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Queen's Gate Ward Survey

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THE ROYAL BOROUGH OF
**KENSINGTON
AND CHELSEA**

Introduction

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

A survey was developed in collaboration with the Ward Members for Queen's Gate Ward. A paper copy of the questionnaire was sent to all households in Queen's Gate Ward, using the Council Tax Register. A total of 598 responses were received equating to a response rate of 8.2 per cent.

Ward priorities

Residents of Holland Ward were asked to identify things that needed to be improved in their local area, defined as within a 10 minute walk from their home. The most common areas of concern for respondents were:

- **Cleanliness of streets** – more than a third of respondents felt that this could be improved (35 per cent).
- **Rubbish collections** – around a quarter of respondents identified this as something that could be improved (26 per cent).
- **Parking for residents or visitors** – a similar proportion of respondents felt that this aspect could be improved (26 per cent).
- **The level of traffic congestion** – 23 per cent of respondents felt that this could be improved.
- **Planning and construction** – one in five respondents selected this as an area where they would like to see improvement, (21 per cent).

Comments provided by respondents echoed the high levels of concern about cleanliness and waste collection. Other areas of concern included traffic and transportation and parking.

City Living, Local Life projects and initiatives

The majority of residents felt that each of the suggested projects would improve local life to at least some extent. The highest level of support was for work to understand the impact of building works and basement developments and improving the environment around the shops and amenities at the north end of Gloucester Road. The high level of support for work to understand the impact of building works and basement developments is not surprising given that **three quarters of respondents reported experiencing some disruption from building works over the past 12 months (76 per cent).**

- **Understanding the impact of building works and basement developments** – 82 per cent of respondents felt it would improve local life to some extent
- **Improving the environment around the shops and amenities at the north end of Gloucester Road** – 81 per cent of respondents felt it would improve local life to some extent
- **Outreach work with isolated older people** – 79 per cent of respondents felt it would improve local life to some extent
- **Activities for young families** - 70 per cent of respondents felt it would improve local life to some extent
- **Community events for the Queen's diamond jubilee in 2012** – 65 per cent of respondents felt it would improve local life to some extent

Disruption caused by building works

Respondents who had experienced disruption were asked about the nature of the disruption they had experienced. The most commonly experienced type of disruption was noise. A total of **136 separate comments made reference to problems caused by noise**. Other commonly experienced problems related to:

- **Obstruction of roads and pavements** – 67 comments
- **Parking and problems caused by constructors' vehicles** – 58 comments
- **Dust and dirt** – 55 comments

Willingness to get involved

Some **186 respondents wished to be kept informed about the initiative** and provided contact details, which represents 30 per cent of respondents. Their contact details will be added to the City Living, Local Life contact list by the Community Engagement Team within the Policy and Partnerships Unit.

Some 14 per cent of respondents are currently members of a Residents' Association.

For more information

For information on the results please contact **Melanie Marshman, Consultation and Partnerships Manager on 020 7361 2262** or e-mail on melanie.marshman@rbkc.gov.uk

Introduction

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

Methodology

A survey was developed in collaboration with the Ward Members for Queen's Gate Ward. A paper copy of the questionnaire was sent to all households in Queen's Gate Ward, using the Council Tax Register. In total, the questionnaire was posted to 7270 households. Residents were also given the option of completing their questionnaire online or using their smartphone. However, only a small number of electronic responses were received (22).

A total of 598 responses were received. This equates to a response rate of 8.2 per cent.

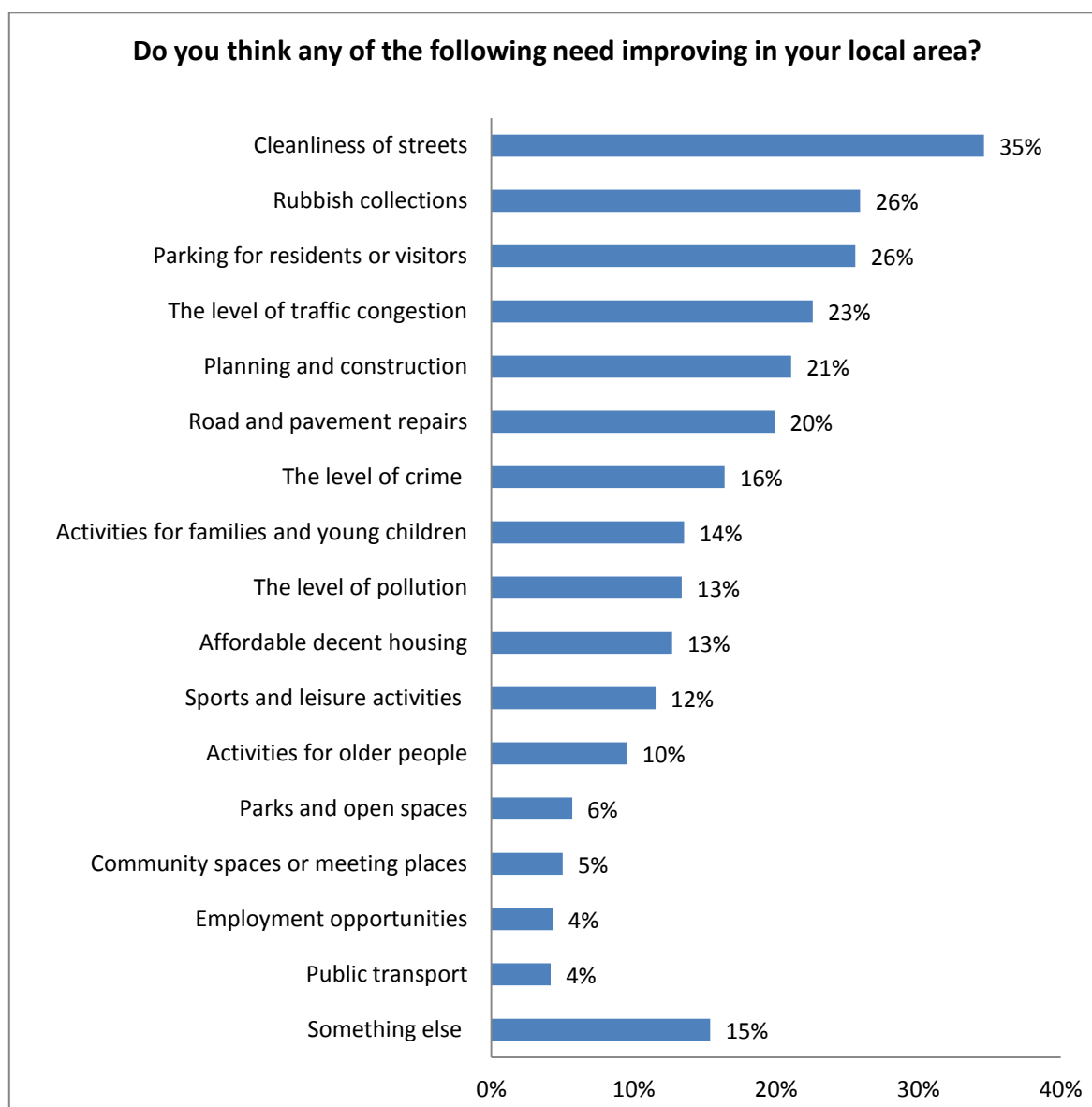
For more information

For information on the results please contact **Melanie Marshman, Consultation and Partnerships Manager** on 020 7361 2262 or e-mail on melanie.marshman@rbkc.gov.uk.

Priorities for Queen's Gate Ward

Residents of Queen's Gate Ward were asked to identify things that needed to be improved in their local area, defined as within a 10 minute walk from their home. The most common areas of concern for respondents were:

- **Cleanliness of streets** – more than a third of respondents felt that this could be improved (35 per cent).
- **Rubbish collections** – around a quarter of respondents identified this as something that could be improved (26 per cent).
- **Parking for residents or visitors** – a similar proportion of respondents felt that this aspect could be improved (26 per cent).
- **The level of traffic congestion** – 23 per cent of respondents felt that this could be improved.
- **Planning and construction** – one in five respondents selected this as an area where they would like to see improvement, (21 per cent).



**Percentages based on the total number of respondents to the survey (598)*

Results

Comments provided by respondents echoed the high levels of concern about cleanliness of streets and waste collection. **Cleanliness of streets** was the theme of 50 comments made, whilst a further 36 comments specifically referred to **waste collection**. Other areas of concern included traffic and transportation with 37 comments and parking (31 comments), plus:

- **Community safety** - 22 comments;
- **Planning and construction**- 15 comments including a number of comments relation to developments in the area;
- **Hyde Park and/or Kensington Gardens** – 11 comments including a number of references to the use of the parks for events and the erection of temporary structures in the park;
- **Noise and nuisance** – 11 comments.

Some examples of comments made are provided on the following page; however a full list of comments is available in Appendix 2.

Theme of comment	Number of comments	Theme of comment	Number of comments
Cleanliness of streets	50	Activities for older people	2
Traffic and transportation	37	Council services	2
Waste collection	36	Dangerous dogs	2
Parking	31	Housing	2
Community safety	22	Retail diversity	2
Planning and construction	15	Schools	2
Hyde Park/Kensington Gardens	11	Adult education	1
Noise and nuisance	11	Arts and crafts	1
Condition of pavements	8	Bicycle hire scheme	1
Sport and leisure	7	Car club	1
Other	7	Drainage	1
Facilities for cyclists	6	Health facilities	1
Trees and plants	6	Outdoor spaces	1
Cards in telephone boxes	5	Passive smoking	1
Community events	4	Public transport	1
Activities for children/young people	4	Street lighting	1
Council Tax	3	Vermin	1
Access to garden squares	2		

Cleanliness of streets

There is a lot of litter on Gloucester Road, particularly at night when piles of rubbish are left outside restaurants.

Ongoing education of residents who put their dog mess in a plastic bag and leave it on the street, gutter or by a lamp post that this is unhelpful and wrong.

Rubbish dumping on the pavement is a real problem. Lack of bins and few recycling centres contribute to this.

Also people now seem to pick up after their dogs, the poop bags are left lying in the street.

Step up the efforts to stop chewing gum on the pavements and encourage dog owners to take their plastic bags of excrement.

Waste collection

The rubbish collections in my area, it is too late in the afternoon and leave the rubbish so much time on the floor. Is horrible and the smell terrible!!

It just seems that many of the residents do not realise/do not care about the rubbish collection schedule as there is always rubbish piled up at the bottom of the trees.

I suggest that residents should NOT be asked to place refuse in the street at any time. All refuse should be collected from cellars by the refuse collection staff and immediately placed upon the van. There should be a sustained effort to find anyone who leaves refuse in the street.

Also glass rubbish collections at 3am every night from restaurants in Kensington (should not be allowed).

Traffic and Transportation

Traffic congestion along a small bit of Kensington High Street makes pollution, driving and crossing troublesome. The street from the zebra crossing by PC World east to the Milestone Hotel is problematic.

There is a definite lack of crossing in the Gloucester Road/Elvaston Place Area.

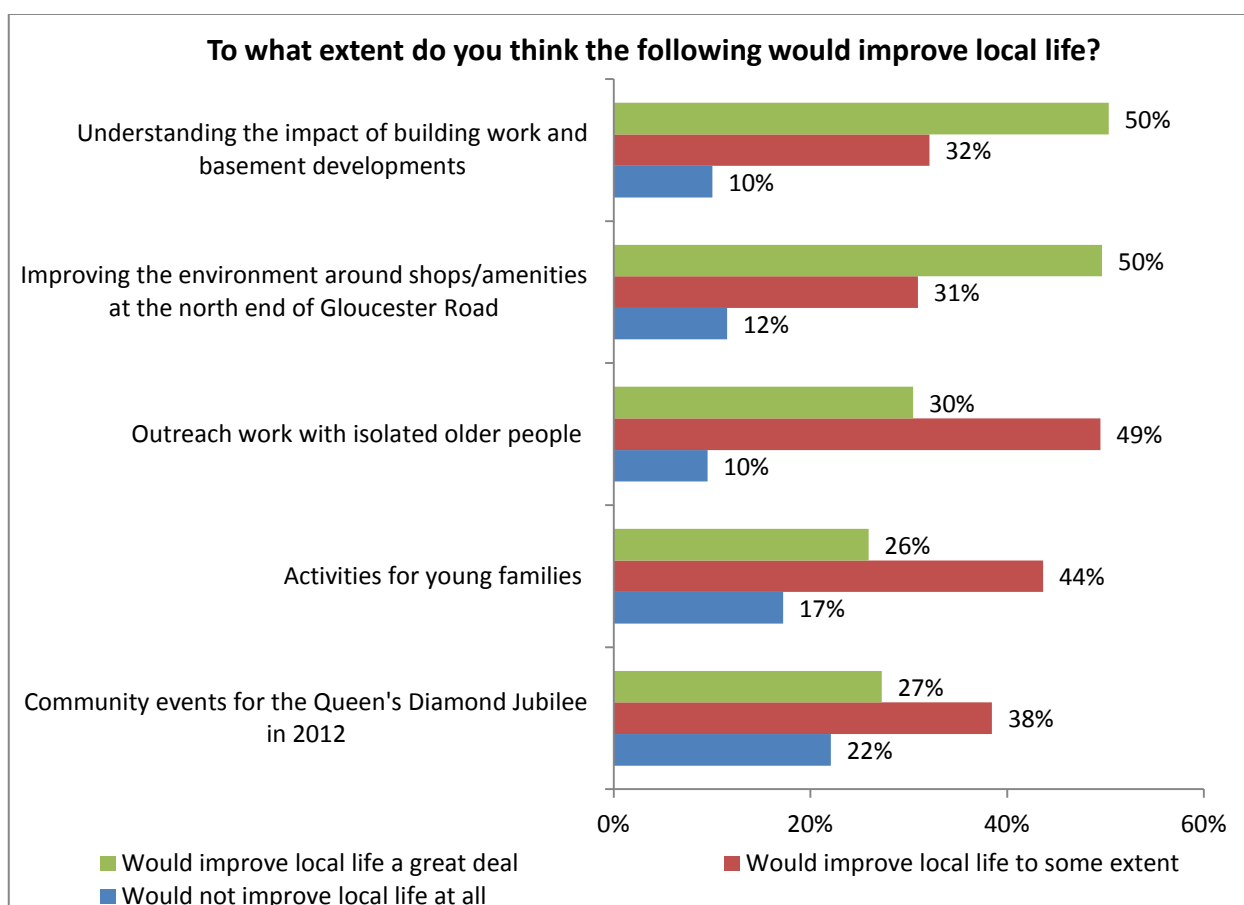
The level of traffic on Queen's Gate has substantially increased over the last three years. Few use the confusing Exhibition Road and the Queen's Gate has the traffic which would otherwise have used Exhibition Road.

There has been a significant and unacceptable increase in the volume of traffic on Queen's Gate itself - diverted from the revamped Exhibition Road.

City Living, Local Life projects and initiatives

The majority of residents felt that each of the suggested projects would improve local life to at least some extent. **The highest level of support was for work to understand the impact of building works and basement developments and improving the environment around the shops and amenities at the north end of Gloucester Road.** Around half of all respondents felt that these initiatives would improve local life a great deal (50 per cent). The high level of support for work to understand the impact of building works and basement developments is not surprising given **that three quarters of respondents reported experiencing some disruption from building works over the past 12 months (76 per cent).** More than a third of respondents stated that they had experienced significant disruption over the past 12 months.

- **Understanding the impact of building works and basement developments** – 82 per cent of respondents felt it would improve local life to some extent
- **Improving the environment around the shops and amenities at the north end of Gloucester Road**– 81 per cent of respondents felt it would improve local life to some extent
- **Outreach work with isolated older people** – 79 per cent of respondents felt it would improve local life to some extent
- **Activities for young families** - 70 per cent of respondents felt it would improve local life to some extent
- **Community events for the Queen's diamond jubilee in 2012**– 65 per cent of respondents felt it would improve local life to some extent



**Percentages based on the total number of respondents to the survey (598)*

Results

Respondents were asked for their own ideas of projects, or for comments and suggestions. The largest number of comments related to **transport, highways and parking** reflecting the relatively high level of concern about this issue. As might be expected **cleanliness of streets** and **refuse and recycling** were also hot topics with respondents.

