. | Issues around prostitution |
| Prostitution advertising is prolific and includes nude imagery in areas that children see e.g. phone box outside Waitrose is a prostitution billboard with lots of pictures of naked/topless women. Please remove phone boxes or arrest the prostitution rackets. | Issues around prostitution |
| 1. Pollution from cars/buses, particularly on Cromwell Road, Stanhope Gardens and Old Brompton Road. 2. Prostitution cards in phone boxes. 3. Litter on Sumner Place, particularly coffee cups, bottles etc. 4. Smoking and running engines polluting air. | Issues around prostitution |
| Illegal prostitution around Grosvenor Casino!!! (Harrington Gardens...) | Issues around prostitution |
| Prostitute card advertising inside phone boxes. Gang leadership(s) need targeting. RBKC and police efforts so far have been ineffective and inadequate. Does this make our "Royal Borough" an attractive place to visit (tourism), work and/or live? | Issues around prostitution |

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| No more casinos. No prostitutes (illegal?) advertising or porn in public space | Issues around prostitution |
| (1) Please provide additional support for street homeless people:- they are ordinary people who have fallen on hard times. Two leading boroughs in this field are LB Hammersmith and Fulham and LB Richmond Upon Thames. (2) Please support the police to put up mobile CCTV units to monitor who is putting up telephone box sex cards - these are the modern face of slavery, as you can be certain that some of the prostitutes being advertised are victims of trafficking. It is our responsibility to help them. | Issues around prostitution |
| 1. Remove most phone boxes, maybe just keep two near the tube stations. I never see anyone using them. They are only vehicles for tart cards! = human trafficking. 2. Require (by-laws) for landlords to provide rubbish bins and rubbish room and constantly alert tenants to use them, not the street - Collingham Place suffers badly from short term lets and from passing pedestrians adding to mess. 3. SITA street sweepers do not sweep the footpaths, only the gutters adding to grim by leaving dust and grit on unswept footpaths (just look at sweepers unworn wide brooms!). | Issues around prostitution |
| More dog and rubbish patrols as streets and lanes are generally in a very dirty condition with dogs mess and card advertising 'girls' prostitutes. Also some road trafficking is very badly controlled. | Issues around prostitution |
| Tart cards in phone boxes/beggars around Gloucester Road Station. | Issues around prostitution |
| (1) Rubbish collection-actually not the collection part but rather enforcement of residences and businesses putting rubbish out on wrong days and over weekends. It is unsightly and a health hazard. (2) Get rid of the tart cards. Sweeper or police remove in morning. By 5-6pm the gang is back packing the filthy phone boxes. I am not the only person who has been threatened by these people. Get rid of this menace. | Issues around prostitution |
| Homeless people on Old Brompton Road every single day. Inappropriate call cards inside phone boxes | Issues around prostitution |
| South Kensington tube station is unfit for purpose. Especially during school half terms and holidays and peak tourist season, it is hugely overcrowded. It needs redeveloping to create more or better entrance and exits and now of passengers. There is also a major problem with prostitution carding in the many phone boxes in the area, especially those close to schools. The best answer would be to get rid of the phone boxes which are anachronistic, unnecessary and ugly. | Issues around prostitution |
| Every phone booth looks like a PORN SITE! Children passing every day, everybody can see...how can such a thing possible? Advertisers can be followed as they put up their phone numbers/contact addresses. | Issues around prostitution |
| Phone booth (unclear) images all over our phone booths and Gloucester Road, gangs hanging out and increase of homeless outside the station. | Issues around prostitution |
| Please take action to remove/prevent prostitutes cards from phone boxes | Issues around prostitution |
| There are numerous telephone boxes around the tube stations/hotels which prostitutes use to display their wares in the form of cards. This nuisance needs to be eradicated. | Issues around prostitution |

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| Does anyone use the public telephones on Courtfield Road? They seem only to advertise female escorts - regularly plastered by employed youths. Can they be taken away? | Issues around prostitution |
| The impact the hotels have on our area - possible extra casinos, possible outdoor shisha bars, prostitute cards, more coaches (often using satnav and using unsuitable streets etc). | Issues around prostitution |
| Call-girl cards in telephone boxes. No-one seems responsible for cleaning up this horrid blot on the landscape. | Issues around prostitution |
| Pollution - tour buses, coaches, cars parked, engines running. Pollution of minds-prostitute cards plastered inside phone boxes, homeless people mostly men sitting on pavements. | Issues around prostitution |
| Eliminate prostitute advertisements placed around South Kensington tube and particularly the phone booths on Old Brompton Road. They (the cards) are then scattered all over the streets. Be vigilant about removing this trash. | Issues around prostitution |
| Prostitutes in phone boxes, who is running phone boxes? | Issues around prostitution |
| Calling cards in local phone boxes. | Issues around prostitution |
| Prostitute cards in the telephone boxes. All the improvements in the world will not get rid of the sleazy atmosphere around the areas where this unbelievable practice, whose perpetrators are easy to see, is allowed to continue. And please, enforce coaches to turn off their engines when they are parked up. Thank you. | Issues around prostitution |
| Uber drivers parking everywhere. Cards in phone boxes advertising prostitutes | Issues around prostitution |
| The issue of prostitute cards in phone boxes throughout the Ward is a serious issue which has remained unchecked for several years; we need a co-ordinated plan to tackle this long term, and resolve the issue once and for all. It's offensive, unpleasant for children and visitors to see, causes litter and promotes people trafficking - and, frankly, with the internet there really is no need for this sort of 'marketing'. We need to stamp it out. | Issues around prostitution |
| We live in Stanhope Gardens on the side parallel and closer to Gloucester Road and the amount of dirt/rubbish left in the street daily is unbelievable. Cab drivers nap in the street and leave their rubbish in the street. We found condoms and syringe by the garden where we take our children. All the women's exploitation cards should be removed from the telephone booths as they are visible to children walking to schools. Lately on the side opposite to 30-32 Stanhope Gardens, by the garden, there are also beggars sleeping in the street. | Issues around prostitution |
| Many of the local phone booths are being polluted with advertising cards for prostitution. My opinion is that these phone booths should be removed as they are little used for anything other than crime and illicit activity. | Issues around prostitution |
| Phone boxes. Leaflets advertising escort services are (unclear) continuously despite efforts of residents to remove. Why is this not stopped? | Issues around prostitution |
| We should have many more trees/greenery/bushes in every road. So that the city is humanised. Also | More trees and bushes |

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| dedicated cycle lanes, separated from buses. | |
| 1. Bicycle and motorbike parking bays: more needed. 2. There should be a better and more hygienic way to collect rubbish: pedestrians need to walk around mountain of rubbish dumped by the street at some times. 3. Unit time/reduce hours of people staying outside licensed premises: you can make noises until late at night or very early in the morning. | Noise and nuisance |
| Please limit noise, Saturday nights, south side of South Kensington tube station, flower stall v.g. but not noise! Frequency of traffic lights to and from Cromwell Road. Willingness of taxis to stop aged with trolleys, no further chairs on pavement outside south side cafes. | Noise and nuisance |
| 1. Tube noise has increased significantly - new rolling stock? We are a basement flat so have found this very noticeable. 24 hour tube trains make this a real issue. 2. Junction of Pelham Street and Old Brompton Road is now dangerous for right turns - the immediate traffic lights mean traffic is gridlocked blocking southbound carriageway of Old Brompton Road. | Noise and nuisance |
| Tube noise from trains at Gloucester Road station is louder than before. | Noise and nuisance |
| The areas around the (unclear) are littered with beer bottles scattered throughout. Also OBR is getting very noisy. | Noise and nuisance |
| Noise control and noise management between flats, cases where conversions have created thin walls with no sound (unclear). Landlords allowing musical instruments, pianos etc to be left in flats. | Noise and nuisance |
| Litter around Holiday Inn and noise from coaches to and from Holiday Inn especially when they block the road and sound their horn any time of day and evening. | Noise and nuisance |
| Level of noise of ambulances and police cars passing through residential areas. Do not need to be so loud! More trees to be planted please! | Noise and nuisance |
| 1. Newspapers are sometimes flying around outside of Gloucester Road tube station. 2. Noise in the evening around Courtfield Gardens West. | Noise and nuisance |
| Food odour coming from Gloucester Road food shops, dispersed in Stamford Gardens Mews West, affecting the whole area. Tube underground noise! Change rail, limit speed! | Noise and nuisance |
| Noise from small hotels in residential areas and their appearance! (Specifically their patrons late at night on the street in front of the location. In the summer, leaving windows open and playing music and parties late in the night). | Noise and nuisance |
| Noise pollution from emergency units, such as ambulances, police cars, too loud at night. Also we should be able to apply for keys to gardens (communal) near where you live especially when you have children. | Noise and nuisance |
| 1. Control short term lets. 2. Stop noisy leaf blowers. | Noise and nuisance |
| (1) Traffic system is badly designed. (2) Air conditioning units cause disturbance at nights in residential areas. (3) Mess and rubbish outside licensed premises not swept up by those who run the premises. Bumpkin have frequent rubbish left outside in the gutter and on pavements of Clareville | Noise and nuisance |