Some examples of comments made are provided on the opposite page; however a full list of comments is available in Appendix 2.

Theme of comment	Number of comments	Theme of comment	Number of comments
Transport, highways and parking	53	Licensing	2
Cleanliness of streets	33	Public transport	2
Refuse and recycling	21	Thames Water	2
Planning and construction	20	Charity	1
Community safety	17	Childcare	1
Plants and trees	14	Community cafes	1
Parks and gardens	13	Community composting	1
Community events	12	Community gardening project	1
Rubbish bins	12	Community marketing	1
Noise pollution	8	Contact number for Council	1
Activities for children	6	Dangerous dogs	1
Cycling	6	Education and schools	1
Council Tax	5	Family venues	1
Environmental improvements	5	Foxes	1
Other	5	Gritters in winter	1
Sports and leisure	5	Kensington Palace	1
Arts and culture	3	Library	1
Business and employment	3	Lift improvements	1
Paving	3	Neighbourliness	1
Street furniture	3	No smoking areas	1
Volunteering scheme	3	Park	1
Adult education	2	Parks	1
Community centre	2	Residents Associations	1
Farmers' Markets	2	Restoration of property	1
Lack of community	2	Second homes	1

Transport, highways and parking

Include Kensington and Chelsea in congestion zone/improve traffic situation, pollution. Less hassle during road works and construction.

Free up more parking for visitors:- I suggest the following: Reduce resident only bays. Offer residents the option of visitors' vouchers. Relax evening and weekend restrictions.

Powers for the public to take photographs of traffic offenders and for traffic offenders to be more aggressively pursued.

Bobbies on the beat to control driving infractions (u-turns or right turns where not allowed), use of horns, speeding, cyclists on pavements etc.

Cleanliness of streets

Littering on Hyde Park should be addressed. Enforce laws and by laws. Issue spot fines. If kids make this mess as a habit, what will they teach their kids

Gloucester Road - rubbish is often really a mess. Some very dirty buildings in such an expensive area.

Steam-clean or power wash filthy pavements and areas around waste bins.

Greater littering notices and enforcement, especially for smokers and dog bags.

Refuse and recycling

Bring rubbish collection back to three times a week and collect rubbish on main roads and big garden squares first.

Rubbish collection must be done more frequently, ideally every day, only two to three times per week is NOT sufficient.

Am very grateful for extremely efficient rubbish collection and cleaning of the streets, Thank you.

Fine people who leave rubbish out on wrong day! Don't just put stickers on the bags.

Planning and construction

I object most strongly to ultra modern buildings going up for example top of Victoria Road in between traditional Victorian architecture.

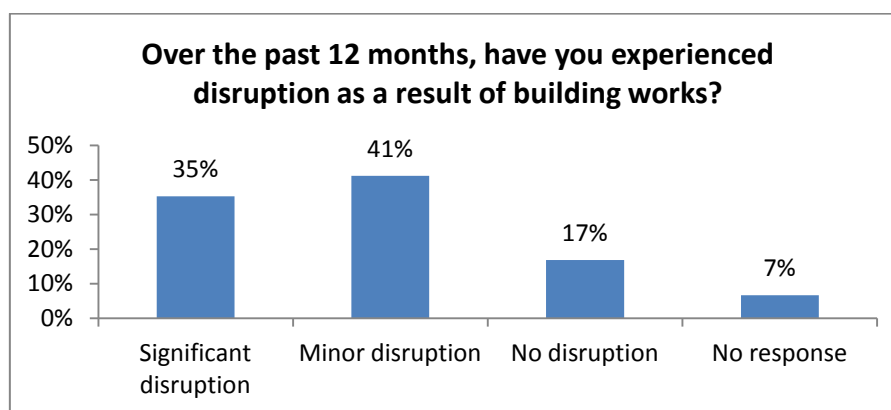
Please fine developers who fail to complete within timescale.

Easier planning permission for reasonable house extensions.

Change the law with regard to subterranean works underneath flats i.e. when residents will remain living above these works.

Disruption caused by building works

Around three quarters of respondents have experienced disruption as a result of building works over the past 12 months, (76 per cent). Some 35 per cent of respondents stated that they had experienced **significant disruption** over the past 12 months.



**Percentages based on the total number of respondents to the survey (598)*

Respondents who had experienced disruption were asked about the nature of the disruption they had experience. The most commonly experienced type of disruption was noise. A total of **136 separate comments made reference to problems caused by noise**. Other commonly experienced problems related to:

- **Obstruction of roads and pavements** – 67 comments
- **Parking and problems caused by constructors' vehicles** – 58 comments
- **Dust and dirt** – 55 comments

Some examples of comments made are provided on the following page; however a full list of comments is available in Appendix 2.

Theme of comment	Number of comments	Theme of comment	Number of comments
Noise	136	Utilities	5
Obstruction of roads/pavement	67	Advance notification of works	3
Parking and constructor's vehicles	58	Inconsiderate builders	3
Dust and dirt	55	Damage to pavements	2
Traffic	53	Light pollution	2
General	33	Obscured views	2
Construction hours	32	Trespassing	2
Scaffolding	26	Adverse effect on health	1
Rubbish and debris	24	Community engagement	1
Length of works	23	Drainage	1
Basements	19	Effect on public transport	1
Planning	10	Lack of natural light	1
Damage to property	9	Leaks	1
Vermin	6	Machinery	1
Vibration	6	Overlapping developments	1
Community safety	5	Road works	1
Pollution	5	Smell	1

Noise

Walking in the neighbourhood has sometimes been very noisy and need to cross streets to avoid works areas.

The council should make all the owners of the flats in building blocks insulate properly between the floors and with adjacent flats. The noise disturbance from poor insulation is atrocious and should be addressed asap.

Builders yelling on their mobile phones whilst just over my head, or setting radios full blast...there seems to be no way to make people understand that we are sharing a space and therefore ought to keep the noise down.

Significant works were carried out in the building next to us, which caused a lot of noise pollution starting early in the mornings right through the day.

Obstruction of roads or pavements

Works or building projects on Kensington Road and De Vere Gardens - too much road space.

Intrusion into pavement by basement works. Builders ignoring parking restrictions by ad-hoc commandeering of parking spaces

The roads were closed for renovation and this make the crossing of the road very inconvenient, have to detour a long distance just to cross the road.

Stop any further basements that require closing pavement and removing car park spaces.

Parking and constructor's vehicles

There are new and constant basement excavations taking away residents' parking causing congestion and leaving a mess.

Lorries parking illegally regarding scaffolding. LOTS of parking suspensions.

Suspension of excessive areas for residents parking - could not park anywhere, too short notice.

Removal of parking bays for residents as the many applications for building granted at the same time.

Dust and dirt

I have been very much disrupted: mostly by the dust and mud left in our mews. The dust gets inside the house and makes everything dirty.

Work on party wall during erection of roof extension dislodges soot in flues requiring major cleaning.

Excessive noise and dust.

Also this type of work creates a huge amount of dust and rubbish, as well as an enormous increase in vermin, as mice are disturbed and look for other space to inhabit.

Willingness to get involved

Respondents were asked to provide their contact details if they wished to remain involved in the project. Some **186 respondents provided contact details**, which represents 31 per cent of respondents. Their contact details will be added to the City Living, Local Life contact list by the Community Engagement Team within the Policy and Partnerships Unit.

Membership of Resident Associations

In total, 81 provided details of a Residents' Association that they belong to. This equates to 14 per cent of respondents.

Name of Association	Number of respondents
Victoria Road Area Residents Association/Victoria Road RA	39
Kensington Court Residents Association	16
Cornwall Gardens RA	4
Kensington Gate Residents Association	3
Queen's Gate Residents Association	3
Emperors Gate Housing Association	2
Queen's Gate Gardens	2
South Kensington and Queen's Gate Residents Association.	2
29 Palace Gate Mansions	1
45-46 Consort House Queen's Gate	1
83 Cornwall Gardens Ltd	1
Cornwall Mews South (West Side) RA	1
Courtfield Ltd	1
Dunward and Roxburghe RTM Co Ltd	1
Kensington Society	1
Kensington Square	1
Neighbourhood Watch Emperors Gate	1
Trafalgar Gardens Residents Association	1
Total	81

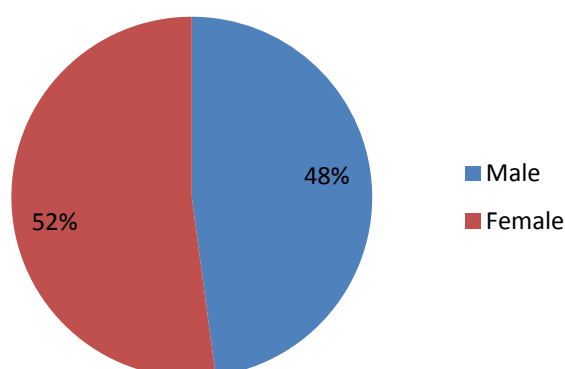
About the respondents

Comparison with demographic information about the whole ward reveals that the profile of respondents is roughly in line with the population of the ward in terms of gender and ethnicity. However, young people are not well represented in the response with four per cent of responses being received from residents aged 25 and under. This age group would be expected to account for 29 per cent of people in Queen's Gate Ward according to GLA projections for 2012. The expectation is that this group would be less well represented due to the use of the Council Tax register as a sampling frame, however it is recommended that further thought is given to how the views of young people could be fed into the initiative.

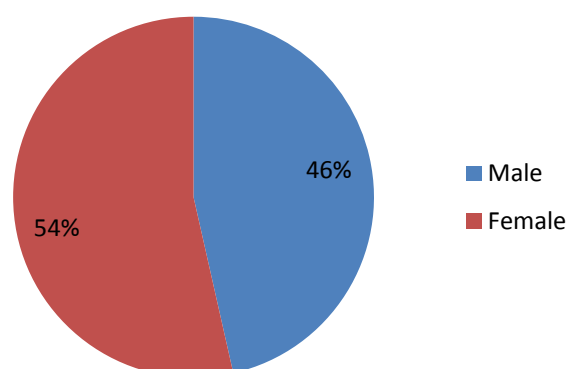
The majority of respondents were long standing residents of the borough, with around three quarters of respondents stating that they had lived in the borough for more than five years (76 per cent).

Gender

Survey respondents



Queen's Gate Ward Population

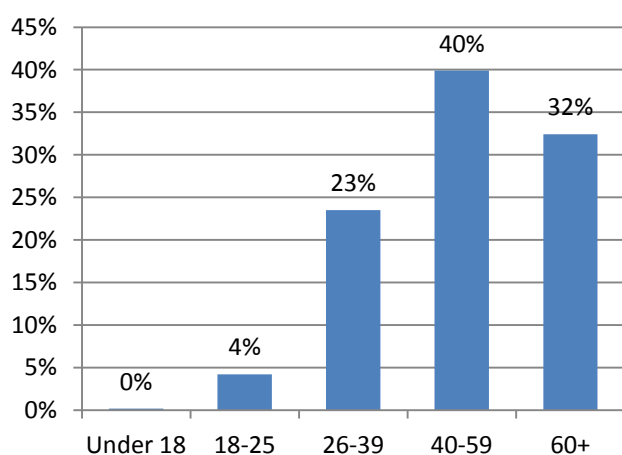


**Based on all respondents to the question, 55 respondents provided no information.*

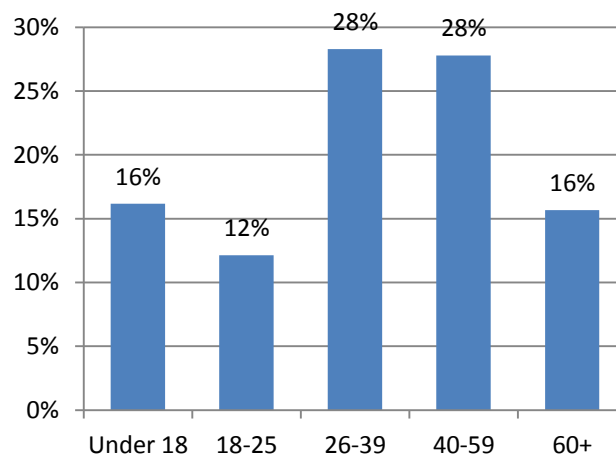
**Data from GLA population projections for 2012.*

Age

Survey respondents



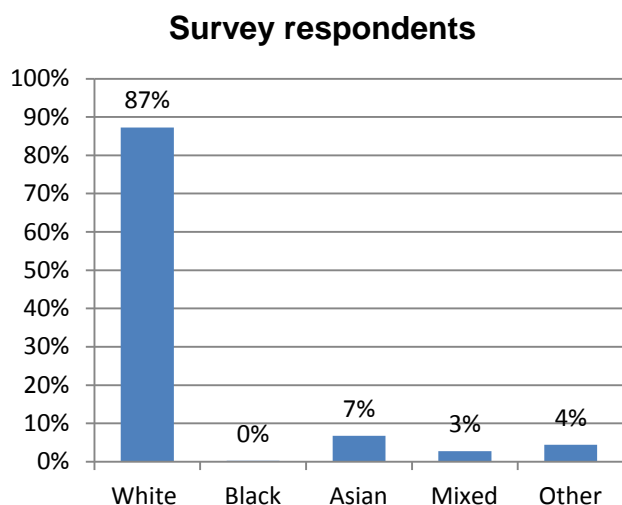
Queen's Gate Ward Population



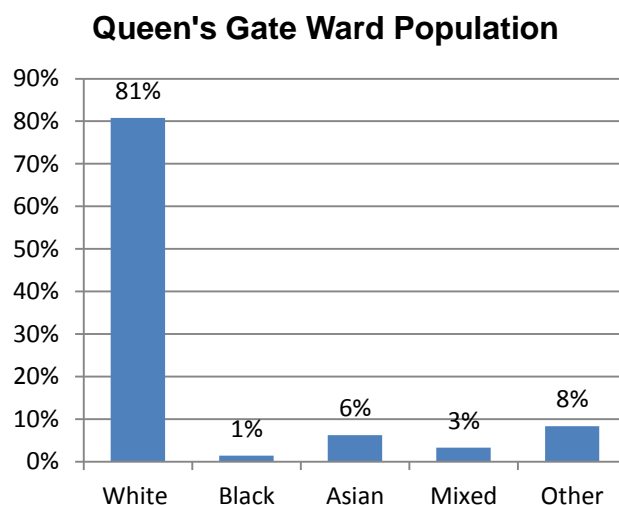
**Based on all respondents to the question, 49 respondents provided no information.*

**Data from GLA population projections for 2012*

Ethnicity

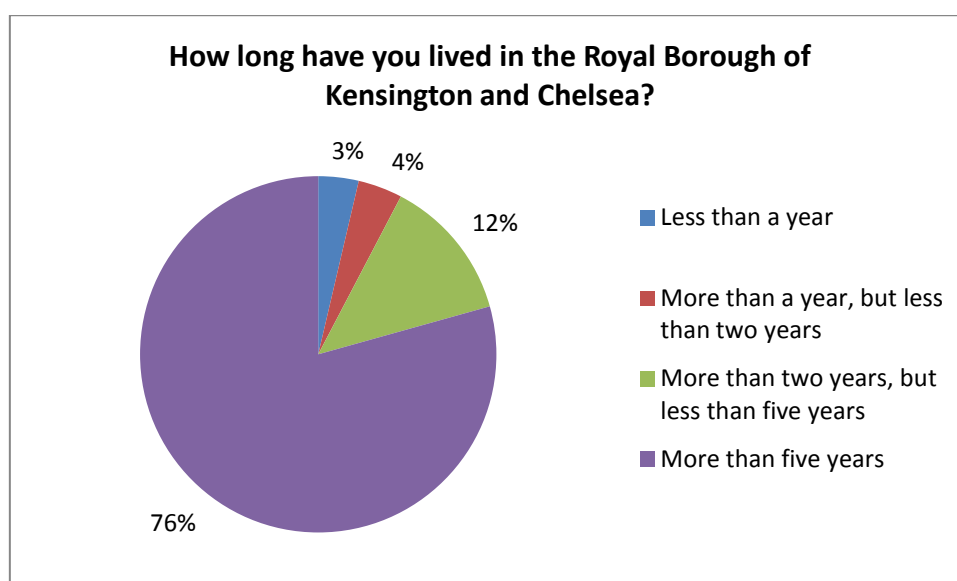


**Based on all respondents to the question, 81 respondents provided no information.*



**Data from 2001 Census, Office for National Statistics*

Length of residency



**Based on all respondents to the question, 51 respondents provided no information.*

Appendix one: Data tables

Do you think any of the following issues need improving in your local area? By local area we mean within a 10 minute walk from your home. Please mark up to THREE of the following:

	Number	Per cent of total (598)
Activities for families and young children	81	14%
Activities for older people	57	10%
Affordable decent housing	76	13%
Cleanliness of streets	207	35%
Community spaces or meeting places	30	5%
Employment opportunities	26	4%
The level of crime	98	16%
The level of pollution	80	13%
The level of traffic congestion	135	23%
Parks and open spaces	34	6%
Parking for residents or visitors	153	26%
Planning and construction	126	21%
Public transport	25	4%
Road and pavement repairs	119	20%
Rubbish collections	155	26%
Sports and leisure activities	69	12%
Something else	92	15%

We already have some ideas for projects based on what residents have told us about their concerns. To what extent do you think the following would improve local life?