Appendix Two: Written comments

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| Grove. (4) Rubbish mess left in street after rubbish collection for example, Rosary Gardens. | |
| (1) Taxis and cars parking in residential areas at indiscriminate hours, idling for lengthy periods, cleaning out their vehicles and leaving piles of rubbish in the gutter or throwing it into the garden-including bottles of urine!! (2) Household rubbish dumped onto the streets daily. (3) The Hereford Arms not adhering to their licensing conditions principally on Thursday and Friday nights when patrons regularly spill onto the footpath and often onto the roadway. The level of noise on these nights is unacceptable and our councillors should be working on behalf of residents to bring it under control in a similar way as councillors worked to substantially eliminate similar disturbances at the Duke Of Clarence in Old Brompton Road. (4) Garden collection. We were disappointed that this service has been withdrawn as a cost saving exercise and consideration should be given to it being recommitted to, even if on a user pay basis. We were dismayed to read in the notice of its cessation that green waste was being incinerated rather than composted. | Noise and nuisance |
| South Kensington Club - local noise/nuisance and air conditioning caused significant disturbance. Planning failure to protect local residents is appalling. | Noise and nuisance |
| Some owners of private cars and/or motorcycles seem to take great pleasure (day and night) from showing how powerful their vehicle is by making as much noise as possible with the air pipes and exhaust emissions of the same. Would it be possible to limit the amount of decibel a vehicle produces in the borough? | Noise and nuisance |
| 1. Trash left outside in piles. 2. Roadways have major bumps, when driving/walking is dangerous. 3. The fact that those on benefits over the road are extremely loud and bothersome, outside drinking on porch while I work all day etc. | Noise and nuisance |
| The large pedestrian area on the western exit of the underground is rather sterile. Perhaps outside seating for a cafe? | Open spaces |
| Appearance. | Other |
| South Kensington should be a lively area. Pubs closing at 11pm. | Other |
| Gradual degradation of community/neighbourhood since (unclear) here. | Other |
| South Kensington Underground station is the busiest in London. | Other |
| That Councillors are not too keen to back ill founded criticisms by small groups of doomsayers. | Other |
| Top end of Gloucester Road opposite tube station is very down market. | Other |
| (Address removed) is a hideous eyesore in a prominent location that is bad to live near and worse to live in. London and Quadrant need to be strongly challenged on their incompetent management and broken promises on this block. | Other |
| People on streets hanging around the tube station. | Other |
| Pubs need to be aware of dangers when spill over goes into the road. | Other |
| Please the old station building. But please refresh, clean it inside and out. | Other |

Appendix Two: Written comments

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| 1. Bicycle and motorbike parking bays: more needed. 2. There should be a better and more hygienic way to collect rubbish: pedestrians need to walk around mountain of rubbish dumped by the street at some times. 3. Unit time/reduce hours of people staying outside licensed premises: you can make noises until late at night or very early in the morning. | Parking |
| Minicab always parked in parking permits bay without permit and I cannot find a space for me. | Parking |
| Ban churches in the area from feeding homeless people. They dump all their empty bottles, can, cigarettes in local gardens where children play. Even syringes and other drug-related items. Enforce residents parking during the days when there's a Chelsea game on. Perhaps double the parking fee on those days as they park all over the place and then make a mess after the game is over. | Parking |
| No feeding the homeless at churches as it attracts drug addicts who litter local gardens with bottles, cans, syringes. Residents only parking on Chelsea match days or make football fans pay to park in order to cover the costs for the mess they leave behind. | Parking |
| Resident parking hours need to be changed to restrict parking for non residents when there is a Chelsea game. It is extremely difficult to park when there is a game at Stamford Bridge. | Parking |
| Real consideration to the amount of permit parking bays on long term supervision for private building works. Are people currently charged for this? | Parking |
| Drayton Gardens (SW10 9RU) gets very congested, especially when parking restrictions relaxed on Sundays. Traffic sometimes blocks the road completely. Please consider making Drayton Gardens one way to traffic. | Parking |
| Parking in residents especially when there is a Chelsea game. It is impossible to park. Please adjust this so residents can park in their residence. | Parking |
| Sunday parking real problem, despite majority in favour of change, no action top of Pelham Street = problem | Parking |
| (1) South Kensington is a nightmare to drive through. Exhibition road is appalling. The road works were dreadful. (2) No visitor parking permits. (3) Too many yellow triangles, roads being dug up/pavements renewed. | Parking |
| There is no available parking on the weekends. Resident parking must be extended. | Parking |
| Street cleaning-control of refurbishment and works. Control of parking resident bays. Some workers and taxis park as they like. | Parking |
| Lack of resident parking. More spaces need to be created. | Parking |
| Traffic wardens need to patrol main streets rather than pick on residents bays in back streets. Enforcement has to be better distributed. Litter around Courtfield is terrible sometimes. | Parking |
| Resident parking restrictions need extending to include Saturday afternoon and Sunday. | Parking |
| Minicabs parking on yellow lines in Courtfield. | Parking |

Appendix Two: Written comments

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| Minicabs are always parked in Harrington Gardens in the residents' parking spaces without a parking permit. They stay in the car waiting for new clients but they use our parking spaces all the time and don't get a ticket as they move when the officer arrives. But I cannot park my car. | Parking |
| Far too many residents' bays suspended for long periods for building works, noises and dust/mess from building work going on everywhere in the borough is intolerable. | Parking |
| 1. Traffic lights near South Kensington tube station in front of car dealer are badly synchronised for motorists. You need feedback from motorists who live in area to improve this not some stranger/outsider. 2. We want the installation of pay/display facilities by phone. It's archaic the way is set up right now using cash only. | Parking |
| Need fewer parking restrictions. | Parking |
| One area of immediate attention is that most of the resident parking is limited to 1:30pm on Saturdays and is free on Sundays for everyone. This meant that the area is favoured by Chelsea FC fans every time there is a match at Stamford Bridge. | Parking |
| (1) More rubbish collection days. (2) Re-installing more street bins-you took them away and have encouraged dumping waste and dog mess bags. (3) Resident parking bays. | Parking |
| People should not have to pay for their parking past 6:30pm. | Parking |
| Parking on Brompton Road between TESCO (North Side) and Waitrose (South Side) should be restricted on evenings. | Parking |
| Cleaner streets and sidewalks, especially around the bus stops. Also we need to have guest parking allowances to be used in the occasion of family visits. | Parking |
| Uber drivers parking everywhere. Cards in phone boxes advertising prostitutes. | Parking |
| Litter in certain locations, e.g. corner of Harrington Road and Queen's Gate. Residents Parking restrictions should be extended to Saturday afternoons and Sunday afternoons. Parking issues significant at weekends. Impact of Cromwell Road traffic is significant. Would support regeneration of South Kensington station and Exhibition Road tunnel. | Parking |
| As a council tax payer with a flat in London and a main residence in the country I really object to not having a residence parking permit when tenants in the area paying no council tax can get one. | Parking |
| Surface of some pavements need relaying. | Pavements |
| Streets need more cleaning. Pavements need maintaining. Put in street bins. | Pavements |
| 1. After only a moderate shower of rain, gutters at pedestrian crossing fill with water and consequently pedestrians are forced to walk outside dotted lines at crossings. 2. Bad condition of both Sainsbury's and Council as to paving at front of Sainsbury in Cromwell Road. | Pavements |
| The Gloucester Road Station area is dirty and need of council attention. The eastern side of the road is always littered with bags of rubbish pushed up against revolting old phone boxes. The mixed paving in front of shops is dismal to say the least. The whole area looks shabby and run down. | Pavements |