	Would improve local life a great deal	Would improve local life to some extent	Would not improve local life at all	No response	Total
Outreach work with isolated older people	182 (30%)	296 (49%)	57 (10%)	63 (11%)	598 (100%)
Activities for young families	155 (26%)	261 (44%)	103 (17%)	79 (13%)	598 (100%)
Improving the environment around the shops and amenities at the north end of Gloucester Road	297 (50%)	185 (31%)	69 (12%)	47 (8%)	598 (100%)
Community events for the Queen's Diamond Jubilee in 2012	163 (28%)	230 (38%)	132 (22%)	73 (12%)	598 (100%)
Understanding the impact of building work and basement developments	301 (50%)	192 (32%)	60 (10%)	45 (8%)	598 (100%)

Appendix one: Data tables

Over the last 12 months, have you experienced disruption as a result of building works?

	Number	Per cent
Significant disruption	211	35%
Minor disruption	246	41%
No disruption	101	17%
No response	40	7%
Total	598	100%

Are you....

	Number	Per cent	Valid per cent
...male?	260	43%	48%
...female?	283	47%	52%
No response	55	9%	n/a
Total	598	100%	100%

Which age group do you belong to?

	Number	Per cent	Valid per cent
Under 18	1	0%	0%
18-25	23	4%	4%
26-39	129	22%	23%
40-59	219	37%	40%
60+	178	30%	32%
No response	49	8%	n/a
Total	598	100%	100%

How do you identify yourself?

	Number	Per cent	Valid per cent
White	451	75%	87%
Black or Black British	1	0%	0%
Asian or Asian British	35	6%	7%
Mixed	14	2%	3%
Any other group	23	4%	4%
No response	81	14%	n/a
Total	598	100%	100%

Appendix one: Data tables

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

	Number	Per cent	Valid per cent
Less than a year	20	3%	3%
More than a year, but less than two years	22	4%	4%
More than two years, but less than five years	71	12%	12%
More than five years	434	73%	76%
No response	51	9%	n/a
Total	598	100%	100%

Appendix two: Comments from open questions

Q2. If you said that it's something else that needs improving, please tell us about it here.
Access to Garden Squares

- *All the residents must have the park keys, for example, I have a baby and I cannot enjoy the private parks I think it is unfair.*
- *All residents must have the private keys and enjoy with our children.*

Activities for children and young people

- *It would be wonderful to have more outdoor activities for young children in Hyde Park/Kensington Gardens/Holland Park.*
- *Indoor playgroups for children under five years.*
- *Activities for teenagers and young adults.*
- *Activities for teenagers and young adults - poetry classes and meetings etc.*

Activities for older people

- *1. Outreach work for older people (as suggested overleaf).*

Adult education

- *Adult education opportunities.*

Arts and crafts

- *What about simple craft lessons to keep the mind and fingers of old people active? A church hall could be used for this purpose.*

Bicycle hire scheme

- *Availability of cycle hire scheme bicycles; often no bikes or no free docking stations.*

Car club

- *1. Parking facilities for fully paid-up residents, perhaps in the form of vouchers which they can then use when they want to hire a car/go Streetcar or when they borrow a car for a few days or for visitors. We don't all need Chelsea Tractors 365 days a year. Some of us use a bike and only occasionally need or want a car. Surely these days this should be possible? Better too big for the bin collections for non-car owners. Why should we be penalised for not having a car?*

Cards in telephone boxes

- *Also prostitutes cards in phone boxes!!*
- *The indecent posters placed in the phone boxes are horrific. My daughter found one on the street.*

Appendix two: Comments from open questions

- *Porn flyers in the phone boxes - spill into streets.*
- *Please remove the phone box on Cromwell Road so we do not have to look at porn on the streets. If you remove the public phone box this will disappear. It is disgusting and ruins the area entirely.*
- *Remove photographs from telephone booths.*

Cleanliness of streets

- *Could be more clean especially in front of the hostel of Cromwell Road and Queen's Gate.*
- *The provision and frequency of street litter bins. Our street cleaners do a thankless task well. Our twice weekly refuse collections are much appreciated. We could have more street litter bins that are emptied very frequently or at a rate commensurate with their use.*
- *Also people now seem to pick up after their dogs, the poop bags are left lying in the street.*
- *Dog mess in bags litter the streets.*
- *There can be found lots of garbage on the streets especially dog mess.*
- *Step up the efforts to stop chewing gum on the pavements and encourage dog owners to take their plastic bags of excrement.*
- *The streets should be swept more often. People dropping their dog mess bags should be made to pick it up and dispose of it correctly.*
- *Cleanliness of streets needs improvement around underground station at Gloucester Road.*
- *The youth hostel/short let flats on Gloucester Road looks like a rubbish dump. It would be great if this could be addressed.*
- *More dog mess/bag wardens - spot checks.*
- *1. Gloucester Road shops throw rubbish on the pavements and no attempt is made to control them 2. Dog dirt on streets. The vets in Kensington do not control dog owners on their visits.*
- *People are very bad about cleaning after their dogs, mainly people who don't live in the mews and use it as an (illegible).*
- *1. Small bags of dog mess needs to be collected more often.*
- *Dog mess bags left on street = littering*
- *Dog fouling is a major problem with owners unwilling to deposit bags at home, but leaving them on pavements is disgusting!*
- *2. More bins for people to put their chewing gum with notices to encourage them to use them. 3. Rubbish is left in the streets for dogs. No-one checks who is breaking the rules. 4. The congestion on Young Street is dangerous to pedestrians.*
- *Allowing dog owners to leave their plastic bags with canine excrement within on the pavements and/or in the gutter. More on the spot fines for this anti-social activity. I never see any officers dealing with this.*
- *There always seems to be a lot of dog mess left on the streets and for those who dispose of it in rubbish bags properly. The bins are never properly emptied to remove the dog waste.*
- *Ongoing education of residents that putting mess into a plastic bag and leaving it on the street, gutter or by lamp posts is illegal and wrong.*

Appendix two: Comments from open questions

- *Dog owners leaving their dog's business on the pavements and their plastic bags on the pavements or streets.*
- *The streets are often littered and rubbish bags are on pavements too long.*
- *Rubbish dump (created by Crown Plaza hotel) on Cromwell Road. The unattractive dump is situated between St Stephen's church and Barclays Bank on Gloucester Road SW7. I have sent photograph/letter to the council as well as the hotel owners. The pollution persists. Can you help? NB this poorly maintained rubbish dump detracts greatly from the area and is an affront to local residents. Why is a hotel on Cromwell Road allowed to deposit rubbish on Gloucester Road? Suggest that the hotel stores their rubbish in their own vaults in Cromwell Road.*
- *1. Rubbish left in the middle of the street for hours!*
- *1. Rubbish dumping on the pavement is a real problem. Lack of bins and few recycling centres contribute to this.*
- *2. The pavements, streets and surrounding areas of public waste bins are filthy with rubbish and detritus. It is disgusting to see it, in a Royal Borough.*
- *Signs or deterrents and waste bins for dog mess.*
- *People sleeping on the streets defecating in bins.*
- *Dog soiling in the streets.*
- *Preventing the fouling of pavements by dogs.*
- *Just one street: The cleaners don't like to take bags of dog poo that some people are leaving in the E/W Section of Queen's Gate Gardens on the path by the garden railings. (I'm with the cleaners. People should take dog poo home, not leave it for cleaners, not even in a bag).*
- *There is a lot of litter on Gloucester Road, particularly at night when piles of rubbish is left outside restaurants.*
- *The streets need to be cleaned and we need rubbish cans for all the dog walkers since there is mess everywhere on the streets.*
- *Street cleaning is significantly less than it has been previously. Our street can go for days with rubbish in the gutters and on the sidewalks. Improvement is urgently needed.*
- *Remove chewing gum from the pavements and initiate a fine for people throwing it onto the pavement.*
- *The properties located in the mews tend to become very dirty and there is often rubbish on the street. This problem has attracted mice which can be seen, on the street around the mews. Specifically Queen's Gate Place Mews.*
- *Dog faeces on pavements and roads. I would like to see patrols actually filming individuals who dump their plastic bag.*
- *More waste/dog bins in Kensington - other cities have them - we have a total shortage due to the influx of extra immigration in this area. Please sort this major issue out.*
- *Elvaston Place is constantly dirty, there is no discipline with rubbish disposal and neighbours do not respect rules.*
- *Fast food outlets on Gloucester Road lead to overflowing bins. They should pay for more frequent collections.*
- *The street cleaners have a difficult job and there needs to be more of them. Rubbish on the streets increases during rubbish collection.*

Appendix two: Comments from open questions

- *The particular culprit in this objection is OXFAM on the Gloucester Road who use the pavements for hawking their wares and leave large amounts of rubbish up against the lamppost. I fear they feel being a charity allows them to disregard socially acceptable behaviour and rules that apply to other businesses.*
- *The general upkeep of the streets, pavements, public rubbish bins etc. particularly around bus stops and the underground entrance. Removing chewing gum, replacing cracked stones etc.*
- *Cleanliness of street. Otherwise the council does an excellent job! Thank you.*
- *RUBBISH BINS:- on the residential roads. Fed up of the little plastic bags of dog mess being left on pavements.*
- *The amount of dog filth is unacceptable. Not a day goes by that one of my children doesn't come home without having stepped in it.*
- *Dog poo everywhere. People need to be encouraged (forced?) to clean up.*
- *Streets used to be much cleaner - dog mess deteriorated progressively in the last two years.*
- *Rubbish is centred around lamp posts often.*
- *The litter in Kensington Gardens is disgusting. Litter laws should be enforced and people prosecuted. It is appalling.*

Community events

- *The area is fantastic, but events such as street parties would probably add/contribute to a positive "community feel"*
- *An improved sense of community. Bring people together more often, whatever it may be*
- *Only problem around here is the lack of community. Are there street parties for the Jubilee? How many people know their neighbours? Do we use the park effectively.*
- *More needs to be done to foster a sense of community. So many residents are transient that much of the character has been cost. More small meeting places for 1-20 or 20-40 people would be useful. Community events would be good.*

Community safety

- *Back of Cornwall Gardens: a lady was mugged, her rings taken. Install CCTV in remote places.*
- *1. More cameras in Victoria Road*
- *More visible presence of police officers on the streets and not just marching two abreast (usually one male and one female) talking to each other oblivious to what goes on around them.*
- *More CCTV.*
- *The proliferation of prostitutes' cards in phone boxes has reached epidemic proportions. There are 300 brothels in K and C mostly run by the East European Mafia. How much longer is this being allowed to continue with the attendant growth in organised crime? Zero tolerance? Apparently not for K and C. Car theft (contents) is out of control.*
- *More visible policemen and patrol in the street night and day.*
- *More patrols of police and of drunks during evening.*

Appendix two: Comments from open questions

- *Local crime has always been an issue. More policemen in the streets would deter criminals.*
- *More policemen on beat. More residents' parking.*
- *Crime is at the highest level I have experienced in ten years here.*
- *Crime is the number one issue!!*
- *2. Some serious crime incidents in the area.*
- *Key issue is safety - I would like to feel more comfortable on my way home at night/in the evenings.*
- *Presence of the local "bobby".*
- *Primary concern is safety.*
- *More police on foot/not in cars.*
- *There is petty crime which just marks you feel your neighbourhood is not as safe as you think.*
- *2. Burglary became a problem recently, needs tackling.*
- *1. There is a nightclub (only one) but huge damage to residents on the corner of Queen's Gate Terrace and Gloucester Road. 2. More spaces for bikes is needed - possibly in the middle of the road (similarly to Kensington High Street) - to avoid damage from drunken pedestrians. Violence is result of the nightclub.*
- *Crime is definitely on the increase in De Vere Gdns.*
- *Visible police on streets.*
- *There is insufficient police activity in the area. I live at (address removed)- in the last three months, have reported no less than three break-ins in Kynance Place and, as recently as Saturday evening (19th May) had drunken hooligans in the mews at 2.00am disturbing the peace. Bring back police on the beat please.*

Condition of pavements

- *It is important that Thackeray Street pavement is re-laid.*
- *I have noticed that many paving stones (on Victoria Road, outside no.43) as well as other houses and Cottessmore Gardens have not been replaced after building works or utility company works but have been filled with asphalt.*
- *Some of the sidewalks need repairing, also some additional residents parking places.*
- *The footpath in Cornwall Gardens has been repaired, however there are still some small open boxes for example near Gloucester Road and they look ugly.*
- *Pavement outside 31-39 Queen's Gate Gardens have not been replaced even though it is cracked and worn only in other parts of the square.*
- *It would be great if more trees could be planted in the streets and if the remaining pavements could be upgraded to York stone.*
- *Many pavements have been replaced with (illegible) that are slippery when wet. Who is responsible? How will these pavements be made safe?*
- *The general upkeep of the streets, pavements, public rubbish bins etc. particularly around bus stops and the underground entrance. Removing chewing gum, replacing cracked stones etc.*

Council services

- *Certain departments of the Council are infuriating... Council Tax and Planning.*

Appendix two: Comments from open questions

- *The Council itself namely the Planning Department and Council Tax Dept. They should answer correspondence, be honest and have some sort of accountability.*

Council Tax

- *Raise the Council Taxes plus create new bands. No reason a massive house on Cottesmore should pay same taxes as a three bed flat. Time to join the 2010s.*
- *Reduce council tax.*
- *Overall I think the above are all fine as is. I would not spend extra money - use it to lower rates!. This seems a "gold-plating" exercise.*

Dangerous dogs

- *Dangerous dogs off the lead. A number of Chinese Fighting dogs have been attacking small dogs on the street - owned by Russians.*
- *Policing of Kensington Gardens with regards to dangerous dogs.*

Drainage

- *All the drains for rainwater are blocked in my local road and it is flooded when it rains. It is in the road to the east of Point West building running alongside the Circle Line tracks where the Sainsburys loading bays are.*

Facilities for cyclists

- *Racks for bicycles in the street more numerous, allow bicycles in some streets or alleys like Cornwall Gardens alley (there is enough space for both pedestrians and bicycles).*
- *Proper bike lanes.*
- *Cycle stand at the Gore Street end of Queen's Gate Terrace.*
- *2. More spaces for bikes is needed - possibly in the middle of the road (similarly to Kensington High Street) - to avoid damage from drunken pedestrians. Violence is result of the night club.*
- *Cycle paths - particularly on Kensington Road, which is increasingly dangerous for cyclists, especially after dark when the park is closed.*
- *More bicycle racks are urgently needed around Waitrose and Gloucester Road tube - since you removed all the railings recently around the Cromwell Road and its often impossible to park a bike anywhere near.*

Health facilities

- *More doctors' surgeries or other medical facilities.*

Housing

- *Social housing for domestic employees.*
- *Should provide support to people to afford housing in the area.*

Appendix two: Comments from open questions

Hyde Park and Kensington Gardens

- *You can't just pick three - there's so much to do! Although this area is super well kept in many ways - congratulations on that. Diana Playground - why open at 10:00am? Grannies like me have been up since 8:00am sometimes with youngsters ready to play! The park is just fantastic but I fear you (the parks) will allow it to become an ever more commercial venue for pop concerts etc.*
- *The large park gates at the end of Queen's Gate need to be painted BLACK - they have been a horrible rusty red for years!! WHY? They need to be painted! There may be a reason, but what?*
- *Remove the white tent in Kensington Gardens. This is not what the Royal Parks were created for, is it?*
- *4. Random events now take place in Hyde Park with little contact with residents (or discussion) i.e. pop groups, fairs, concerts etc.*
- *Not allow Royal Parks, Kensington Gardens to erect huge tent for near revamped Kensington Palace for 6 months. Poor use of playing spaces for rubbish production going on too long.*
- *Park has been given over to theatrical production all summer! Just where we walk the dogs.*
- *The intrusion of commercial events, with large marquees, is spoiling Kensington Gardens and should be kept to a minimum. Please put pressure on the RPA to listen.*
- *2. Restrict the creeping commercialism of Kensington Gardens.*
- *Someone should have put a stop to the tent going up at Kensington Palace for the four months that the park is most used. It's UGLY and completely blocks the view of the garden and palace. We pay a premium to live here, and a white plastic structure for four months on our neighbourhood park is a complete disgrace. The fact that resident opinion was not sought is ridiculous on the part of the Royal Parks and the vendor. It should have been placed over near the Serpentine where it was before.*
- *There is a patch of rough ground at the top of Hyde Park gate just to the east of the Dutch embassy which has several wheelie bins. It is unsightly and filthy most of the time. I cannot understand how it is allowed to be there*
- *The large park gates at the end of Queen's Gate need to be painted BLACK - they have been a horrible rusty red for years!! WHY? They need to be painted! There may be a reason, but what? More rubbish bins/dog mess bins.*

Noise and nuisance

- *Men and women leaving the nightclub by 3am with shouting and screaming, could be improved.*
- *As always the noise pollution from the tube lines.*
- *Noise pollution from street: plant trees on road to muffle sound. Noise pollution from Tube and install barriers to block out noise (our flat backs onto the District Line and is very loud).*
- *(2) Noise on the street at night.*
- *2. Parents bringing their kids to school, the dogs up outside the school and the dogs bark, bark and bark. Often at 7.30am. PS I am really a dog lover! Honest!*

Appendix two: Comments from open questions

- *Specifically noise at midnight - I mean night time noise when tube and road works going on AND general noise.*
- *Noise pollution.*
- *Noise pollution - Barclays Bike Hire dock in Emperor's Gate: a total noise nuisance especially late at night and early in the morning especially in dry weather.*
- *1. Noise pollution, noisy neighbours need to be warned but who will do it.*
- *Night time noise and urinating in the streets resulting from late night clubs and pubs. Why are community police not involved in this issue? They are a waste of taxpayers' money if allowed to knock off at night.*
- *Noise pollution in particular emergency service sirens at any time of the night. We are frequently woken up by these late at night when traffic volumes must be very low - the use of the siren seems gratuitous. It would be helpful if the local guidelines on their use could be strengthened and enforced.*

Other

- *More grit stations or gritters working in the smaller streets.*
- *I am fairly happy with my area as it is. I am not saying there are no problems but I do not come into contact with them much. Hence my inability to answer your questions.*
- *Although this area is undoubtedly and other parts of the borough have changed over the last few years - nevertheless it is a very pleasant place to live.*
- *I have only just come back from a period abroad so my comments may be too late but I shall be pleased to co-operate in future.*
- *I feel I cannot fill in this survey. I think all the services you provide in this ward are above average. I have lived in Kensington for over 60 years and am very grateful for all the amenities you provide.*
- *Very well done!!*
- *I am fairly satisfied with facilities in the area.*

Outdoor spaces

- *Kensington Gardens/Hyde Park are awesome but there are precious few outdoor spaces between Cromwell Road and Kings Road - Redcliffe Square is great - could any of the other squares be opened up periodically? (Unlikely, I know!). Or open grounds of Natural History Museum before 10am?*

Parking

- *Better parking provision for residents' visitors.*
- *No parking on main routes after 18:30. Why on earth do you allow cars to park for example, on High Street Kensington or Gloucester Road? The single yellows should become double red.*
- *Residents' parking to remain on Sunday afternoon often impossible to park near home because of museums*
- *Parking for residents - too few spaces.*
- *Residents' parking should extend from Monday-Sunday from 8am-8pm each day in Queen's Gate Gardens. Derestriction on Saturday afternoons/Sundays does not help*

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residents.

- *Traffic wardens need to clamp down on the number of minicabs that wait in residents' spaces - especially in Kensington Square!*
- *Building operations, parking suspension for developments (especially subterranean developments) to minimise suspensions and amount of disruption.*
- *There is no visitor's parking permit.*
- *(1) Parking for residents should have a right to park in pay and display. There are always empty spaces and as payers of permits we should be given priority.*
- *Extending resident bay hours to include Sunday.*
- *There is a real need for visitor parking permits half an hour/three hours/all day as in many other boroughs.*
- *There are insufficient residents' parking spaces.*
- *Traffic wardens are overzealous.*
- *More residents' parking.*
- *Increase "resident only" parking hours at weekends to allow me to park on my street with a permit.*
- *Parking spaces in Kensington Court have been reduced as more space seem to have been allocated to embassies and consulates.*
- *1. In Queen's Gate Terrace, car parking for diplomatic cars seems to take more importance than that for taxpaying UK residents. In addition, there are several diplomat registered cars occupying residents' parking spaces, over and above their already allocated diplomatic bays. Why is that?*
- *What is the point of designated motorcycle bays that are only occupied one to five per cent of the time. These bays should be reviewed and returned to car parking if underutilised.*
- *No Sunday parking in Kensington High Street.*
- *I think all parking inspectors should be sent on a "good manners" course. The way they speak to residents is insulting/rude and unacceptable.*
- *Day permits for contractors parking*
- *Too many parking suspensions.*
- *Parking:- unacceptable amount of suspensions especially in Palace Gate with the comparison/rebate for those who have paid the charge. (De Vere Gardens a separate and I hope one-off situation).*
- *There are never enough parking spaces for residents.*
- *I should like to be able to buy visitors' parking permits for visitors and tradesmen.*
- *In Cambridge residents are given each year a limited number of visitors' parking vouchers - so that visitors can stay or visit without fearing a parking ticket!*
- *Please give residents vouchers so that visitors can park a number of times a month.*
- *2. Removal of rubbish put out on non-collection days.*
- *Re-assessment of parking positioning. Ken. Court is badly planned as often longer vehicles get stuck, hold up traffic and damage residents cars. Residents should be able to use meter areas.*
- *There needs to be more resident car-park bays as there never seem to be enough, especially since there always seem to be building works in progress which restricts any residents from parking in the designated bays.*
- *The way the Council has been going about suspending residents' parking spaces at significantly increased frequency, catching out residents unaware and towing their cars away is extremely predatory and frankly disgraceful. This is not to say parking*

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suspensions are unacceptable. There are better and more resident-friendly ways of going about it. The Council exists to serve the residents, not prey on it. Having an impractical parking suspension policy and enforcing it with ruthless vigour for profit is unacceptable.

Passive smoking

- *Passive smoking is an issue in old houses, where the walls are old.*

Planning and construction

- *The McAlpine project has been hell for us all.*
- *The development at the top of Victoria Road is noisy, slow and shakes my building.*
- *Noise from endless constructions and months of alterations to existing buildings in residential areas. As I write there is constant loud noise in my back yard from repairs and scaffolding on houses opposite. They throw things about from a height without a thought to the constant echo of loud noises in the confined space. Noise just does not register with the average workman. Bang, bang, bang of scaffolding, of metal, or of planks of wood thrown from a height - all of which echoes round and round.*
- *Public consultation on planning (e.g. temporary theatre in Kensington Gardens).*
- *3. The Theatre tent in Kensington Gardens is erected with suspect planning permission. The Kensington Society said the application was lodged on 29 Dec 2011. The notices then disappeared. No residents were consulted.... 5. De Vere hotel development (with four tower cranes) went ahead despite objections in the borough.*
- *Stop basement excavations/research water table effects.*
- *Planning permission is now getting out of control - no report given to local residents - planning department too close to developers.*
- *We are appalled by the extensive disruptive building works in Victoria Road - it is a disgrace and we do not understand how it has been allowed.*
- *2. Too much development out of character for example demolition of listed buildings opposite Kensington Gardens for major "new luxury" development. Too many basement excavations.*
- *1. Re-instate the planning notices to the neighbours as it was.*
- *Most things in this well-run ward, planning has been a problem for several years. (Illegible) of residents views. Handling of basement applications not resident friendly.*
- *De Vere Gardens has suffered for a long time (road blockages in particular) and now Palace Gate has been encroached by building works. Having two parallel roads impaired at the same time it is bad.*
- *Local residents need to be informed of planning applications in their area - many properties are listed as well as being in a conservation area which should be respected.*
- *Too many permits approved for house/flat works going concurrently - causing traffic and congestion, increase in crime, unclean streets, and unsafe/unsuitable for children and families to walk safely. This also significantly reduces available spaces for residents. Further, lorries are speeding down the roads at all hours throughout the day causing further issues.*
- *With the scarcity of housing in the area it is a disgrace that the council has allowed two blocks of flats on Queen's Gate Place to be converted into a super mansion, thus further excavating the housing shortage. To add insult to injury, this mansion remains*

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largely unoccupied.

Public transport

- *I live close to the no.49 bus stop but this bus doesn't come very often and it is all the time on delay. I think this area needs more buses. THANK YOU!!*

Retail diversity

- *Not really an issue as it is trivial BUT I'd prefer less "PC Worlds" and phone shops on Kensington High Street and would prefer it was like the old days - would improve tourism as well for such a nice area the shops have gone down market.*
- *Deterioration of High Street - number of useless shops/empty shops/loss of major names over the years. Very sad. Putting Whole Foods Store in High St is a terrible mistake. High Street needs a makeover. Tables outside coffee shops should be watched - taking over all pavement space for pedestrians.*

Schools

- *More Government schools instead of private schools and church schools.*
- *State schools: most of the state schools in area do not have a high enough standard. There are two that are great, but can't get a place!*

Sports and leisure

- *It is important for people to have easy and affordable access to sports and leisure facilities whatever income level. People need exercise to be healthy. It can also keep young people out of trouble and give them a sense of purpose/group.*
- *Need local club and facilities to do volleyball/handball/basketball/fencing.*
- *More community sport activities in Hyde Park.*
- *Basketball courts.*
- *Sports (like swimming) for families we have to go to Victoria Street.*
- *There should be more games like Summer Wonderland.*
- *2. No public swimming pool within walking distance.*
- *Street lighting levels especially applicable during winter months.*

Traffic and transportation

- *Road access to South End Row.*
- *Traffic on Queen's Gate excessive - very fast and often ignore zebra crossings by Imperial/Elvaston Place. Very dangerous for pedestrians - CCTV experiment?*
- *Gloucester Road North has become so busy it is now a dangerous road and something needs to be done to calm the constant heavy traffic.*
- *Too many roads are closed sometimes five months after the surfaces have been done.*
- *Many road works on the same part for different reasons.*
- *2. Traffic calming measures and pedestrians a priority.*
- *Traffic calming measures please.*

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- *There is a definite lack of crossing in the Gloucester Road/Elvaston Place Area. There are two schools on Elvaston Place and not one single crossing. Every day it is dangerous for our kids to cross these very wide streets.*
- *Perhaps a 20mph limit on many roads in this area, It's consistently used as a "rat run" by traffic from Cromwell Road and there are many children in the area.*
- *Speed vehicle restrictions at the north end of Gloucester Road between Queen's Gate Terrace junction of and Palace Gate/Kensington Gate. Cars, vans and taxis speed day and night, creating noise, danger and pollution. 20mph speed limit would eliminate the above.*
- *20mph speed vehicle restrictions at the junction of Kensington Gate/Palace Gate/Gloucester Road by way of sleeping policemen from the junction of Kensington Gore to the Junction of Queen's Gate Terrace on Gloucester Road.*
- *A speed limit is a must in the mews. Cars go through in and out too fast.*
- *High Street needs a makeover. Tables outside coffee shops should be watched - taking over all pavement space for pedestrians. Traffic lights in Ken High Street give little time for pedestrians to cross over.*
- *4. The congestion on Young Street is dangerous to pedestrians.*
- *There has been a significant and unacceptable increase in the volume of traffic on Queen's Gate itself - diverted from the revamped Exhibition Road. This change promoted by one of the councillors who has sent out this questionnaire, has had a real and permanent negative impact on the quality of life on Queen's Gate Ward.*
- *We would like lorries and other construction/moving etc. vehicles to have applied for parking suspension instead of parking in the middle of the road blocking the traffic. We would like traffic wardens to do their job instead of checking cars with their parking permit.*
- *The level of traffic on Queen's Gate has substantially increased over the last three years. Few use the confusing Exhibition Road and the Queen's Gate has the traffic which would otherwise have used Exhibition Road.*
- *Crossing nearby schools*
- *Traffic congestion along a small bit of Kensington High Street makes pollution, driving and crossing troublesome. The street from the zebra crossing by PC World east to the Milestone Hotel is problematical in this way.*
- *This relates to the level of traffic congestion which has increased very significantly in Queen's Gate following pedestrianisation in Exhibition Road. When works of this kind was undertaken, the impact on neighbouring streets especially if residential should be taken into account.*
- *More visible traffic wardens on Kensington Court, also on Old Court Place. This road in particular is subject to numerous illegal right hand turns into Kensington Church Street. It might benefit from a camera being fitted so that tickets/fines etc can be issued supported by a photograph.*
- *Zebra zone for crossing at all traffic lights.*
- *1. Zebra zone for crossing at all traffic lights. 2. Too high speed on Queen's Gate.*
- *Traffic speed needs reducing in residential streets. Lots of speeding and cars even going the wrong way on one-way streets. More traffic-calming measures.*
- *ROAD SECURITY:- It is very difficult to cross the road, specially for people with young kids. High Street Kensington is the most dangerous.*
- *Road works everywhere are a huge distraction and cause traffic.*

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- *High Street Kensington traffic and pollution needs to be with getting improved!!*
- *Road crossing on Queen's Gate.*
- *Traffic circulation. After the reorganisation and some pedestrianisation of Exhibition Road, traffic in Queen's Gate has increased substantially with the result that it is often very difficult to move out of or into parking space.*
- *GREEN MAN PEDESTRIAN CROSSING:- A green man pedestrian crossing is needed to cross Cromwell Road and Ashburn Gardens SW7 safely at the junction of these two roads. There is never a safe time to cross here.*
- *Too many cyclists ignore road signs and ride on pavements to the danger of pedestrians. There should be checks on their behaviour. All cyclists should be registered like cars and insured. They do it because no one ever stops them.*
- *Road works around the borough or utilities work - e.g. Palace Gate reduced to one lane for weeks with apparently no work being done. There seems to be ever more of these works, with the cumulative effect of bad traffic congestion at times.*
- *More possibilities to cross Queen's Gate safely north of Cromwell Road. Now there is only the lights at Cromwell Road crossing and zebras at Elvaston Place crossing, this is not enough. More zebras / pedestrian lights at Queen's Gate Terrace crossing would be huge improvement!*
- *Ban "Chelsea tractors".*
- *The level of pollution seems to be getting worse. Is there a way to pass a tougher emission standard for vehicles?*
- *Reducing the speed of vehicles travelling up and down the Gloucester Road plus reducing the congestion caused throughout the day by parked lorries/cars in the Gloucester Road particularly by the shops on the West side just before it becomes Palace Gate.*
- *Traffic control around South Kensington station is dangerous rather than "congestion".*