Appendix Two: Written comments

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| Safe crossing for kids!!! Many more are needed on the way to all schools. Rubbish collection: street looks like third world country on collection days. Pests: linked to the above there are rats and mice everywhere. | Pedestrian crossings |
| Green men need to be installed around Holiday Inn Hotel at Cromwell Road traffic lights. We had applied for g/men three years ago and nothing had happened. G/men are badly needed. | Pedestrian crossings |
| More zebra crossing required around both stations, alongside some cosmetic work on pavements. Some more rubbish bins required as there isn't enough. Dog walkers need to be dealt with accurately as there's always dog mess on the pavement. | Pedestrian crossings |
| Pedestrian lights are required at the junction of Fulham Road and Beaufort Street. | Pedestrian crossings |
| Pedestrian crossing, bus stops with indicators, rubbish is scattered on the road. | Pedestrian crossings |
| 1. After only a moderate shower of rain, gutters at pedestrian crossing fill with water and consequently pedestrians are forced to walk outside dotted lines at crossings. 2. Bad condition of both Sainsbury's and Council as to paving at front of Sainsbury in Cromwell Road. | Pedestrian crossings |
| 1. It would be good to have a pedestrian crossing between Courtfield Gardens and Barkston Gardens, crossing Knaresborough Place. Cars come down both ways very fast and the only crossing is on Knaresborough further up. 2. The hostel next to 26-28 Courtfield Gardens needs facade redecorated. | Pedestrian crossings |
| South Kensington station is often too busy. With so much space around would be good for the entrance to be enlarged/improved. Also with cars everywhere, would be nice to have more pedestrian roads. An example might be Harrington Road, would have a nice image to the area, improving the bars/restaurants in that road - you would get a pedestrian road from Queens Gate to Thurloe Place followed by Exhibition Road, more space for tourists to walk around/eat/dinner after visiting the museums. | Pedestrianisation |
| Someone needs to do something about:- (1) Pigeons around Gloucester Road station and people feeding them. (2) Bicycles crossing red lights and going very fast. | Pests and vermin |
| Safe crossing for kids!!! Many more are needed on the way to all schools. Rubbish collection:- street looks like 3rd world country on collection days. Pests:- linked to the above there are rats and mice everywhere. | Pests and vermin |
| Pests:- rats, mice and foxes- cleaning streets and rubbish collection require vast improvement | Pests and vermin |
| The pigeons are a nuisance in addition to being germ carriers. They are all over the place. | Pests and vermin |
| Rat control, please enforce secure rubbish storage | Pests and vermin |
| Bin collection system and organisation. We need bin bags to be put in bin to avoid pest issue. Pests (foxes/cats/rats) open the bags--disgusting. Problem of pests in the area (rats/mice). | Pests and vermin |
| Planning restrictions for subterranean developments needs to be minimised! People are still applying for personal financial gain rather than giving consideration to the environment and buildings. | Planning and conservation |
| Planning Department does not reply to letters for months and then only after much prodding! Needs | Planning and conservation |

Appendix Two: Written comments

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| dramatic change!! | |
| We need to relax dramatically the building constraints in the borough. The Council's rules blocking extensions and building top floors are. | Planning and conservation |
| Control of private property developers and their workmen when refurbishing residential properties generally. Strict control specifically and limits on planning permission for addition of basements to residential properties. | Planning and conservation |
| Preventing buildings being converted to housing-shops, hospitals, pubs, offices etc. | Planning and conservation |
| 1. Shops signs (like Tesco/Burger King/KFC) should be uniformed in terms of colours and style. 2. Facades of buildings/houses should be in harmony with the landscape (mandatory maintenance and cleaning) | Planning and conservation |
| Police station closed Saturday/Sunday - god help us. | Policing |
| More police on the streets. | Policing |
| 1. Pollution from cars/buses, particularly on Cromwell Road, Stanhope Gardens and Old Brompton Road. 2. Prostitution cards in phone boxes. 3. Litter on Sumner Place, particularly coffee cups, bottles etc. 4. Smoking and running engines polluting air. | Pollution |
| AIR POLLUTION: More important than any of the above is the very bad quality of our air - it is well publicised how this affects our health. Every day I have to ask coaches parked outside the Gloucester Hotel on Harrington Gardens to turn off their engines, kept running for air conditioning, heating etc. Sometimes the driver is not in the coach but the engine is running. | Pollution |
| Air pollution on Harrington Road is bad. Exhaust improvement is required. | Pollution |
| Air pollution levels. | Pollution |
| Recycling - not done/facilitated sufficiently. Beggars/drunks on Old Brompton Road. | Recycling |
| More conservative spending. Roundabout on Courtfield Gardens must have been done five times. | Reduce spending |
| The priority should be to cut expenditure to offset the (unclear) of central government. | Reduce spending |
| 1. Far too much noise and danger from high performance cars, especially on Gloucester Road/Hereford Square. 2. Too many restaurants and fast food outlets. | Restaurants |
| Ventilation of restaurants on Gloucester Road between Stanhope Gardens and Cromwell Road - the fumes and stink can - on occasion - become overwhelming. | Restaurants |
| Gloucester Road area can benefit from a more upmarket choice of stores. Not happy with the air conditioning unit of Chinese restaurant at the corner of Sumner Place and Old Brompton Road. | Restaurants |
| Food odour coming from Gloucester Road food shops, dispersed in Stamford Gardens Mews West, affecting the whole area. Tube underground noise! Change rail, limit speed! | Restaurants |
| Restaurants who drag their rubbish bags onto the kerb, leaving a nasty slick of cooking oil etc on the pavement, should be made to clear it up. | Restaurants |

Appendix Two: Written comments

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| Exhausts from restaurants e.g. Bumpkin. | Restaurants |
| Need to reduce fast food outlets and drunkenness from pubs. | Restaurants |
| Better street lighting needed. | Street lighting |
| Too many tradesmen park without permits, for example:- scaffolders. | Tradesman |
| 1. We need speed bumps in Cranley Gardens. It is a race track. 2. We need three trees down the middle of Evelyn Gardens. It needs 'softening'. | Traffic |
| Bina Gardens used as a rat run-particularly when Wimbledon is on. Coaches are trying to go down Bina Gardens/Wetherby Gardens. | Traffic |
| 1. Prostitution advertisement needs to be resolved across South Kensington/Gloucester Road and Knightsbridge - it is disgusting and a far bigger problem than anything else listed. 2. Junction of Queens Gate and Brompton Road is dangerous. | Traffic |
| Please limit noise, Saturday nights, south side of South Kensington tube station, flower stall v.g. but not noise! Frequency of traffic lights to and from Cromwell Road. Willingness of taxis to stop aged with trolleys, no further chairs on pavement outside south side cafes. | Traffic |
| 1. Tube noise has increased significantly - new rolling stock? We are a basement flat so have found this very noticeable. 24 hour tube trains make this a real issue. 2. Junction of Pelham Street and Old Brompton Road is now dangerous for right turns - the immediate traffic lights mean traffic is gridlocked blocking southbound carriageway of Old Brompton Road. | Traffic |
| Traffic extremely clogged up by buses, deliveries where at all times but parking in second lanes blocking (unclear). Too many tour buses | Traffic |
| The red of the traffic lights need to be shortened. | Traffic |
| Traffic in extreme, too many tour buses and lorries, very reckless driving, no respect for pedestrians. | Traffic |
| Drayton Gardens (SW10 9RU) gets very congested, especially when parking restrictions relaxed on Sundays. Traffic sometimes blocks the road completely. Please consider making Drayton Gardens one way to traffic. | Traffic |
| The traffic lights need to be designed because of the amount of transport buses and tour buses (and public) are too close together. | Traffic |
| Coaches should be banned from the narrow part of Marloes Road. Although it is not part of the questions above, the garbage left in Collingham Place on non bin days is a disgrace, I know you know about this but it requires CCTV to stop it. | Traffic |
| (1) Dog owners always leaving dog mess and dog mess bags in street and fines need to be issued. (2) More patrolling of streets to catch/prevent rubbish bags being dumped on street. (3) Also crossroads on Boltons Place/Old Brompton Road - very dangerous for school children crossing to go to Bousfield School. | Traffic |