Trees and plants

- *Prune trees.*
- *Remove asthma and hay fever causing London trees/plane pollen that is left to accumulate in the street. It is yellow fluff like and piles up May to the end of June. It will save money to NHS (children/adults allergic to it) employers and the economy.*
- *It would be great if more trees could be planted in the streets and if the remaining pavements could be upgraded to York stone.*
- *More trees lining the streets.*
- *More greenery on the street (Gloucester Road/Palace Gate). Having hanging flower baskets similar to Queen's Gate would be nice and I would think not expensive. The lampposts seem equipped for this yet only one of them has a lonely basket.*
- *More trees. Plant eyesores. Have you seen the disgraceful edifice of McLeods Mews put up by London Transport? In a conservation area this should be planted. I will pay half the cost of this. Cllr Moylan can arrange the LT side for plants. £200 will cover the problem. Please come and look.*

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Vermin

- *My suggestion is to fine people who feed pigeons in the Royal Parks, on the spot fines. Pigeons are a health hazard as they carry diseases. Their droppings are so acidic that they damage buildings, cars etc.*

Waste collection

- *Timely collection of waste, as sometimes some refuse is left on the pavements and takes a day or two before removed.*
- *Street cleanliness is affected by people leaving their rubbish out on the wrong days.*
- *1. Rubbish only twice per week and bags left for half a day on the pavement: can they collect rubbish earlier in the day so foxes and dogs will not tear the bags?*
- *Rubbish collections used to be three times per week. Go back to this.*
- *People placing rubbish on the pavement on non-collection days.*
- *The domestic rubbish which is put out on the pavement out of collection times.*
- *Although rubbish collection has improved there is still rubbish in the streets e.g. cast off TV sets etc.*
- *Almost every morning we see bins on the pavement.*
- *There is refuse on the pavements particularly where there is multiple occupation - for example:- Queen's Gate Terrace. I suggest that residents should NOT be asked to place refuse in the street at any time. All refuse should be collected from cellars by the refuse collection staff and immediately placed upon the van. There should be a sustained effort to find anyone who leaves refuse in the street.*
- *Rubbish collection should be Monday/Wednesday/Friday.*
- *Rubbish collections:- collectors should be able to do the extra miles and should be ready to collect any rubbish in the streets even left at the wrong place. And they should make sure not to leave behind them, no rubbish at all.*
- *Rubbish has been placed right outside of our property by neighbours living above the Italian restaurant next door! (Address removed).*
- *It is not very nice with all of the rubbish out on the street on collection days. There must be another way - bins for every house etc.*
- *Enforcement of regulations governing when rubbish can be put out and dumping of rubbish in the street on non-collection days.*
- *We need more bins - recyclables separated and regularly emptied.*
- *Also the rubbish collection is not as efficient as it used to be.*
- *Rubbish collections should be done early mornings!! Rubbish bins in Gloucester Road should be cleaned more often, as smells are terrible!!*
- *Rubbish should be collected at least three times a week!!*
- *The rubbish collections in my area it is too late in the afternoon and leave the rubbish so much time on the floor is horrible and the smell terrible!!*
- *You say put out your rubbish by 7am. Not the night before even late. This is difficult for some elderly people, especially when nine times out of ten the rubbish is not collected until after lunch. Why not say 9-10am which would give everyone a better chance.*

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- *Rubbish collection should be done every day in order to stop bringing the rubbish to the lower ground floor rooms and rats. For the money paid for council tax that could be definitely done. Also not a great idea to collect rubbish at your kitchen. Community should be provided with recycling bags on regular basis. On the streets could be placed containers for glass collection (transparent glass and green glass separately.)*
- *Although I marked rubbish collection it is more the dumping of rubbish outside collection dates that is more frustrating. You seem to be continually walking surrounded by bags of rubbish, More should be done to fine people.*
- *Elvaston Place - people leave rubbish on wrong days - should be fined.*
- *It just seems that many of the residents do not realise/do not care about the rubbish collection schedule as there is always rubbish piled up at the bottom of the trees.*
- *Piles of rubbish bags awaiting collection are an eyesore and an obstruction on the pavements, for example Cromwell Road. Consider instead Brighton and Hove's refuse collection system where communal street bins are provided.*
- *Large amount of rubbish deposited on pavements the evening/afternoon before day of collection = rat problem.*
- *3. Unrealistic restrictive rules re: rubbish collections.*
- *Also glass rubbish collections at 3am every night from restaurants in Kensington (should not be allowed).*
- *Rubbish collection itself is very good - it's other residents who leave rubbish on pavements on wrong day.*
- *Please STOP! changing the rubbish collection days as it usually causes disruption for years.*
- *This is appalling – please, please, please collect the rubbish more than twice a week. Mice are everywhere, the street looks awful with so much rubbish on collection day, it is not hygienic to store rubbish at home for three to four days in a row. We pay enough Council Tax to allow for daily rubbish pick ups I would hope. Thank you.*
- *The rubbish collection is very good, the problem is litter left out on the wrong day or the wrong places. The foxes tear the bags open and it is scattered. There seems to be fewer litter bins around, could we go back to the previous system when there were lost.*
- *A basic need is to feel safe on the streets and for those streets to be clean and vermin free. It is important for rubbish collection to continue to be collected from basement areas as residents may be away and unable to store or put it out at a correct time.*
- *Recycling/other rubbish and green waste*
- *1. Street cleaning is good as are rubbish collections, but I'd rather you concentrated on these.*

Appendix two: Comments from open questions

Q9 If you have said you experienced disruption as a result of building works, please say how you were disrupted, and tell us what could we do to help minimise the disruption you experience?

Advance notification of works

- *Advance notification of building work.*
- *If neighbours are going to commence building work they should tell the neighbours when it will happen. We could plan our holidays and local disruptions rather than finding out about it when it happens.*
- *We feel that where building works are required, neighbours should be given advance notice and there should be greater control of builders trespassing into neighbouring buildings.*

Adverse effect on health

- *In 2005 we complained many times about the effect work in (address removed) was having on our health. Even the department of Environment Health could do nothing to ease the situation.*

Basements

- *(1) Basement building in Victoria Road occupying of the road. (2) The building project between Victoria Road and De Vere Gardens and the park.*
- *Abandon basement extensions.*
- *Basement excavations have been non-stop in Elvaston Mews alone for the past eight year. We have been and are living on a building site permanently.*
- *Basements.*
- *How come people dig underneath their houses for over two years?? Victoria Road. How come we even had to fight potential works vehicles coming through Kelso Place from St Mary's Green, us going out through their development?*
- *Over seven years of living in Queen's Gate Gardens there have been constant works - especially underground in Queen's Gate Place Mews - life became miserable.*
- *There is a threat of serious disruption for a development next door which is likely to be approved. So far, disruption for continuous excavation of basements around the street - noise, road works, reduction in parking.*
- *1. House shaking because of drill work in Victoria Road/Kensington Gardens building site. 2. Traffic congestion. 3. Neighbours doing irresponsible basement (swimming pool) extensions.*
- *Also rejecting planning permission for basements.*
- *Flats at the top end of Victoria Road, basement works, in Victoria Road. Unkempt/dangerous house bottom end.*
- *Last 12 months - no basement digging creates changes to the underground water flow that cannot be measured. They should be disallowed for listed and conservation areas.*
- *Mainly road works - constant! Also basement diggings. Don't give permits for basement dig outs.*
- *Major refurbishment of the buildings in Palace Gate (ongoing). Threat of subterranean development in our building (25 Palace Gate). RBKC was powerless to prevent awarding planning permission.*

Appendix two: Comments from open questions

- *On our street, several homes have had basements put in. Noise and scaffolding has disrupted home life.*
- *Stop any further basements that require closing pavement and removing car park spaces.*
- *The whole policy on basement/swimming pool excavations needs reviewing, irrespective of previous planning permissions having been granted.*
- *There are new and constant basement excavations taking away residents parking causing congestion and leaving a mess.*
- *Traffic delays, much noise and dirt, a great eyesore (the construction at Kensington Gore and De Vere Gardens) could be controlled better. Basement constructions are a pain in the neck. Please limit them to one a year or less.*
- *We are surrounded by building projects. Whilst I accept that to some extent this is inevitable, it is often extremely anti-social. Basements in particular are extremely disruptive and upsetting to neighbours.*

Community engagement

- *Align the interest of private citizens with the interest of the broader community (i.e.: if you want to build a monster in the middle of the city, do something for the community in turn).*

Community safety

- *Crime increased because of scaffolding.*
- *More burglaries (don't know if linked).*
- *Scaffolding effect on parking, security and image.*
- *Security/noise/dust/debris.*
- *Erection of scaffolding works long-term may have led to a break-in in our house at roof level even though the building works are a few houses down along the terrace.*

Construction hours

- *The flats below and on other side of us have all been refurbished or had work done over the last 18 months. Builders ignored the allowed start and finish times and this has been extremely difficult as I have a 16 month old baby.*
- *Unnecessary pavement road works - absolutely not needed and total waste of money and also people not following working hours, requirements and builders working all day during weekends and starting work without seen planning permission.*
- *Work being undertaken on Cromwell Road at night time is very loud and disruptive when you're trying to sleep.*
- *2) Remedy more night work and much faster development.*
- *4. Stop works at weekends.*
- *Avoid works at weekends!!*
- *Basement drilling on Saturdays and Sundays.*
- *Builders, especially on larger building works, do not respect the curfew hours during which work is not permitted. Planning Department could do more to demand adherence and enforce.*
- *Building work should stop at 5pm.*
- *Construction site is usually closed not only the day they work, but also Sat/Sun even*

Appendix two: Comments from open questions

nobody is working. Construction should be scheduled to minimise disruption.

- *De Vere Gardens development by Sir Robert McAlpine - has been in progress for some months now:- they appear efficient and tidy but their working hours are far longer than normally permitted.*
- *It would be much better if Saturdays had no building works and if dust control were enforced.*
- *Early morning works at the back of the property.*
- *Enforce building works (inside and outside) hours - at present anything goes after 6:30pm Monday - Friday, all afternoon Saturday and all day Sundays.*
- *Get the work done more quickly. Work at nights for example.*
- *I live in Kensington Gate. The Council gave permission for a house in Queen's Gate Mews to be altered by the addition of a storey and the excavation of a basement. The noise and dust throughout the works meant that (i) our garden could not be used (ii) the windows could not be opened (iii) the windows all needed cleaning during and at the end of the works - which continued for quite a long time! The Council also gave permission for a house in K Gate to be completely refurbished including by the excavation deep into the ground of more than one underground floor. The works have lasted for about two years. The lorries and vehicles that have to come down K Gate all the time cause dirt, traffic, dust, noise etc. The residents have to accept all this. What can you do? What do you do (apart from ignore it and take no interest?!!) Short of not giving permission (which might in certain cases be unreasonable!), you can in fact do little. I would, however, propose the following: (i) strict time limits should be imposed for any works to be carried out from the time of commencement until the time of completion; (ii) anyone doing such works should be required, as a condition for permission to carry out those works, to establish with the Council a deposit of money to be used for the cleaning of adjacent and/or affected dwellings and buildings during and after the works; (iii) when considering whether permission should be granted for extensive works (such as below ground excavations for the purposes of cinemas and swimming pools etc), the Council should consider much more seriously the impact on the quality of life for those living in the immediate area. It is all very well to grant permission and ignore what thereafter happens to those living nearby: certainly, it is usual for the beneficiaries of such permission to leave the area for months if not years while leaving their contractors and others to get on with the works to the inconvenience of everyone apart from themselves!! The Council should be much more interested than in the mere giving of permission and ensuring that the works comply with Building Regulations.*
- *Impose working hours so they don't start early, stop on Saturdays and don't work on Sunday. They should also have to clean cars, they leave covered in dust and be responsible for punctures from nails and screws left on the road.*
- *Improve fines of building works over allocated time. Ban night-time traffic of materials etc.*
- *More disruption from neighbours. Council limit working hours and it's great to have the option of calling them if hours are not observed.*
- *Mostly noise - no works should be allowed on weekends and early mornings.*
- *No building work before 8am. Shouldn't give planning permits that disrupt traffic to large scale developers without a break of council tax to local residents (e.g. Victoria Rd development)*
- *Noise pollution during the day - stop all work on Saturdays.*
- *Noise pollution out of construction allowed hours.*

Appendix two: Comments from open questions

- *Out of hours work being caused out in the goods yard/loading bay.*
- *Restricting hours for noisy work (for example:- between 8am and 5pm).*
- *Sometime building works start before 8:30am during the week and continue during the week-end. To improve local life, building works should start after 8:30am and should not be allowed during the weekend.*
- *Stricter working times and no work on Saturdays.*
- *Terrible noise/early morning when the builders start shifts, perhaps they should not be allowed to start earlier than 9:30am.*
- *There have been multiple projects around me, including an extensive one next door. I would suggest no Saturday work and work starting at 9am on weekdays. They start early as it is. Also having stricter time limits on when they do work so could have quiet times for a few months.*
- *Work on Sunday afternoon, noisy at nap time for children.*
- *Works being undertaken at night time on Cromwell Road.*
- *Works taking place outside of allowed hours - noise pollution.*

Damage to pavements

- *Cracked pavements and visually stressful!*
- *The time it takes to complete essential work for example:- pipe replacement where seemed to repeat work in the Cromwell Road for the past 2 years, so bad traffic jams and blockages at times. Paving stone replacement, scaffolding up...*

Damage to property

- *Next door neighbours completely renovated house which caused significant disruption and damage to my house/garden - no costs imposed on developers for compensation to neighbours!*
- *Car tyres damaged.*
- *Demolition of entire floor above us - created holes and cracks in our ceiling, non-stop noise every weekday for months. Makes taking a day off work very stressful.*
- *Impose working hours so they don't start early, stop on Saturdays and don't work on Sunday. They should also have to clean cars, they leave covered in dust and be responsible for punctures from nails and screws left on the road.*
- *Major works carried out to the apartment above resulted in their builder creating a hole in our ceiling and the offending party were issued a building controls certificate by a K and C Surveyor with the person being made aware of hole which created a fire HSH in your home.*
- *My flat has cracks all over it now. Repairing them will take time. I need to take time off for that.*
- *Noise from nearby basement excavation and damage from these works to communal planting.*
- *Recently extensive work was performed on the basement flat of my house and some of the works would seem to test the structural integrity of the building, legally or illegally. Owners performing extensive work on their properties should be made to provide their contact details to all surrounding neighbours than expect the surrounding residents to have to deal through the Council.*

Appendix two: Comments from open questions

- *Meanwhile, in the nine years of owning our home we have had no building/subsidence cracks until the last year or so when several basement dig-outs have been taking place around us. Because we are not directly connected no surveys have taken place and we have no way of proving this but the timing of the cracks (when there had been no previous incidents of this during the many proceeding years) make it clear there must be some link. I totally understand why people would want to have basement dig-outs and in principle I accept this however the fall-out for neighbours is so great on so many levels that I really feel they ought to be stopped across the board. Basement dig-out candidates almost always have enough space to live in already - it is generally for either kudos or financial return and these do not seem satisfactory reasons to make life a misery for their neighbours.*

Drainage

- *(3) Last major road works blocked my main drain - over £500.*

Dust and dirt

- *Traffic delays, much noise and dirt, a great eyesore (the construction at Kensington Gore and De Vere Gardens) could be controlled better. Basement constructions are a pain in the neck. Please limit them to one a year or less.*
- *Also dust on cars in street, and noise.*
- *De Vere Gardens development. Inadequate noise limits and enforcement. Also dust and vibration insufficiently controlled.*
- *Dust and noise.*
- *Extreme noise, vibration, dust and traffic congestion.*
- *Noise/dust/smell from outside works.*
- *Our flat was covered in building dust from the work below and the neighbour refused any help to pay for a clean, but we didn't know who to call or what we could do so we did nothing and had to pay over £1000 for a full clean, dry cleaning and replacement of damaged items. Also our baby was only two weeks old and got very sick, but we were told by others that the Council would not likely do anything or come out quickly so we didn't report it. If we thought the Council would action complaints quickly, we would have tried to report it.*
- *Scaffolding at front of building, partially blocking our view. Noise/dust/paint fumes. Scaffolding from building works blocking both bedroom windows and constant building noise for one year to the back of the property. Constant building in flats above.*
- *Starting building works after 8am weekdays and 9am on weekends. It's unfortunate to be woken up when you are looking forward to a weekend shopping. Building works below our flat created a significant amount of dust in our flat which required cleaners to remove over several weeks. Not sure how it could be stopped.*
- *Two flats beside ours are completely gutted and a huge flat constructed. Noise in this flat was awful for two years and that was quickly followed by "earthquakes" dust and noisy works - continuing for ? more years as we are next door to major works on De Vere Gardens. Apart from refusing permission you could not do much but you can enforce contractors rules. McAlpine are pretty good - the project is a horror until completed for those on top of it.*
- *1. Excessive noise and dust.*
- *2. Dirt.*

Appendix two: Comments from open questions

- 1. Work, dust and trespassing.
- Also this type of work creates a huge amount of dust and rubbish, as well as an enormous increase in vermin, as mice are disrupted and look for other space to inhabit.
- Aside from the dust and the noise from the basement development near 1 and 2 Queen's Gate, the builders were also continuing "reserving" parking spaces for their skips/vehicles with yellow cones because presumably, they did not want to pay for parking suspensions to be put up.
- Blockages in our mews and filth and dust coming into the houses.
- Decibels have been high with dust etc also disruption with their vehicles on (Sir Robert McAlpine's development). We can't turn right from Victoria Road onto Kensington Road, due to erection of their site offices onto a public road, which is paid for by us taxpayers. This is a disgrace - until 2014.
- Dust scattered.
- Noise - make netting a requirement for exterior redecorations/renovations - rubble, builders dust etc onto street, cars, nearby residential properties if not used.
- Excessive noise/excessive dust.
- Extensive work - dust-noise-pavement occupation.
- Generally the work of machinery, trucks/lorries, dust/dirt, rubbish on sidewalks
- I have been very much disrupted: mostly by the dust and mud left in our mews. The dust gets inside the house and makes everything dirty.
- I live in Kensington Gate. The Council gave permission for a house in Queen's Gate Mews to be altered by the addition of a storey and the excavation of a basement. The noise and dust throughout the works meant that (i) our garden could not be used (ii) the windows could not be opened (iii) the windows all needed cleaning during and at the end of the works - which continued for quite a long time!
- Impose working hours so they don't start early, stop on Saturdays and don't work on Sunday. They should also have to clean cars, they leave covered in dust and be responsible for punctures from nails and screws left on the road.
- In the two years I have lived on Elvaston Place the street has never been free of building works. Street is constantly noisy and had a permanent dust cloud due to building works.
- In Victoria grove my daughter's flat experienced rat infestation and we have experienced movement and of course the traffic disruption combined with noise/dirt/dust is a disgrace. The building project managed by Robert McAlpine should never have been allowed.
- Lots of dust in flat and on street. Insist they hose down cars and pavements on a daily basis.
- Minor disruptions:- parking suspensions dust and mud on the pavements as a result of construction works. Disruptions were minor and we could live with that.
- Noise - dust - grit.
- Noise and dirt due to building works on three houses opposite our apartment building over a four to five year period.
- Noise and dust from no.39. EHO will not help with level of noise if within permitted hours. No help at all. Said they would attend but never came. We were threatened with a fine for putting old furniture out for five mins to await collection! Disproportionate and unreasonable.
- Noise and dust from the De Vere construction site.
- A lot of dust at site at the entrance to Kynance Mews spoils the walk.

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- *Dust everywhere.*
- *Noise pollution. Dust.*
- *Noise, blocking of roads, dirt and suspension of parking spaces for long period (six months to more than a year).*
- *Noise, dirt - out of hours deliveries etc.*
- *Noise, dirt and heavy vehicle traffic.*
- *Noise, dirt, dust, mice.*
- *Noise, dirt, pollution, traffic.*
- *Noise, dust from next door De Vere Gardens construction.*
- *Noise, dust, not working scaffolding security alarms - Do we have a "Considerate Contractor Scheme" as in the City of London?*
- *Noise, dust, temporary road blockages, occasional interruption to resident's parking spaces.*
- *Dirt from building sand.*
- *Noisy and dusty.*
- *Not sure if anything can be done to reduce disruption further, especially dust and slow traffic.*
- *Dust and noise.*
- *Very noisy/dusty and the works.*
- *Refurbishment of the flat below mine generated a great deal of dust and noise and prevented me from letting it for two months. However I do not know how you reduce noise and dust - this work must be done from time to time.*
- *Security/noise/dust/debris.*
- *The new huge building erected on top of the road is causing a lot of noise/dust/unease around the street.*
- *We have a construction works in our building and it is dust everywhere, noise and rubbish. Lift is often not working.*
- *We live on Palace Gate and there is constant construction/renovation work. It is almost inevitable to be affected. The amount of dust has been greater than usual.*
- *Work on party wall during erection of roof extension dislodges soot in flues requiring major cleaning.*

Effect on public transport

- *Work on Cromwell Road changed the bus map.*

General

- *Huge development on De Vere Gardens/Victoria Road.*
- *New construction along the park*
- *Building work is constant. I fear serious disruption.*
- *Constant building work in square by various owners.*
- *Construction works and repairs and now road repairs resulting in altered rates.*
- *Don't mind the disruption as I understand the necessity of it.*
- *Flat above was refurbished. Not a lot could be done.*
- *General exposure and blockage from school and occasional construction.*

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- *Hotel building units Victoria St/High Street Ken. Don't think anything could have been done to minimise.*
- *I think pedestrian crossings need to be repaired.*
- *Large construction site just south of Kensington Gardens.*
- *Look at the Robert McAlpine building.*
- *Minor disruption caused by construction on Palace Gate.*
- *Minor only at top end of Victoria Road.*
- *Minor road works.*
- *Next door neighbour doing his/their house up from scratch.*
- *Only within our own building - not sure this is relevant for you? Also, horrible when you change Boris bikes at night.*
- *Project at north end of Victoria Road*
- *Street works*
- *The construction at the top of De Vere Gardens is very disruptive to the street.*
- *There is frequent building work but much of this is only repainting which in the end improves the appearance of the neighbourhood. The only major disruption has been caused by the work at the end of De Vere Gardens. It is astonishing that the development has been allowed to create such inconvenience.*
- *Too much disruption to my mind.*
- *Very little as the site between De Vere Gardens and Victoria Road is so large and complicated. Builders are doing their best.*
- *We live next to the new building between De Vere Gardens and Victoria Road.*
- *What can you do? I am in favour of maximising building space and upgrading housing stock. Much is pretty bad in reality.*
- *Works are part of a city improvement.*
- *Works everywhere in the area and flyover in Hammersmith.*
- *Building attached to ours is being renovated. Disruption during weekday working hours but not outside of that - so can't expect anything different.*
- *Next door developments.*
- *Stop people working before 8am and after 5pm and on weekends.*
- *Refurbishment of adjacent mews house. Unfortunately working from home that doesn't help but I think it is inevitable.*
- *The building works at Knightsbridge have caused widespread disruption which might have been reduced if RBKC had been consulted and suggested innovative accommodation works such as that existing at De Vere Gardens/Kensington Road.*
- *We went through major massive building works below us and when completed the flat was sold and the new buyers then applied for major building planning stripped everything and started again and so when furnished a year later - there should be a limit to how often the same building is subjected to such major work. Planning should not be given if major works have just finished.*

Inconsiderate builders

- *Dust and noise, inconsiderate builders.*
- *Leery builders butting cigarettes everywhere.*
- *The constant noise and often aggressive attitude of builders is emotionally draining and the physical issues are also very upsetting - high levels of dust and constant issues with not being able to get cars past trucks / equipment etc etc. Although large projects*

Appendix two: Comments from open questions

are undertaken all around us we have (so far!) not had to live directly next to one, but I know many people who have, and the fall out is often devastating.

Lack of natural light

- *Natural light to my home blocked off as a result of building.*

Lights

- *Huge water leaks in Victoria Road - lasting 3 months.*

Length of works

- *The length of the work and very loud noise.*
- *3) Times imposed on developers and more money should be extracted from developers to improve infrastructure.*
- *2. A very long strung out building project giving me great difficulty accessing my parking space. Please could some policing be done of these very long projects run by cowboy builders which go on for years.*
- *Adjacent buildings in Emperors Gate have been involved in works requiring scaffolding for the last three years.*
- *At 1-2 Queen's Gate alone refurbishing operations have been carried out more than four times in the past four years. Have a look please!*
- *Building next door has had scaffolding up for six months.*
- *Both the houses on either side of mine have had three years of building works!*
- *Due to non-stop works and building going on behind for the last one year.*
- *I live at (address removed). My neighbour at no.(removed) spent over two and a half years redeveloping the whole of his property to a single dwelling. Very severe noise and disruption.*
- *I live in De Vere Gardens and the works carried on by McAlpine had been going on for two years, the company has not been at all understandable with us.*
- *I live on Palace Gate and have disruption all around me!! The development on Victoria Road is a travesty to the neighbourhood. The length of disruption is completely unacceptable and the development out of keeping with the neighbourhood.*
- *Maybe require higher payments from construction companies so they have incentive to finish the job quicker and more efficiently - higher revenues for Council and less disruption to local residents.*
- *My neighbours in Kelso Place spent over two and a half years digging a basement, inflicting endless misery on the street. But this was not in the last 12 months, thank heavens. The basement projects in Cottesmore Gardens have been tiresome, with the regular lorries. The One Kensington Park project has been disruptive, but I feel they've listened to the concerns of residents well.*
- *Neighbours carrying out prolonged and extensive flat refurbishment and renovation outside the planning system should be obliged to notify immediate neighbours of dates, times, extent and duration of the works with contact details of responsible person.*
- *Noise and dirt due to building works on three houses opposite our apartment building over a four to five year period.*

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- *Ensure that once permission has been granted the works are completed within a reasonable time scale.*
- *Noise, blocking of roads, dirt and suspension of parking spaces for long period (six months to more than a year). If a house or building is being refurbished could be spaced in time.*
- *Also threat of major basement development immediately behind, will disrupt home life for at least two years.*
- *Non-stop renovation in every building on the street. Landowners are getting greedy before the crash.*
- *Refurbishment of flat across my landing over several years – noise.*
- *The disruption comes from materials deliveries causing obstructions - and noise if you are an immediate neighbour where work is being done (we have so far not been affected by this) and noise which goes on for more than a year.*
- *The time it takes to complete essential work for example:- pipe replacement where seemed to repeat work in the Cromwell Road for the past two years, so bad traffic jams and blockages at times. Paving stone replacement, scaffolding up...*
- *There is always work going on. It's not too bad but projects should have a time limit.*

Light pollution

- *Light from De Vere project. Road delays.*
- *Lights on Gloucester Road.*

Machinery

- *Generally the work of machinery, trucks/lorries, dust/dirt, rubbish on sidewalks.*

Noise

- *(2) Noise nuisance.*
- *Alarm ringing only on nights around 10:30-11:00 very disturbing.*
- *De Vere Gardens development very disruptive, also Albert Mews. Main disruption is traffic/parking/noise related (De Vere) and ongoing lengthy and incomplete development (Albert Mews).*
- *De Vere Gardens development. Inadequate noise limits and enforcement. Also dust and vibration insufficiently controlled.*
- *Dust and noise.*
- *Easier to request noise reduction.*
- *Extreme noise, vibration, dust and traffic congestion.*
- *Noise.*
- *Noise.*
- *Noise and congestion from very large project in Victoria Road. A great deal of disruption from Exhibition Road revamp happily now completed.*
- *Noise and mess from builders are a disgrace and should be cleaned daily.*
- *Noise from builders and scaffolders in Cornwall Gardens enforce regulations about when noisy work can be done. If only between 8:30-5:30.*
- *Noise pollution - but I doubt there is anything that could be done realistically.*
- *Noise.*

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- Noise/dust/smell from outside works.
- Noise/rubble left by builders.
- Noise:- has to be kept to weekdays only not too early not too late not weekends!!
- Scaffolding at front of building, partially blocking our view. Noise/dust/paint fumes. Scaffolding from building works blocking both bedroom windows and constant building noise for one year to the back of the property. Constant building in flats above.
- Some noise but not to great extent.
- Street works and building works ongoing noise and poor enforcement options for dealing with builders etc.
- There is a threat of serious disruption for a development next door which is likely to be approved. So far, disruption for continuous excavation of basements around the street - noise, road works, reduction in parking.
- This not exactly a disruption but strong drinkers, people make lots of noise, middle of the night. It seems to me it is not healthy sign for a better social life.
- We have a young child whose daily nap was being disrupted by the building works next door.
- We have bedrooms which back onto the District Line tracks. The noise from overnight building works is often extreme. While I appreciate that there is no other time these works could be done, disruption could be reduced by scheduling as much of this work as possible away from the months of May and June when we students (who make up a considerable community in the area) have exams and so desperately need our sleep in order to focus.
- Work being undertaken on Cromwell Road at night times is very loud and disruptive when you're trying to sleep.
- Working from home therefore constant drilling was major issue throughout day. Scaffolding men using radio awoke our sleeping children. Past work has resulted in additional noise. We have complained to the Council with no action being taken.
- Two flats beside ours are completely gutted and a huge flat constructed. Noise in this flat was awful for two years and that was quickly followed by "earthquakes" dust and noisy works - continuing for ? more years as we are next door to major works on De Vere gardens. Apart from refusing permission you could not do much but you can enforce contractors rules. McAlpine are pretty good - the project is a horror until completed for those on top of it.
- (1) Noise:- we usually have at least two projects going on within earshot. Currently there are three. At one stage there were five!!
- Noise.
- 1. Excessive noise and dust.
- 1. Noise.
- 1. Noise.
- 1. Noise.
- 1. Terrible noise from flapping polythene cladding over a huge structure covering an entire building.
- Alarms on scaffolding going off at various times and not being responded to.
- Aside from the dust and the noise from the basement development near 1 and 2 Queen's Gate, the builders were also continuing "reserving" parking spaces for their skips/vehicles with yellow cones because presumably, they did not want to pay for parking suspensions to be put up.