Appendix Two: Written comments

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| (1) South Kensington is a nightmare to drive through. Exhibition road is appalling. The road works were dreadful. (2) No visitor parking permits. (3) Too many yellow triangles, roads being dug up/pavements renewed. | Traffic |
| Road safety especially around junctions with no provision for pedestrians crossing. Enforcement of rules around zebra crossings/red lights. | Traffic |
| Pollution from coaches and taxis who leave engines running while parked | Traffic |
| Crossing at Sydney Street and Fulham Road dangerous to pedestrians - no lights for pedestrians. Crossing where Walton Street and Fulham Road meet - central reservation has raised pavement - accident waiting to happen. | Traffic |
| Traffic around South Kensington underground station is terrible! | Traffic |
| Reduce traffic in Drayton Gardens. Improve phasing of traffic lights at Drayton Gardens/Old Brompton Road junction is dangerous for pedestrians | Traffic |
| 1. Too many cafes with street tables taking up pavement space. 2. Should be top priority - it is impossible for residents to get around in their cars. 3. Why the traffic flow around the centre of South Kensington was changed is beyond completion-it worked before, now it certainly does not!! | Traffic |
| More dog and rubbish patrols as streets and lanes are generally in a very dirty condition with dogs mess and card advertising 'girls' prostitutes. Also some road trafficking is very badly controlled. | Traffic |
| Improve the traffic lights at either end of Drayton Gardens to be pedestrian friendly. Reduce through traffic in Drayton Gardens. | Traffic |
| The traffic around South Kensington underground station is terrible. | Traffic |
| Crossing Sydney Street on foot at the junction with the Fulham Road | Traffic |
| Should we have crisscross marker on the junction west side of South Kensington tube station, worst traffic congestion!!! | Traffic |
| Thistle Grove:- used by motorbikes and bicycles which is dangerous to pedestrians and dog owners do not pick up their dog's excrements. | Traffic |
| Luxury cars travelling at high speed along Fulham Road at night has increased in last 18 months - dangerous and noisy. | Traffic |
| Rubbish that sits on Old Brompton Road during the evening and night (put out by shops/restaurants). Old Brompton Road is not designed for double decker buses; and causes traffic chaos sometimes. | Traffic |
| People coming from the metro station, crossing in Pelham Street, stopping buses and cars circulation on and also taxis getting passengers with suitcases. This street starts in a bend just after a traffic light, stopping there provide chaos. | Traffic |
| Heavy lorries using Selwood Terrace/Neville Terrace as bypass-OK for deliveries. | Traffic |
| Limit traffic in surroundings. | Traffic |

Appendix Two: Written comments

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| (1) Speeding traffic especially Gloucester Road. (2) Too many HGV/skip lorries, Roland Gardens. | Traffic |
| The CTMP's relating to planning application need for more scrutiny. Unfeasible plans are being submitted and there appears to be no inspection of the sites by traffic experts. | Traffic |
| (1) The street and pavements are dirty in the main/busy area,-very dirty and untidy. (2) The road between Courtfield Gardens and ? Road needs traffic calming measures-fast cars, taxis and buses. | Traffic |
| There should be a zebra crossing or speed bump on Courtfield Road at the junction with Ashburn Gardens. Motorists routinely travel this stretch of Courtfield Road at 35-45mph. | Traffic |
| Too much traffic from tour buses, buses, taxis and too much illegal stopping of vans and lorries resulting in even greater traffic jams at most of the times. Reckless driving in the area and virtually no enforcement on this. | Traffic |
| 1. The traffic at South Kensington underground is so awful and has NEVER worked since it was changed. 2. See more of our Councillors. | Traffic |
| Speeding of cars on small roads off Cromwell Road. Reckless driving, too many tour buses. | Traffic |
| Loudest speeding cars late at night-on Harrington Gardens. Too many tour buses. Garbage! | Traffic |
| Hollywood Road should be two way. You could make Redcliffe Road which is narrow one way. Too many road bumps in the borough. Too many road works at same time. | Traffic |
| Noise level and speed of sports cars on the streets. We live on Queen's Gate and there have been times when it seemed more like a race track rather than a city street. | Traffic |
| 1. Cars idling at night-minicabs. 2. Coaches and trucks driving down Knaresborough Place to Courtfield Gardens-the road is too small. | Traffic |
| 1. Traffic lights near South Kensington tube station in front of car dealer are badly synchronised for motorists. You need feedback from motorists who live in area to improve this not some stranger/outsider. 2. We want the installation of pay/display facilities by phone. It's archaic the way is set up right now using cash only. | Traffic |
| 1. Area around Gloucester Road station appears dirty, footpaths stained, drains smell at times, homeless people camped out, shops poor quality targeted at tourists, rather than residents. 2. Too much traffic routing off the Cromwell Road onto Knaresborough Place/Courtfield Road resulting in excessive noise for residents. | Traffic |
| 1. Too many people milling around, somehow organised them. 2. Too much traffic, less buses if possible. | Traffic |
| I no longer come up Pelham Street towards South Kensington station intersection, because new system takes a long time to clear. If you come that way, the other way is ok by coming this way I avoid altogether and take alternative route. | Traffic |
| Road calming measures in Clareville Grove SW7. Cars/vans/motorbikes charge along and round corner into Clareville Street and onto Gloucester Road. | Traffic |

Appendix Two: Written comments

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| <p>We have moved from Queens Gate Terrace to our mews house and are amazed at the constant sound of high street traffic on Courtfield Road. It is a race course to the Cromwell Road and movement west-A4, M4, Heathrow etc. Speed bump might help. My observation is snappy cars speed and coaches (constant and many to the Holiday Inn) are at loggerheads at the intersection of Courtfield and Ashburn Gardens/Road. Pedestrians beware...and I am a driver.</p> | <p>Traffic</p> |
| <p>Sleeping policemen in Elm Place to stop traffic using it as a rat run.</p> | <p>Traffic</p> |
| <p>Traffic reduction-Reinstate congestion charge zone. use 20mph limit on smaller streets. Introduce penalty for vehicles who keep engines running whilst idle.</p> | <p>Traffic</p> |
| <p>Through traffic on Selwood Terrace-too fast and over-sized house foundations under threat. Also general speed too fast and therefore dangerous.</p> | <p>Traffic</p> |
| <p>(1) Traffic system is badly designed. (2) Air conditioning units cause disturbance at nights in residential areas. (3) Mess and rubbish outside licensed premises not swept up by those who run the premises. Bumpkin have frequent rubbish left outside in the gutter and on pavements of Clareville Grove. (4) Rubbish mess left in street after rubbish collection for example:-Rosary Gardens.</p> | <p>Traffic</p> |
| <p>(1) Reducing the number of dogs and ensuring pavements are kept clean! most leases do not allow pets-these should be enforced, The dogs are usually left locked up all day and night and bark incessantly! (2) Safety at the junction of Roland Gardens and Drayton Gardens as a matter of urgency (far too many accidents and fatalities).</p> | <p>Traffic</p> |
| <p>Speed of traffic around Courtfield Gardens at the junction with Courtfield Road. Introduce speed limit.</p> | <p>Traffic</p> |
| <p>Traffic speed on the Cromwell Road.</p> | <p>Traffic</p> |
| <p>After years of obstruction in redesigning traffic in South Kensington, it is worse than before. The new layout has not been an improvement at all.</p> | <p>Traffic</p> |
| <p>Too many empty shops in Fulham Road. Kensington Road/Queens Gate and Exhibition Road/Cromwell Road junctions need lights for pedestrian crossings on both sides.</p> | <p>Traffic</p> |
| <p>(1) Speed control on Harrington Gardens is needed. (2) Rubbish left on Harrington Gardens need action.</p> | <p>Traffic</p> |
| <p>Timed No Right Turn signs not needed quickly when the light bulb inside stops working for example:- from Old Brompton Road into Gloucester Road, or from the Bolton's into Old Brompton Road.</p> | <p>Traffic</p> |
| <p>Traffic at South Kensington must be seen to. It is dangerous.</p> | <p>Traffic</p> |
| <p>The crossroads at Fulham Road, Old Church Street, Neville and Selwood Terrace are constantly being dug up, temporary traffic lights cause noise and nuisance.</p> | <p>Traffic</p> |
| <p>Traffic congestion at South Kensington station appalling. Florist at same station taken up too much space. No control of buskers or beggars near station. Overpriced food shops in station and adjacent supposedly selling food, but mainly ? In general degeneration of neighbourhood, also the area is now almost entirely occupied by estate agents, hairdressers, unsanitary nail bars and beggars</p> | <p>Traffic</p> |