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- *Builders on Queen's Gate Mews leaving endless rubbish around our bins, noise and traffic*
- *Builders yelling on their mobile phones whilst just over my head, or setting radios full blast. But whether it is builders or children partying young city (illegible) there seems to be no way to make people understand that we are sharing a space and therefore ought to keep the noise down.*
- *It can be noisy during the day.*
- *Constant construction and noise during day and on weekends.*
- *Constant renovation on our street, noise during the day and on weekends our street looks like a building site.*
- *Covers on scaffolding not properly fixed and dreadful noise of flapping etc when it is windy. And obsessive banging and shouting of labourers.*
- *Decibels have been high with dust etc also disruption with their vehicles on (Sir Robert McAlpine's development). We can't turn right from Victoria Road onto Kensington Road, due to erection of their site offices onto a public road, which is paid for by us taxpayers. This is a disgrace - until 2014.*
- *Deep repairs in the roads make traffic noise and disruption with cars constantly stationary on normally busy but quieter roads.*
- *Demolition of entire floor above us - created holes and cracks in our ceiling, non-stop noise every weekday for months. Makes taking a day off work very stressful.*
- *Drilling in the house beside ours.*
- *Drilling noises! Try to limit to less than one year in the same location.*
- *Noise - make netting a requirement for exterior redecorations/renovations - rubble, builders dust etc onto street, cars, nearby residential properties if not used.*
- *Excessive noise early in mornings. Rude, surly, chauvinistic workmen. Huge numbers of "white vans" running their noisy diesel engines at all hours without regard or consideration for residents, kids, babies sleeping etc.*
- *Excessive noise/excessive dust.*
- *Extensive work - dust-noise-pavement occupation.*
- *I have been disrupted daily for the last 15 years generally people are good about times for work but skips and scaffolding lorries regularly block narrow spaces, migrant workers throw stuff from balconies to lorries double parked and no-one understands how noise travels both laterally and vertically through the terraces.*
- *I live at (address removed). My neighbour at no. (removed) spent over two and a half years redeveloping the whole of his property to a single dwelling. Very severe noise and disruption.*
- *I live in Kensington Gate. The Council gave permission for a house in Queen's Gate Mews to be altered by the addition of a storey and the excavation of a basement. The noise and dust throughout the works meant that (i) our garden could not be used (ii) the windows could not be opened (iii) the windows all needed cleaning during and at the end of the works - which continued for quite a long time!*
- *In the two years I have lived on Elvaston Place the street has never been free of building works. Street is constantly noisy and had a permanent dust cloud due to building works.*
- *In Victoria Grove my daughters flat experienced rat infestation and we have experienced movement and of course the traffic disruption combined with noise/dirt/dust is a disgrace. The building project managed by Robert McAlpine should never have been allowed.*

Appendix two: Comments from open questions

- *Lots of noise.*
- *Mostly noise - no works should be allowed on weekends and early mornings.*
- *Noise.*
- *Noise.*
- *Noise - dust - grit.*
- *Noise and blocking of traffic. Ensure contractors are aware of their responsibilities on noise.*
- *Noise and dirt due to building works on three houses opposite our apartment building over a four to five year period.*
- *Noise and dust from no.39. EHO will not help with level of noise if within permitted hours. No help at all. Said they would attend but never came. We were threatened with a fine for putting old furniture out for five mins to await collection! Disproportionate and unreasonable.*
- *Noise and dust from the De Vere construction site.*
- *Noise and reduction of resident parking, road closure.*
- *Noise and traffic a menace.*
- *Noise at neighbours.*
- *Noise before 7am on a Saturday.*
- *Noise due to work in the house next door/pavements blocked.*
- *Noise early in the morning*
- *Noise from nearby basement excavation and damage from these works to communal planting.*
- *Noise from work during weekends.*
- *Noise of machinery.*
- *Noise often from 7am.*
- *Noise pollution at night (Cromwell Road repairs/TFL repairs). Building of noise barriers around tube lines.*
- *Noise pollution during the day - stop all work on Saturdays.*
- *Noise pollution out of construction allowed hours.*
- *Noise pollution. Dust.*
- *Noise, blocking of roads, dirt and suspension of parking spaces for long period (6 months to more than a year).*
- *Noise, dirt - out of hours deliveries etc.*
- *Noise, dirt and heavy vehicle traffic.*
- *Noise, dirt, dust, mice.*
- *Noise, dirt, pollution, traffic.*
- *Noise, drilling, skip lorries etc.*
- *Noise, due to erecting scaffolding along Grenville Place.*
- *Noise, dust from next door De Vere Gardens construction.*
- *Noise, dust, not working scaffolding security alarms - Do we have a "Considerate Contractor Scheme" as in the City of London?*
- *Noise, dust, temporary road blockages, occasional interruption to residents' parking spaces.*
- *Noise, lack of parking places.*
- *Noise, lorries blocking street, prolonged parking suspension.*
- *Noise, messiness, lack of parking space, unpleasantness.*

Appendix two: Comments from open questions

- Noise, pollution, closure of road, building construction in De Vere Gardens
- Noise, The building shakes frequently because of the drilling in Victoria Road
- Noise.
- Noise:- Future planning consents should realise the effect it will have on neighbours specially in a block of flats.
- Noise:- large scale local renovation of buildings. I'm a student, so disrupted between April-May will always be annoying as it's exam time. Lots of residents are students.
- Noisy and dusty.
- Noise - (but I understand this is a necessity).
- Not sure if applies. Live by underground train track. Engineering work sometimes take place late at night and can be noisy.
- On our street, several homes have had basements put in. Noise and scaffolding has disrupted home life.
- Dust and noise.
- Parking bays being suspended and noise levels.
- Very noisy/dusty and the works.
- Parking outside property. Drilling and banging throughout day.
- Pavement closures, noise but disruption was minor.
- Refurbishment in 11 Kent House, noise disruption to some extent but bearable!
- Refurbishment of flat across my landing over several years – noise.
- Refurbishment of the flat below mine generated a great deal of dust and noise and prevented me from letting it for two months. However I do not know how you reduce noise and dust - this work must be done from time to time.
- Regulate the noise involved with the erection and dismantling of scaffolding. Why scaffolders seem to think this is acceptable to make so much noise, shouting at each other and throwing their steel poles.
- Scaffolding being put up, trucks parked illegally blocking the streets, noise.
- Scaffolding erected at the back of our garden, but for another property - noise, debris, builders rubbish.
- Security/noise/dust/debris.
- Significant works were carried out in the building next to us, which caused a lot of noise pollution starting early in the mornings right through the day.
- Terrible noise/early morning when the builders start shifts, perhaps they should not be allowed to start earlier than 9:30am.
- The construction site - between De Vere Gardens and Victoria Road - has been a nightmare. Young people in the area tend to make huge parties with lots of noise - the noise and nuisance service is useless, you need more agents on the streets.
- The council should make all the owners of the flats in building blocks insulate properly between the floors and with adjacent flats. The noise disturbance from poor insulation is atrocious and should be addressed asap.
- The disruption comes from materials deliveries causing obstructions - and noise if you are an immediate neighbour where work is being done (we have so far not been affected by this) and noise which goes on for more than a year.
- The new huge building erected on top of the road is causing a lot of noise/dust/unease around the street.
- Traffic delays, much noise and dirt, a great eyesore (the construction at Kensington Gore and De Vere Gardens) could be controlled better. Basement constructions are a pain in the neck. Please limit them to one a year or less.

Appendix two: Comments from open questions

- *Traffic jam/noise*
- *Tube drilling at 2am right outside my window. Build some sound barriers - trees.*
- *Very noisy building works in neighbouring houses from knocking of walls to heavy drilling.*
- *Vibration and noise.*
- *Walking in the neighbourhood has sometimes been very noisy and need to cross streets to avoid works areas.*
- *The constant noise and often aggressive attitude of builders is emotionally draining and the physical issues are also very upsetting - high levels of dust and constant issues with not being able to get cars past trucks / equipment etc etc. Although large projects are undertaken all around us we have (so far!) not had to live directly next to one, but I know many people who have, and the fall out is often devastating.*
- *We have a construction works in our building and it is dust everywhere, noise and rubbish. Lift is often not working.*
- *Whining saw and general building works in nearby houses and flats on Saturday afternoons.*
- *Works taking place outside of allowed hours - noise pollution*
- *You should make sure that a limited amount of building work is taking place in the same street or same area since something there is so much building work noise that we cannot hear ourselves talking.*
- *General noise level in our direction.*
- *The length of the work and very loud noise.*
- *2. Early hours in construction sites (noise).*
- *The noise of building work doesn't stop.*
- *Building works next door with high noise level. Suggest breaks in building works during lunch time 12-2pm to allow small children to sleep.*

Obscured views

- *Scaffolding at front of building, partially blocking our view. Noise/dust/paint fumes. Scaffolding from building works blocking both bedroom windows and constant building noise for one year to the back of the property. Constant building in flats above.*
- *Albert Mews development: unsightly and very tall scaffolding was erected, then taken down then re-erected and some work done. For nearly six months as work has been done.*

Obstruction of roads or pavements

- *... and on pavements and streets, thus disrupting pedestrians and drivers and cyclists).*
- *Builders on pavement.*
- *Obstruction of roads and pavements.*
- *Parking skip on road and lorry collecting excavation spoil blocking the road for up to 30 minutes several times per week (16 Victoria Road) Major development:- De Vere Gardens/Victoria Road.*
- *Pavements blocked requiring crossing the street.*
- *Pavements obstructed with scaffolding and materials being delivered/taken away. Do contractors need a licence to take over the properties?*
- *Reduced access due to De Vere Gardens construction.*

Appendix two: Comments from open questions

- *Restricted pavement space and parking difficulties.*
- *Road Blockages. Footpath Closures.*
- *Scaffolding based on pavements cause some disruption (but are essential for some work).*
- *Scaffolding put up in almost every street with builders talking about residents cans of paint all over pavements along with deliveries of building materials and lorries.*
- *The huge development on Victoria Road and De Vere Gardens has taken up lots of road space as well as parking in both Victoria Road and De Vere Gardens. Deliveries are meant to be on De Vere Gardens but there are lots of lorries on Victoria Road causing road blockages as is the only way into Victoria Road.*
- *We live in De Vere Gardens and several times the road has been blocked.*
- *Co-ordinating services who disrupt roads etc so that there isn't one project after another.*
- *1. Cutting wood in the street pavement (noise/dust) instead within the property being refurbished. Police officers passing by and not telling off that is illegal.*
- *1. Ensure pavements can be accessed at all times. 2. Building sites and scaffolding should be tidy.*
- *3. Blocked streets.*
- *Street being blocked and closed.*
- *2. Materials left on pavements.*
- *1. The construction at the end of De Vere Gardens - roads blocked/traffic using road blocked by lorries turning etc. 2. Gloucester Road - the one way traffic flow due to construction on Gloucester Road.*
- *At the beginning of the construction of the building opposite 15-16 Cornwall Gardens, there were for quite a time heavy vehicles unloading materials.*
- *Because of rebuilding of house on Victoria Grove, pavement was irreparable so was forced to constantly to walk in road as an old and disabled found this worrying.*
- *Blockages in our mews and filth and dust coming into the houses.*
- *Builders blocking off pavements for long periods so that residents have to continually walk round their parked vans on the road.*
- *Builders often take over the pavements which makes walking about more difficult and more dangerous.*
- *Builders park where they want. Construction buildings placed on roads, both disrupt traffic flow and should be better monitored.*
- *Building works - De Vere Gardens - largely one-way access and frequent access problems to return home.*
- *Construction traffic, scaffolding trucks blocking the road and noise.*
- *Decibels have been high with dust etc also disruption with their vehicles on (Sir Robert McAlpine's development). We can't turn right from Victoria Road onto Kensington Road, due to erection of their site offices onto a public road, which is paid for by us taxpayers. This is a disgrace - until 2014.*
- *Difficulty in turning into and out of Victoria Road as the roads parallel to Victoria Rd.*
- *Disruption to Victoria Road due to construction (two sites), also disruption to normal walking route through Kensington Gardens due to temporary theatre structure (a total eyesore - why weren't we consulted?)*
- *Extensive work - dust-noise-pavement occupation.*
- *Have experienced minor disruption caused by building works - pavements temporarily obstructed etc. But at the same time I welcome most building work as a sign of*

Appendix two: Comments from open questions

progress and improvement of the area.

- *I have been disrupted daily for the last 15 years generally people are good about times for work but skips and scaffolding lorries regularly block narrow spaces, migrant workers throw stuff from balconies to lorries double parked and no-one understands how noise travels both laterally and vertically through the terraces.*
- *I have been inconvenienced by the construction at the top of Victoria Road. Also a house in Victoria Road and diggers digging out the basement for a very long time and took up a lot of the road.*
- *I walked along a minor street where there was no detour signs. However until almost the end of the street I was told to go around the corner onto another footpath due to construction. Perhaps advance notice should be put up no matter how minor it is.*
- *Intrusion into pavement by basement works. Builders ignoring parking restrictions by ad-hoc commandeering of parking spaces.*
- *Noise and blocking of traffic.*
- *Noise and reduction of resident parking, road closure.*
- *Noise due to work in the house next door/pavements blocked.*
- *Street block and trucks.*
- *Noise, blocking of roads, dirt and suspension of parking spaces for long period (six months to more than a year).*
- *Noise, dust, temporary road blockages, occasional interruption to residents' parking spaces.*
- *Noise, lorries blocking street, prolonged parking suspension.*
- *Noise, pollution, closure of road, building construction in De Vere Gardens.*
- *Our road is constantly blocked by trucks, lorries, builder's paraphernalia which is terribly frustrating, when sitting in a car behind several cars all waiting to get up or down the road. Dust and noise.*
- *Pavement closures, noise but disruption was minor.*
- *Pavements closed to pedestrians/traffic diverted.*
- *Road closures*
- *Road closures - causing congestion/traffic.*
- *Road works, continuous everywhere they are all seem to be left and left. I suggest council employs a double shift team to finish them ASAP.*
- *Roads/water/pipes/underground/pavements.*
- *Scaffolding blocking foot path and low head height of some scaffolding.*
- *Sir Robert McAlpine allowed to build massive steel structures on half the road at the corner of Knightsbridge and Brompton Road and in Kensington Road to facilitate private development work. This has caused significant disruption and delays to public transport on one of central London's main arterial routes. Keep this company off the Queen's highways.*
- *Skips and temporary offices taking up a large part of the road.*
- *Stop any further basements that require closing pavement and removing car park spaces.*
- *The building site on De Vere Gardens and the works traffic, especially lorries/mixers using our road as part of their site.*
- *The disruption comes from materials deliveries causing obstructions - and noise if you are an immediate neighbour where work is being done (we have so far not been affected by this) and noise which goes on for more than a year.*

Appendix two: Comments from open questions

- *The massive building work at the top of Victoria Road affects the whole area S to Cromwell Road, since this is the only wide road in. They (builders) should not have been able to obstruct W. flowing traffic esp. when Hammersmith Flyovers is one lane only. Not rocket science.*
- *The roads were closed for renovation and this make the crossing of the road very inconvenient, have to detour a long distance just to cross the road.*
- *Traffic congestion, men standing on the sidewalk/sitting/smoking - blocking our path for walking - continuously forcing me and my children to have to walk in the street (specifically corner of Victoria Road and Douro Place), lost pay parking space for visitors means workman trying to do repairs in homes are forced to park on yellow, then quickly are issued parking citations - without ANY recourse, speeding lorries present a danger to our children, neighbours, and visitors. McAlpine has done a nice job and we are grateful for our residents associations diligence in working with that organisation.*
- *Unscheduled deliveries blocking street. Unauthorised use of residents' parking. Volley of abuse when asked to move despite there being no suspension. Utter incompetence of traffic wardens in dealing with this. They give a ticket and lorry stays all day.*
- *Walking in the neighbourhood has sometimes been very noisy and need to cross streets to avoid works areas.*
- *Walking on Gloucester Road seems to always be quite dangerous when men are working, construction jobs/materials/bricks/beams etc.*
- *The constant noise and often aggressive attitude of builders is emotionally draining and the physical issues are also very upsetting - high levels of dust and constant issues with not being able to get cars past trucks/equipment etc, etc. Although large projects are undertaken all around us we have (so far!) not had to live directly next to one, but I know many people who have, and the fall out is often devastating.*
- *Why are McAlpine allowed to build out into the road?*
- *Works or building projects on Kensington Road and De Vere Gardens - too much road space.*

Overlapping developments

- *There has been a big hole plus two renovation projects at the same time. Perhaps spacing such works would be sensible.*

Parking and constructor's vehicles

- *1. I live in Grade Two listed property - NOT your problem - so maintenance constant. 2. When suspending parking it is ridiculous to do a whole length of square as there is nowhere to park for 15 cars.*
- *De Vere Gardens development very disruptive, also Albert Mews. Main disruption is traffic/parking/noise related (De Vere) and ongoing lengthy and incomplete development (Albert Mews).*
- *How come people dig underneath their houses for over two years?? Victoria Road. How come we even had to fight potential works vehicles coming through Kelso Place from St Mary's Green, us going out through their development.*
- *Kensington Road blockages for traffic. Scaffolding put up in almost every street with builders talking about residents, cans of paint all over pavements along with deliveries of building materials and lorries.*
- *Lorries.*