Appendix Two: Written comments

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| Traffic problems caused by change in traffic flow around South Kensington station. | Traffic |
| The traffic from Pelham Place has a very bad problem in joining the main bus route. It needs some traffic light help by the South Kensington station new road layout. | Traffic |
| Traffic in and around Gloucester Road area generally | Traffic |
| Strongly recommend traffic calming measures on Gloucester Road, particularly between Harrington, Stanhope and Old Brompton Road, currently often used as a racetrack, often during middle of night. | Traffic |
| Bumpers on the Collingham Road towards Cromwell Road:- the roundabout between Collingham Road and Courtfield Gardens is very dangerous because cars go at high speed! | Traffic |
| CHEWING GUM!!! More rubbish bins and maybe some old fashioned 'Keep Britain Tidy' signs. New(ish) traffic set-up around South Kensington Station and Exhibition Road causes congestion. | Traffic |
| Roads around Millennium Gloucester, Holiday Inn-Waitrose, congested with large vehicles-a pain for other road users and pedestrians. The corner of Wetherby Gardens and Ashburn Place feels very dangerous because of the no-entry sign connecting up to Gloucester Road. I was recently knocked over by a bike coming round that corner and now need surgery on my shoulder. (Accident happened on Ashburn Place as cyclist came round corner at speed). | Traffic |
| 1. Trash left outside in piles. 2. Roadways have major bumps, when driving/walking is dangerous. 3. The fact that those on benefits over the road are extremely loud and bothersome, outside drinking on porch while I work all day etc. | Traffic |
| I think some box junction or crossed yellow lines on the junction for Pelham Street would help and almost impossible traffic turning into and from Pelham Street towards the traffic lights in front of the station. | Traffic |
| Traffic flow on Gloucester Road between A4 and Stanhope Gardens. This should be red zone because tube entrance pedestrians crossing and right turn make it dangerous for pedestrians and cyclists with all parked cars. | Traffic |
| Traffic light needed at the top of Pelham Street i.e. next to flower stall/South Kensington station, opposite Carluccio's. | Traffic |
| There is too much noise from the traffic of Cromwell road. The shops near Sainsbury need dramatic improvement. Currently they look very dirty outside. | Traffic |
| Less traffic in general. Make driving in zone one harder. Too many people use cars for short journeys. More speed bumps on smaller roads to slow down drivers. | Traffic |
| The roundabout near Collingham Gardens is extremely dangerous. There are traffic accidents almost weekly which is alarming given that this is a residential area with many young children around. We need traffic lights or stop signs in place instead and we need it to happen urgently. | Traffic |
| For me, the main problem with living in this area is the noise, due to traffic, frequent car alarms that go off every day with no apparent reason, and - most importantly - the building noise. I have been living in | Traffic |

Appendix Two: Written comments

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| ear shot of building sites for the past three to four years (in particular, Ashburn Gardens), and I do think there should be some system that ensures that residents get a extended break from this noise on a regular basis (e.g. when one building site closes, another can not immediately open next to it). | |
| Speeding cars using Wetherby Gardens as a short cut through to Old Brompton Road. | Traffic |
| (1) It used to be easy to drive from Sloane Square to Gloucester Road via Pelham Street and Harrington Road. The turns round South Kensington station are now chaos:- drivers who need to turn right are often forced to stop halfway, holding up the cross traffic in turn. As a driver I find the system extremely and unnecessarily tiresome and so does every taxi driver I have spoken to. (2) I am frequently enraged by the large coaches which are allowed to double park with impunity for a long time outside the casino in Harrington Gardens. Is this officially permitted? If not why isn't it prevented? | traffic |
| The traffic light system is badly co-ordinated and only allows three or four vehicles to move as there is always a blockage at the next light they encounter as buses take up much space. | Traffic |
| The traffic around South Kensington station. | Traffic |
| Old Brompton Road now resembles a motorway with the number of large loud trucks and buses. It has become like living on a dual carriageway. Is there no way to limit the times trucks can use Old Brompton Road? | Traffic |
| Cleanliness of street and pavements. Building work and builders too disruptive. Control of large vans, trucks and coaches needed. | Traffic |
| Level of noise of ambulances and police cars passing through residential areas. Do not need to be so loud! More trees to be planted please! | Trees and plants |
| 1. We need speed bumps in Cranley Gardens. It is a race track. 2. We need three trees down the middle of Evelyn Gardens. It needs 'softening'. | Trees and plants |
| Beautifying residential streets, such as by having flower pots on street lamps. | Trees and plants |
| 1. The traffic at South Kensington underground is so awful and has NEVER worked since it was changed. 2. See more of our Councillors. | Ward Councillors |
| 1. Bicycle and motorbike parking bays: more needed. 2. There should be a better and more hygienic way to collect rubbish: pedestrians need to walk around mountain of rubbish dumped by the street at some times. 3. Unit time/reduce hours of people staying outside licensed premises: you can make noises until late at night or very early in the morning. | Waste collection |
| Safe crossing for kids!!! Many more are needed on the way to all schools. Rubbish collection:- street looks like third world country on collection days. Pests:- linked to the above there are rats and mice everywhere. | Waste collection |
| System of piling rubbish bags etc on pavements on day of collection leaves streets making a mess for several hours in the mornings on two days per week. | Waste collection |
| Pests:- rats, mice and foxes- cleaning streets and rubbish collection require vast improvement. | Waste collection |

Appendix Two: Written comments

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| Fast food containers, litter all over the streets and gardens, no bins anywhere, garbage collection adds to problem. | Waste collection |
| Difficulty as an elderly person, I have no appropriate place to put the rubbish in my building (only accessed by very steep stairs). | Waste collection |
| Rubbish - collection times are not good and there are not enough bins. Collection regulations for people with flats are inadequate and unfair. Bins are too small. | Waste collection |
| Litter problems people just leave it out at anytime. Gloucester Road station is really bad. | Waste collection |
| Increase the frequency of rubbish collection. | Waste collection |
| Rubbish on the streets on bin days is really unsightly. Also people put rubbish out on other days. | Waste collection |
| Coaches should be banned from the narrow part of Marloes Road. Although it is not part of the questions above, the garbage left in Collingham Place on non bin days is a disgrace, I know you know about this but it requires CCTV to stop it. | Waste collection |
| (1) Dog owners always leaving dog mess and dog mess bags in street and fines need to be issued. (2) More patrolling of streets to catch/prevent rubbish bags being dumped on street. (3) Also crossroads on Boltons Place/Old Brompton Road - very dangerous for school children crossing to go to Bousfield School. | Waste collection |
| 1. Remove most phone boxes, maybe just keep two near the tube stations. I never see anyone using them. They are only vehicles for tart cards! = human trafficking. 2. Require (by-laws) for landlords to provide rubbish bins and rubbish room and constantly alert tenants to use them, not the street - Collingham Place suffers badly from short term lets and from passing pedestrians adding to mess. 3. SITA street sweepers do not sweep the footpaths, only the gutters adding to grim by leaving dust and grit on unswept footpaths (just look at sweepers unworn wide brooms!) | Waste collection |
| Rubbish on the streets, particularly by Tesco who have it on the pavement which makes it difficult to pass by. | Waste collection |
| Summer evening beggars outside Boots Gloucester Road, sitting/using benches opposite boots to intimidate/also outside florist by Gloucester Road station and by La Liasion cafe by old tube lift exit. I live in Collingham Place SW5 plagued by short lets/holiday tourists/locals dumping poorly wrapped food waste on streets on non-collection days - rats seen regularly devouring contents of food waste left in plastic bags on highway. | Waste collection |
| Keep on top of rubbish-particularly from supermarkets. | Waste collection |
| Regulate more vigorously the residents who do not follow rubbish collection dates. Also dog owners who leave dog mess everywhere, they should be prosecuted. | Waste collection |
| Something else:- residents in South Kensington dumping their domestic rubbish on the street anytime. Disgusting!!! | Waste collection |
| (1) Rubbish collection-actually not the collection part but rather enforcement of residences and | Waste collection |

Appendix Two: Written comments

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| businesses putting rubbish out on wrong days and over weekends. It is unsightly and a health hazard. (2) Get rid of the tart cards. Sweeper or police remove in morning. By 5-6pm the gang is back packing the filthy phone boxes. I am not the only person who has been threatened by these people. Get rid of this menace. | |
| The trash left on the street spills and is quite a visual nuisance. It is also often put out too early by residents. | Waste collection |
| Refuse disposed-some blocks just leave rubbish outside or exposed on lower ground levels, encouraging vermin and making the street very unsightly. Also redevelop some of the area: Gloucester Road should be able to support better shops and restaurants as opposed to pure tourism and buildings like the Holiday Inn should be decommissioned. | Waste collection |
| More frequent rubbish collection. | Waste collection |
| Rubbish that sits on Old Brompton Road during the evening and night (put out by shops/restaurants). Old Brompton Road is not designed for double decker buses; and causes traffic chaos sometimes. | Waste collection |
| There is a growing problem of litter on the streets. Many bins were removed and not replaced. Too many residents and shops dump their waste on the pavement. The borough needs to rethink the collection problem and it needs to educate householders and shops to stop dumping. This is now urgent in RBKC. | Waste collection |
| There are certain streets where rubbish is regularly left on streets, especially on days when rubbish isn't due to collection. Cromwell Road near Sainsbury's is a big problem, Collingham Road and area around St Jude's and know this is the fault of residents, but it doesn't happen everywhere. Could bins be attached to lamp posts, or a smaller rubbish truck be used to deal with these particular streets on a more frequent basis? So many people travel in from Heathrow along this road and all the rubbish is an embarrassment. | Waste collection |
| Rubbish (unclear). Some neighbours dump rubbish on pavement on wrong days and throw them in basement area without bothering to put bags inside the bins (as happens every day in Courtfield Gardens (number removed)). | Waste collection |
| Rubbish left outside shop, etc and fly tipping. Grease on pavements outside food shops/chewing gum. | Waste collection |
| People staying in small hotels in our road, leave bags of rubbish in the street. Perhaps the hotels should be made responsible for this. | Waste collection |
| Enforcement of illegal rubbish dumping. | Waste collection |
| Garbage littering parks and streets. It's being cleaned weekly-but it is constantly thrown away as virtually no bins exist. Too many tourists eating takeaway and garbage collection loses so much from garbage bags and it is all strewn across the streets! | Waste collection |
| Loudest speeding cars late at night-on Harrington Gardens. Too many tour buses. Garbage! | Waste collection |
| People leaving small bags of rubbish on the street on non-bin days. These are then added to by | Waste collection |

Appendix Two: Written comments

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| passersby. People leaving bags with dog waste on the pavement or hanging on railings. | |
| Rubbish piles - some of the commercial collections for example:- (address removed) put rubbish out and it piles up for days. Streets generally grubby and litter/chewing gum and general rubbish by tree, (address removed). | Waste collection |
| Rubbish in the street is unsightly. | Waste collection |
| Residents leaving rubbish on the streets at the wrong time. There are many repeat offenders near here. | Waste collection |
| (1) Traffic system is badly designed. (2) Air conditioning units cause disturbance at nights in residential areas. (3) Mess and rubbish outside licensed premises not swept up by those who run the premises. Bumpkin have frequent rubbish left outside in the gutter and on pavements of Clareville Grove. (4) Rubbish mess left in street after rubbish collection for example:- Rosary Gardens. | Waste collection |
| I live in Queen's Gate and although the situation regarding the dumping of rubbish on the pavement is now much better controlled, there are still buildings in Queen's Gate which dump rubbish (often hardly bagged) on the pavements. Severe penalties should be imposed. | Waste collection |
| Rubbish and dog bags left on streets-more collections needed. | Waste collection |
| Rubbish on Queens Gate. | Waste collection |
| Tenants dumping rubbish underneath lamp posts. | Waste collection |
| (1) More rubbish collection days. (2) Re-installing more street bins-you took them away and have encouraged dumping waste and dog mess bags. (3) Resident parking bays. | Waste collection |
| Leaving of rubbish on the streets at incorrect times. Dog owners leaving bags of dog faeces in bags - expecting someone to collect. | Waste collection |
| Increase the frequency of rubbish collection. | Waste collection |
| People often leave rubbish out of collection times. This is very annoying. However sometimes it is difficult to respect it. Maybe large supermarkets can have a collection point. | Waste collection |
| Litter and commercial rubbish left outside shops, for example outside KFC on Gloucester Road there is always a pile of rubbish and a greasy stain. | Waste collection |
| Improvement in garbage collections and installation of more trash cans/dustbins. | Waste collection |
| (1) Better monitoring of garbage left out on non-collection days-unsightly and encourages pests. (2) Buses which 'greet' each other by tooting their horns-very inconsiderate of residents. (3) Fines for businesses who continually ignore the 'No Junk Mail' signs clearly marked and clog up entrances with unwanted litter. | Waste collection |
| Rubbish collection in Manson Place. Unviable we are meant to put rubbish at between 10pm-7am which is very difficult for the old or those who work unsocial hours | Waste collection |
| Litter is a problem and people leaving their rubbish out on days where there is no collection. Nothing | Waste collection |

Appendix Two: Written comments

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| seems to be done. | |
| (1) Speed control on Harrington Gardens is needed. (2) Rubbish left on Harrington Gardens need action. | Waste collection |
| An awful lot of residential rubbish is left at random times in small bags on pavements. Also fast food outlet boxes etc. | Waste collection |
| Refuse collection from restaurants and fast food outlets, and cleaner pavements outside such establishments. | Waste collection |
| More garbage bins! Walked blocks with my ice cream cup without being able to throw it away! (Fulham Road, Pelham Street, Brompton Road). | Waste collection |
| The way rubbish is collected is simply awful. The rubbish bags are dumped into the street and left to sit for one to two hours and later collected, leaving wet and dirty areas where the bags sit. I don't understand this ugly and unclean process. Also, mews streets are not being properly cleaned as much as more trafficked areas/streets. Ensor Mews, where we live is overrun with grass and weeds and generally it is not cleaned up regularly by street cleaning personnel. Thanks for your ear and your attention. | Waste collection |
| South Kensington station, Old Brompton Road, Thurloe Street, Exhibition Road have all turned into a dumping ground. No proper management of rubbish since pedestrianisation and so many eateries now in the area. It's a disgrace and embarrassing when tourists are sightseeing at our museums and other. | Waste collection |
| The filth around Gloucester Road Tesco store is appalling. Rubbish in bins uncollected, the mews is a litter haven, the bins outside and (unclear) are always overflowing. Removal of beggars from station and from Stanhope Gardens. St Augustine's feeding station attracts undesirables, who use garden square as a toilet, wrong place for such a feeding station. | Waste collection |
| Fly tipping and dumped rubbish-despite numerous complaints to the council, no significant surveillance. | Waste collection |
| (1) Dog mess still not being cleared up despite the bins. Fines need to be issued. (2) Rubbish being left out on the streets. Stickers on rubbish bags saying 'wrong day', not good enough. You need to go through the dumped rubbish, identify culprits and issue fines. | Waste collection |
| The rubbish on the street should not be allowed. Why do they not have space in the shop or restaurant- | Waste collection |
| 1. Trash left outside in piles. 2. Roadways have major bumps, when driving/walking is dangerous. 3. The fact that those on benefits over the road are extremely loud and bothersome, outside drinking on porch while I work all day etc. | Waste collection |
| The problem with fly tipping around Collingham Place. | Waste collection |
| Number of rubbish collections per week increased back to three (from two currently). | Waste collection |

Appendix Two: Written comments

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| The Gloucester Road Station area is dirty and need of council attention. The eastern side of the road is always littered with bags of rubbish pushed up against revolting old phone boxes. The mixed paving in front of shops is dismal to say the least. The whole area looks shabby and run down. | Waste collection |
| Rubbish left by neighbours outside other people's buildings. | Waste collection |
| Rubbish:- Bags put out on pavement then broken and strewn about by dogs (foxes etc). | Waste collection |
| Bin collection system and organisation. We need bin bags to be put in bin to avoid pest issue. Pest (foxes/cats/rats) open the bags - disgusting. Problem of pests in the area (rats/mice). | Waste collection |
| Rubbish control. Hotels piling rubbish outside (on their property) especially Harrington Gardens | Waste collection |
| 1. Encroachment of pubs and cafes on public pavements should be more carefully monitored. These pavements are busy and some parts are very narrowed by the above, making passing difficult and unpleasant for example:- Gloucester Road and Bute Street, Old Brompton Road. (take a look) 2. Littering - some streets are a disgrace for example:- Foulis Terrace is frequently full of litter/garbage bags left on doorsteps and pavements for days. | Waste collection |
| Can we have more food shops i.e. to buy food live! no more cafes, yet more coffee shops and bakeries! Fishmonger in Bute Street is brilliant, we need a butcher and a delicatessen. Any other specialist food and hardware shops. | Wider range of shops |
| Gloucester road area can benefit from a more upmarket choice of stores. Not happy with the air conditioning unit of Chinese restaurant at the corner of Sumner place and Old Brompton Road. | Wider range of shops |
| Refuse disposed-some blocks just leave rubbish outside or exposed on lower ground levels, encouraging vermin and making the street very unsightly. Also redevelop some of the area: Gloucester Road should be able to support better shops and restaurants as opposed to pure tourism and buildings like the Holiday Inn should be decommissioned. | Wider range of shops |
| Too many awful downmarket shops (food shops outside Gloucester Road tube/South Kensington tube) catering to trashy tourists. | Wider range of shops |
| Better quality shops. | Wider range of shops |
| 1. Area around Gloucester Road station appears dirty, footpaths stained, drains smell at times, homeless people camped out, shops poor quality targeted at tourists, rather than residents. 2. Too much traffic routing off the Cromwell Road onto Knaresborough Place/Courtfield Road resulting in excessive noise for residents. | Wider range of shops |
| Quality of shops around South Kensington tube station. | Wider range of shops |
| Traffic congestion at South Kensington station appalling. Florist at same station taken up too much space. No control of buskers or beggars near station. Overpriced food shops in station and adjacent supposedly selling food, but mainly (unclear). In general degeneration of neighbourhood, also the area is now almost entirely occupied by estate agents, hairdressers, unsanitary nail bars and beggars | Wider range of shops |
| Shops around South Kensington should not be all chain food (unclear) but also include normal | Wider range of shops |

Appendix Two: Written comments

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| (unclear) shops. No more real estate brokers. | |
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Theme: Through the City Living, Local Life initiative, funding is available for community groups or individuals to support projects in your local area. If there are any large or small projects that you personally would be interested in taking forward, please tell us about them here.

| Theme | Number of comments | Theme | Number of comments |
|---|--------------------|----------------------------------|--------------------|
| None | 12 | Befriending | 1 |
| Activities and support for older people | 9 | Responsibility of the Council | 1 |
| Cleanliness of streets | 7 | News stand | 1 |
| Environmental initiatives | 6 | Waste collection | 1 |
| Parks and open spaces | 3 | No interest | 1 |
| Planning and conservation | 3 | Projects for homeless people | 1 |
| Projects for families with young children | 3 | Beggars | 1 |
| Community safety | 3 | Public art | 1 |
| Too busy | 3 | Fruit stall | 1 |
| Traffic | 3 | Literacy projects | 1 |
| Issues around prostitution | 2 | Other | 1 |
| Already involved | 2 | Unable to participate due to age | 1 |
| Noise and nuisance | 2 | Help for small businesses | 1 |
| Local charities | 2 | Affordable housing | 1 |
| Mental health projects | 2 | City Living, Local Life | 1 |
| Local bank | 1 | | |
| Protect character of local shopping streets | 1 | | |
| Less hotels | 1 | | |

Appendix Two: Written comments

Comments: Through the City Living, Local Life initiative, funding is available for community groups or individuals to support projects in your local area. If there are any large or small projects that you personally would be interested in taking forward, please tell us about them here.

| Comment | Theme |
|---|---|
| Provide more services to elderly people in the ward. Remove the horrid old news stand from Gloucester Road. | Activities and support for older people |
| Would encourage more facilities for older people to meet and mingle. | Activities and support for older people |
| Making the area more pedestrian friendly for older people, possibly opening private gardens/squares for older people to walk/sit and work in the gardens. Please call me, I would like to be involved. | Activities and support for older people |
| I think there are a large number of elderly people who need help. For instance my neighbour opposite is 91. She wanted to buy some plants, since Homebase closed, the nearest place is Smugglers Way. (Name removed) is fiercely independent and I had to force her to let me drive her. Normal amenities such as plants and normal shops are leaving the borough - I'd like to get more involved to help the elderly. It should be noted that RBKC is slowly being owned by those who cannot vote or reside-for investment purposes or pied-a-terre. | Activities and support for older people |
| More support for the senior citizens (on a personal level-visits for tea, children-senior citizen projects-maybe a day at the library). | Activities and support for older people |
| Old people and mentally ill individuals. | Activities and support for older people |
| I would be happy to visit and help elderly residents. | Activities and support for older people |
| Garbage arrangements. Shop for the elderly. | Activities and support for older people |
| Further funds giving to schools (Bousfield) to run code camps, robotics clubs. In general more programmes for kids. | Activities and support for older people |
| To support people who are not from the wealthy sector, to be able to remain living in this area. | Affordable housing |
| Already involved. | Already involved |
| Thank you for this survey. Sorry not to be able to help but at the moment the flat is only a part-time home and I do help in the community elsewhere. | Already involved |
| Befriending, which is cost-free. | Befriending |
| Investigating beggars, for example:- legal or illegal immigrants. Also those congregating outside HTB church (formerly St Augustine's). | Beggars |
| How can we find out what ideas you already have for spending this £20,000? | City Living, Local Life |
| Ensuring street nameplates and post boxes and phone boxes kept clear of stickers/advertising/graffiti. | Cleanliness of streets |
| Clean streets-fighting for less noise and less crime and burglary. | Cleanliness of streets |

Appendix Two: Written comments

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|---|---------------------------|
| 1. Gum removal at Gloucester Road tube. 2. Asking questions at BT's AGM. | Cleanliness of streets |
| Awareness of litter dropping and chewing gum mess. | Cleanliness of streets |
| More dog mess bins to be made more visible so that dog owners don't bag up the mess and then leave the bag lying on the street/pavement. | Cleanliness of streets |
| Food and restaurant shops should clean front pavement of their premises every day or spend council money to do so. | Cleanliness of streets |
| Three huge seats outside Gloucester Road tube station. Tourists and drunks sit around. They leave half-eaten food packaging and drink cans around - only two bins (hardly noticeable) by station. At least one bin (painted green perhaps) by the seats so more noticeable and attractive for rubbish disposing. Also plane trees should be pollarded more often. Leaves shed during Autumn/Winter - piles poor road sweepers!! Also seeds burst and clog up streets - PILES. Bad for hayfever and asthma sufferers!!! during January/Feb/March/April/May. | Cleanliness of streets |
| Clean streets-fighting for less noise and less crime and burglary. | Community safety |
| England is culturally diverse nation due partly to the history of England - the Empire and the English language. Whether like or accept it, that is the history of England, therefore there will always be different races of people and cultures. And some of the people in our Boroughs would be vulnerable and disadvantaged. Their Borough, EVERY WARD must have a project:- mental health, homeless, crime and police relations!! | Community safety |
| I would be interested to participate in a project to improve the safety of South Kensington inhabitants. I think security is an important theme and part of the reason why London is one of the best cities to live in in the world for this (CCTV...) | Community safety |
| Reduce car pollution in Zone One. | Environmental initiatives |
| Recycling and community composting of food and garden waste to and from landfill. | Environmental initiatives |
| The site used as a temporary car park on the corner of Queens Gate and Harrington Road has been an eyesore for decades. I would like to see it disguised with a living wall. | Environmental initiatives |
| Yes I would like to personally help (as stated on front) Roland Gardens and other streets to plant gardens, window boxes and thus. Also would like to help others be more proactive about washing front steps and sidewalk in front of building daily (!!!) | Environmental initiatives |
| Upgrade the area around Gloucester Road area. | Environmental initiatives |
| Changed some trees on Cromwell Road. | Environmental initiatives |
| 1. We should fund a new fruit stall so that this becomes a major asset in the Gloucester Road station area. Before we buy anything new, we should carefully consider whether the existing Heatherwick 'Paperhouse' intended for Gloucester Road but now in storage might be suitable if it is still in good repair. 2. We should hold a design competition for a marble compass which could be embedded in the pavement outside Gloucester Road tube station. It would help new arrivals figure out which | Fruit stall |

Appendix Two: Written comments

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| direction they need to head. In fact all the tube stations in London should have this directional aid. | |
| More help for small businesses. | Help for small businesses |
| Getting rid of prostitution rackets that work so intensely in Old Brompton Road. The prostitution cards are replaced within minutes of little old ladies removing them by young men who wear caps. | Issues around prostitution |
| Getting phone boxes cleaned up and removed. The pretty girls are posted up four times a day. | Issues around prostitution |
| Less cheap hotels, less migrant hotels, flats lived in by residents. | Less hotels |
| Literacy (Adult/Youth/Child). | Literacy projects |
| To build a private bank in the borough and the benefits would be back to the borough to support the projects and improve life of people living in the area - to take of those (unclear) enormous bank and believe back to use to deal with our money and choose what we want to improve. | Local bank |
| The Kensington Foundation. | Local charities |
| Earls court community project - a wonderful small charity looking after people who are vulnerable and on the margins. | Local charities |
| England is culturally diverse nation due partly to the history of England - the Empire and the English language. Whether like or accept it, that is the history of England, therefore there will always be different races of people and cultures. And some of the people in our Boroughs would be vulnerable and disadvantaged. Their Borough, EVERY WARD must have a project:- mental health, homeless, crime and police relations!! | Mental health projects |
| Old people and mentally ill individuals. | Mental health projects |
| Provide more services to elderly people in the ward. Remove the horrid old news stand from Gloucester Road. | News stand |
| Personally I am not interested. | No interest |
| Summer weekend nights too many noisy parties but I would be afraid to intervene myself. | Noise and nuisance |
| Clean streets - fighting for less noise and less crime and burglary. | Noise and nuisance |
| N/A | None |
| NOT AT THIS TIME | None |
| None | None |
| None | None |
| ? | None |
| N/A | None |
| None | None |
| N/A | None |
| Currently not but maybe in the future | None |
| ??? | None |

Appendix Two: Written comments

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| Not at the moment. | None |
| No | None |
| Let's talk. | Other |
| The public residents' portion of the park at the Holiday Inn needs raking, seeding and maintenance. It needs to be kept clean! We all pay a lot of tax. I feel the service we pay for needs improvement rather than placing added burden on working, tax paying individuals. Time is short if one works; to do the work themselves. | Parks and open spaces |
| Improvement to the former Ashburn Gardens garden square as it's loyal on Cromwell Road as well as Ashburn and Courtfield Road. | Parks and open spaces |
| Not sure but happy to spend a couple of afternoons helping out. Gardening public spaces? Something like that? | Parks and open spaces |
| (1) Fighting the casino application on behalf of the local community. (2) Getting Cromwell Road buildings repaired and masonry repaired to improve local area. | Planning and conservation |
| Less basements for example. | Planning and conservation |
| Any group that opposes the large developments in residential roads particularly basements larger than one floor. | Planning and conservation |
| It would be useful to organise a project which collects items for babies/toddlers in good condition and gives them to less fortunate people in the borough. Items like prams/cots/toys. There are projects like this in NYC which are very successful. | Projects for families with young children |
| Support groups for mothers who do not get involved with your typical 'Chelsea Mothers'. Easter egg hunt or similar at Natural History alongside at Christmas for sharing. 'Santa's Grotto'. | Projects for families with young children |
| Keen to help vulnerable families, for example:- provide driving service and mentoring, baby sitting. | Projects for families with young children |
| England is culturally diverse nation due partly to the history of England - the Empire and the English language. Whether like or accept it, that is the history of England, therefore there will always be different races of people and cultures. And some of the people in our Boroughs would be vulnerable and disadvantaged. Their Borough, EVERY WARD must have a project:-mental health, homeless, crime and police relations!! | Projects for homeless people |
| If Edgware Road is High Street Beirut, then Brompton is rapidly becoming the road from Damascus. Can we prevent the important thoroughfare becoming totally alien in character? | Protect character of local shopping streets |
| 1. We should fund a new fruit stall so that this becomes a major asset in the Gloucester Road station area. Before we buy anything new, we should carefully consider whether the existing Heatherwick 'Paperhouse' intended for Gloucester Road but now in storage might be suitable if it is still in good repair. 2. We should hold a design competition for a marble compass which could be embedded in the pavement outside Gloucester Road tube station. It would help new arrivals figure out which direction they need to head. In fact all the tube stations in London should have this directional aid. | Public art |

Appendix Two: Written comments

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| The public residents' portion of the park at the Holiday Inn needs raking, seeding and maintenance. It needs to be kept clean! We all pay a lot of tax. I feel the service we pay for needs improvement rather than placing added burden on working, tax paying individuals. Time is short if one works; to do the work themselves. | Responsibility of the Council |
| Don't have time. | Too busy |
| I'm a little too busy at work now. But would love to do something when I get more free time. | Too busy |
| Do not have enough time!, would love to contribute. | Too busy |
| Traffic calming. | Traffic |
| We need to feel safer on the streets, crossing on the road with Green men. Pavements must not be enough as those are bad for us elderly residents. | Traffic |
| Observance of school notices St Phillips/Hampshire - Wetherby Place SW7 ignored frequently by motorists - should be calming measures to stop motorists accelerating towards Earls Court. | Traffic |
| Too old at 90. | Unable to participate due to age |
| Garbage arrangements. Shop for the elderly. | Waste collection |

Theme: If you have any suggestions of events or activities please tell us here.

| Theme | Number of comments | Theme | Number of comments |
|-------------------------------------|--------------------|--------------------------------|--------------------|
| Celebratory events | 4 | None | 1 |
| Sports and fitness | 4 | Cultural events | 1 |
| Music, literature, arts | 3 | Social care | 1 |
| Markets | 3 | Cycling | 1 |
| Open gardens | 3 | Traffic management | 1 |
| Cleanliness | 3 | Councillor surgeries | 1 |
| Street fairs or festivals | 3 | Language classes | 1 |
| Other | 2 | Diverse area | 1 |
| Schools and education | 2 | Support for vulnerable people | 1 |
| Residents' meetings or associations | 2 | Food and drink | 1 |
| Community safety | 1 | Activities fostering tolerance | 1 |
| Community groups | 1 | International events | 1 |
| Coffee events | 1 | | |
| Book clubs | 1 | | |

Appendix Two: Written comments

Comment: If you have any suggestions of events or activities please tell us here.

| Comment | Theme |
|--|--------------------------------|
| Any activity fostering tolerance is useful. | Activities fostering tolerance |
| Street festivals/book clubs. | Book clubs |
| I missed Christmas/Easter, some summer time celebration. | Celebratory events |
| Street parties/garden parties during summer. | Celebratory events |
| Street parties, perhaps similar to Motcombe Street. | Celebratory events |
| Something like a block party would be good-for all nationalities. I don't know most of the people that live in my building, let alone on my block. | Celebratory events |
| Keep it clean. | Cleanliness |
| Courtfield Gardens is a beautiful area/street cleaning please. | Cleanliness |
| YES:- rubbish on streets and sidewalks due to poor garbage collection and handling. The borough should fine neighbours who use poor bags. | Cleanliness |
| Day out and morning or afternoon coffee. | Coffee events |
| I'm happy with all activities/events organised by Kensington and Chelsea Age UK Thorpe Close North Kensington and my landlords, Housing for Women SW9 9SP. | Community groups |
| The Courtfield Ward must have a police liaison - community action group. There are many vulnerable and disadvantaged people living now in the wards due to the provisions of social homes (Housing Association) and needs legal protection. | Community safety |
| The local ward councillors should hold a surgery at least once a year. | Councillor surgeries |
| 1. Getting awareness support for German cultural events (for example:- the St Martin Festival which already takes part, organised by the German church (Christ Church near Harrods) on November 6th-10th) October 3rd German National Day. 2. Erich Kasthes (Emil and the Detectives) week in Kensington and Chelsea Library, involvement of Goethe House?. 3. German emigrants in South Kensington/Chelsea (WW2). | Cultural events |
| Apertivio/happy hours, open door cinemas, cycling reunions. | Cycling |
| The area is diversified enough, very international and does not have any sense of ethnic 'enclave'. | Diverse area |
| Apertivio/happy hours, open door cinemas, cycling reunions | Food and drink |
| English/French activities to meet more English people. | International events |
| Weekend Greek classes for children and adults. | Language classes |

Appendix Two: Written comments

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| Local street markets on Saturdays/Sundays. Christmas street markets. | Markets |
| Street fairs or local markets organised by local businesses. | Markets |
| Local markets/proprietors/shops, street festivals that involve street closures to bring community together. | Markets |
| Apertivio/happy hours, open door cinemas, cycling reunions. | Music, literature, arts |
| Music, literature and art festivals would always be welcome. Classical would be my own preference. | Music, literature, arts |
| Good quality live music outside the tube stations would be nice. | Music, literature, arts |
| Difficulty with hearing, so no. | None |
| Open all the gardens monthly!? Quarterly? | Open gardens |
| Access to all private parks in my local area. | Open gardens |
| More social mixers in the surrounding gardens. | Open gardens |
| Thanks! | Other |
| I want to be integrated-I have been here for 50 years. | Other |
| Residents' meeting once in a while! | Residents' meetings or associations |
| Would love to set up a street party to get the neighbourhood involved. I researched putting together a Roland Gardens Association a few years ago but I had commitments. I am available more to work on this, many thanks, Hope to hear from you, warmly. | Residents' meetings or associations |
| More state schools and sports grounds. | Schools and education |
| More kid activities in regards to learning. | Schools and education |
| Make sure children on statements have adequate overview and funding. The same for social workers involvement. | Social care |
| More state schools and sports grounds. | Sports and fitness |
| I would love to have outdoor exercise classes (fitness/yoga) free, for 2 times a week, bringing together local residents. | Sports and fitness |
| There should be a free basketball court. | Sports and fitness |
| Sports activities (also kids). | Sports and fitness |
| Street fairs or local markets organised by local businesses. | Street fairs or festivals |
| Street festivals/book clubs. | Street fairs or festivals |
| Local markets/proprietors/shops, street festivals that involve street closures to bring community together. | Street fairs or festivals |
| More information about how to help vulnerable people in the local community. Instead of going to Oxfam it would be nice to donate to people in the area who are in need. | Support for vulnerable people |
| Badly need green men at traffic lights on Cromwell Road by Holiday Inn Hotel. | Traffic management |

Appendix Two: Written comments