Appendix two: Comments from open questions

- *Lorries parking across gates and driveway in Queen's Gate Mews. More traffic wardens needed to check more frequently.*
- *Parking suspensions.*
- *Resident permit spaces very limited.*
- *Restricted pavement space and parking difficulties.*
- *There is a threat of serious disruption for a development next door which is likely to be approved. So far, disruption for continuous excavation of basements around the street - noise, road works, reduction in parking.*
- *Very little parking for contractor's vans meaning they leave to park on street.*
- *3. Disruption on the resident parking space.*
- *2. Parking suspension for builder's convenience is completely out of hand.*
- *2. Parking. Loss of residents parking spaces.*
- *1. Obstruction of parking space.*
- *2. A very long strung out building project giving me great difficulty accessing my parking space. Please could some policing be done of these very long projects run by cowboy builders which go on for years.*
- *A large part of the parking bay was suspended for more than 12 months to complete a nearby building project, resulting in difficulty finding residents parking.*
- *Aside from the dust and the noise from the basement development near 1 and 2 Queen's Gate, the builders were also continuing "reserving" parking spaces for their skips/vehicles with yellow cones because presumably, they did not want to pay for parking suspensions to be put up.*
- *Car parked in a resident bay had to be re-parked. Although a sign was put up, as the car was parked quite a far distance away from the flat and we do not use the car during the week days, we were only informed about it when the car was towed away. If the Council could contact us to let us know that the car have been towed away, they should also have been able to inform us that the resident car park bay is to be booked for building works. Building works are constantly disrupting the resident parking bays and we constantly have to re-park the car. This is a massive nuisance to us, especially since we pay money for the residents, parking.*
- *Diplomatic spaces taking up residents' parking bay and display bays.*
- *High level of disruption on residents' parking bay.*
- *Intrusion into pavement by basement works. Builders ignoring parking restrictions by ad-hoc commandeering of parking spaces.*
- *It is often very difficult to park due to parking suspension.*
- *Just minor parking restrictions (I received a ticket, because PNE was not adequately advertised).*
- *Lorries parking illegally regarding scaffolding. LOTS of parking suspensions.*
- *Lorries/delivery - loss of parking.*
- *Major works operate at no.6 and no.8 Palace Gate. Building trucks constantly blocking resident parking. Parking suspensions rarely requested by builders.*
- *Keep scaffolding to a minimum.*
- *Noise and reduction of resident parking, road closure.*
- *Car parking limited.*
- *Noise, blocking of roads, dirt and suspension of parking spaces for long period (six months to more than a year).*
- *Noise, dust, temporary road blockages, occasional interruption to resident's parking spaces.*

Appendix two: Comments from open questions

- *Noise, lack of parking places.*
- *Noise, lorries blocking street, prolonged parking suspension.*
- *Noise, messiness, lack of parking space, unpleasantness.*
- *Not enough notice for moving cars from residential parking*
- *Nothing could be done I guess as these works love to be done. Just minor disruption with car parking.*
- *Parking bays being suspended and noise levels.*
- *Parking bays suspended.*
- *Parking outside property. Drilling and banging throughout day.*
- *Parking suspension was enforced on significant part of the street for over 12 months. This should be reduced to the absolute necessary period.*
- *Parking suspensions.*
- *Reduction in parking spaces.*
- *Removal of parking bays for residents as the many applications for building grants at the same time.*
- *Scaffolding being put up, trucks parked illegally blocking the streets, noise.*
- *Scaffolding effect on parking, security and image.*
- *Scaffolding lorries double park and are rarely ticketed by parking wardens. They should be forced to apply for parking bans and ticketed if illegally parked.*
- *Stop any further basements that require closing pavement and removing car park spaces.*
- *Suspended parking bays - parking tickets.*
- *Suspension of excessive areas for residents parking - could not park anywhere, too short notice.*
- *Suspension of residential parking spaces especially at times that so many cars were parked in areas because of Hyde Park or functions in Royal Albert Hall, made it difficult at times to find a parking space.*
- *Suspension of residents parking bays. Restrictions on use of residents parking bays should be 24 hours a day seven days a week.*
- *The long period of parking suspension that is running sometimes over six months to one to two years.*
- *There are new and constant basement excavations taking away residents parking causing congestion and leaving a mess.*
- *Traffic congestion, men standing on the sidewalk/sitting/smoking - blocking our path for walking - continuously forcing me and my children to have to walk in the street (specifically corner of Victoria Road and Douro Place), lost pay parking space for visitors means workman trying to do repairs in homes are forced to park on yellow, then quickly are issued parking citations - without ANY recourse, speeding lorries present a danger to our children, neighbours, and visitors. McAlpine has done a nice job and we are grateful for our residents' association's diligence in working with that organisation.*
- *Traffic due to double parked lorries and vans. Traffic due to temporary traffic lights. Parking supervisions.*
- *Unscheduled deliveries blocking street. Unauthorised use of residents' parking. Volley of abuse when asked to move despite there being no suspension. Utter incompetence of traffic wardens in dealing with this. They give a ticket and lorry stays all day.*
- *Yes:- temporary parking bay suspensions should be much more expensive.*

Appendix two: Comments from open questions

Planning and construction

- *2. The Council siding with the developers rather than the residents. The biggest culprits are developers, owners tend to be more sensitive to their neighbours. Developers tend to try and draw you under repeated applications and the development is not in line with the plans submitted and in breach of the building regulations, and the residents complain at length and in writing, the Council still sides with the developers - case in point 16 Queen's Gate Place (that's the latest one).*
- *Be more astute when granting planning consent.*
- *Also rejecting planning permission for basements.*
- *I would, however, propose the following: (i) strict time limits should be imposed for any works to be carried out from the time of commencement until the time of completion; (ii) anyone doing such works should be required, as a condition for permission to carry out those works, to establish with the Council a deposit of money to be used for the cleaning of adjacent and/or affected dwellings and buildings during and after the works; (iii) when considering whether permission should be granted for extensive works (such as below ground excavations for the purposes of cinemas and swimming pools etc), the Council should consider much more seriously the impact on the quality of life of those living in the immediate area. It is all very well to grant permission and ignore what thereafter happens to those living nearby: certainly, it is usual for the beneficiaries of such permission to leave the area for months if not years while leaving their contractors and others to get on with the works to the inconvenience of everyone apart from themselves!! The Council should be much more interested than in the mere giving of permission and ensuring that the works comply with Building Regulations.*
- *Major building site facing Kensington Gardens causes disruption. I am very surprised planning permission was granted for the modern building in this area.*
- *Major refurbishment of the buildings in Palace Gate (ongoing) Threat of subterranean development in our building (25 Palace Gate). RBKC was powerless to prevent awarding planning permission.*
- *Neighbours carrying out prolonged and extensive flat refurbishment and renovation outside the planning system should be obliged to notify immediate neighbours of dates, times, extent and duration of the works with contact details of responsible person.*
- *No building work before 8am. Shouldn't give planning permits that disrupt traffic to large scale developers without a break of council tax to local residents (eg Victoria Rd development).*
- *Planning phase by neighbour. Time wasted in meetings. Stop allowing development that destroys the character of the area.*
- *The whole policy on basement/swimming pool excavations needs reviewing, irrespective of previous planning permissions having been granted.*

Pollution

- *Pollution.*
- *Increased traffic congestion, increased pollution, particularly from De Vere Gardens development.*
- *Noise, dirt, pollution, traffic.*
- *Noise, pollution, closure of road, building construction in De Vere Gardens.*
- *Traffic diversions and air pollution.*

Appendix two: Comments from open questions

Road works

- *Road works tend to be too long coming completion.*

Rubbish

- *Builders rubbish left (temporarily usually) on street.*
- *Do not allow rubbish from construction to be left too long on the pavement.*
- *Garbage of refurbishments.*
- *Noise and mess from builders are a disgrace and should be cleaned daily.*
- *Noise/rubble left by builders.*
- *The major disruption is nails, bolts and other bits and pieces left by constructions on the wall which damages and pierces tyres.*
- *(2) Dirt.*
- *2. Rubbish on the pavements.*
- *Also this type of work creates a huge amount of dust and rubbish, as well as an enormous increase in vermin, as mice are disrupted and look for other space to inhabit.*
- *Rubbish also dumped in front of our building on several occasions.*
- *Builders on Queen's gate mews leaving endless rubbish around our bins, noise and traffic.*
- *High level of rubbish on pavements.*
- *Generally the work of machinery, trucks/lorries, dust/dirt, rubbish on sidewalks.*
- *Excess rubbish left on sidewalk and dirty street/sidewalk as a result. NEEDS MORE SUPERVISION AND ENFORCEMENT.*
- *Excess rubbish thrown into property or left on sidewalk/street. Could be improved with tighter controls/vigilance by Council.*
- *Noise, messiness, lack of parking space, unpleasantness.*
- *Rats attracted by scaffoldings used as shelter for piling uncollected rubble, left for weeks. Bags of asbestos mixed rubble and dust being emptied onto skips and reused time and time again in brand daylight and in the middle of the street/residential areas.*
- *Scaffolding erected at the back of our garden, but for another property - noise, debris, builders rubbish.*
- *Security/noise/dust/debris.*
- *In addition, there was no control of the builders who used our building as their rubbish dumping ground and left a lot of heavy waste in our bin area, as well as in the front of our building. Some of the bags were not strong enough, resulting to burst bags and rubbish strewn on the streets. Nothing was done despite our complaints to the residents in the building undergoing works.*
- *The building site is always dirty and rubbish is left all around the area, often on the pavement adjacent to the site.*
- *There are new and constant basement excavations taking away residents parking causing congestion and leaving a mess.*
- *Unightly scaffolding, rubbish left behind.*
- *We have a construction works in our building and it is dust everywhere, noise and rubbish. Lift is often not working.*

Appendix two: Comments from open questions

Scaffolding

- *Crime increased because of scaffolding.*
- *Erection of scaffolding works long-term may have led to a break-in in our house at roof level even though the building works are a few houses down along the terrace.*
- *Scaffolding at front of building, partially blocking our view. Noise/dust/paint fumes. Scaffolding from building works blocking both bedroom windows and constant building noise for one year to the back of the property. Constant building in flats above.*
- *Working from home therefore constant drilling was major issue throughout day. Scaffolding men using radio awoke our sleeping children. Past work has resulted in additional noise. We have complained to the Council with no action being taken.*
- *Pavements obstructed with scaffolding and materials being delivered/taken away. Do contractors need a licence to take over the properties?*
- *Scaffolding based on pavements cause some disruption (but are essential for some work).*
- *Scaffolding put up in almost every street with builders talking about residents, cans of paint all over pavements along with deliveries of building materials and lorries.*
- *1. Ensure pavements can be accessed at all times. 2. Building sites and scaffolding should be tidy.*
- *Adjacent buildings in Emperors Gate have been involved in works requiring scaffolding for the last three years.*
- *Albert Mews development: unsightly and very tall scaffolding was erected, then taken down then re-erected and some work done. For nearly six months as work has been done.*
- *Building next door has had scaffolding up for six months.*
- *Enforce parking restrictions.*
- *Noise, dust, not working scaffolding security alarms - Do we have a "Considerate Contractor Scheme" as in the City of London?*
- *On our street, several homes have had basements put in. Noise and scaffolding has disrupted home life.*
- *Privacy from neighbouring scaffolding.*
- *Rats attracted by scaffoldings used as shelter for piling uncollected rubble, left for weeks. Bags of asbestos mixed rubble and dust being emptied onto skips and reused time and time again in brand daylight and in the middle of the street/residential areas.*
- *Scaffolding being put up, trucks parked illegally blocking the streets, noise.*
- *Scaffolding blocking foot path and low head height of some scaffolding.*
- *Scaffolding effect on parking, security and image.*
- *Scaffolding erected at the back of our garden, but for another property - noise, debris, builders rubbish.*
- *Scaffolding on building.*
- *Scaffolding on pavement.*
- *Scaffolding work.*
- *Scaffolding/pavement works and road/water works have caused congestion and inconvenience during rush hour due to this being a high density area.*
- *Unsightly scaffolding, rubbish left behind.*

Appendix two: Comments from open questions

Smell

- *Noise/dust/smell from outside works.*

Traffic

- *Traffic now.*
- *(1) Street/traffic congestion because of lorries.*
- *Bad traffic:- will have to be organised to go fast, and not to spread along for weeks.*
- *Constant gas/water works in Gloucester Road. Continuous/property development in Kensington High Street (now De Vere Gardens). Flyover in Hammersmith creates massive jams.*
- *De Vere Gardens development very disruptive, also Albert Mews. Main disruption is traffic/parking/noise related (De Vere) and ongoing lengthy and incomplete development (Albert Mews).*
- *Do not allow large trucks during RUSH hours.*
- *Extra traffic and increased travel times.*
- *Kensington Road blockages for traffic.*
- *Noise and congestion from very large project in Victoria Road. A great deal of disruption from Exhibition Road revamp happily now completed.*
- *Road works in Kensington and constructions and the fact that Kensington and Chelsea now excluded from congestion zone and makes a lot of traffic. If including the borough in congestion there won't be that much traffic, it helps to survive the works carries in that area and makes the drivers leave their cars before the C Zone.*
- *Severe delays due to works at the top of De Vere Gardens. Construction lorries should not be allowed to queue on the road leading to Albert Hall/Knightsbridge.*
- *Works related or in the close vicinity of crossing zones for pedestrians are very protected and extremely dangerous.*
- *Traffic on the road.*
- *1) Appalling traffic jams.*
- *Mostly traffic disruption.*
- *2. Traffic congestion.*
- *1. The construction at the end of De Vere Gardens - roads blocked/traffic using road blocked by lorries turning etc. 2. Gloucester Road - the one way traffic flow due to construction on Gloucester Road.*
- *1. Traffic jams.*
- *Bad delays due to building work in Victoria Road.*
- *Builders on Queen's Gate Mews leaving endless rubbish around our bins, noise and traffic.*
- *Building works affects traffic.*
- *Deep repairs in the roads make traffic noise and disruption with cars constantly stationary on normally busy but quieter roads.*
- *Generally the work of machinery, trucks/lorries, dust/dirt, rubbish on sidewalks.*
- *Hold ups in public and private transport and noise. Co-ordinating building works would help.*
- *I have not been affected by construction (bar slight traffic by High Street Kensington) but disruption is minimal.*
- *The Council also gave permission for a house in K Gate to be completely refurbished*

Appendix two: Comments from open questions

including by the excavation deep into the ground of more than one underground floor. The works have lasted for about two years. The lorries and vehicles that have to come down K Gate all the time cause dirt, traffic, dust, noise etc. The residents have to accept all this. What can you do? What do you do (apart from ignore it and take no interest?!!)? Short of not giving permission (which might in certain cases be unreasonable!), you can in fact do little.

- *In Victoria Grove my daughter's flat experienced rat infestation and we have experienced movement and of course the traffic disruption combined with noise/dirt/dust is a disgrace. The building project managed by Robert McAlpine should never have been allowed.*
- *Increased traffic congestion, increased pollution, particularly from De Vere Gardens development.*
- *Light from De Vere project. Road delays.*
- *Traffic hold-ups due to De Vere Gardens building work.*
- *Noise and traffic a menace.*
- *Noise, dirt and heavy vehicle traffic.*
- *Noise, dirt, pollution, traffic.*
- *Not sure if anything can be done to reduce disruption further, especially dust and slow traffic.*
- *Stop trucks doing turns at the end of De Vere Gardens*
- *The complete disruption to traffic, notably buses, caused by the work at 1 Hyde Park. This bottleneck - Kensington Road, Knightsbridge and Sloane Street junction - really does need sorting.*
- *The despoliation of Exhibition Road (mainly commercial use) has resulted in extra traffic through Queen's Gate and Elvaston Place (both mainly residential) suggest allow traffic to turn left into Exhibition Road.*
- *The time it takes to complete essential work for example:- pipe replacement where seemed to repeat work in the Cromwell Road for the past two years, so bad traffic jams and blockages at times. Paving stone replacement, scaffolding up...*
- *There has been significantly increased traffic flow in Queen's Gate as a direct result of the redevelopment of Exhibition Road - a change which one of our local councillors directly promoted. This impact, commented upon in The Economist, has done real damage to the ward.*
- *Traffic.*
- *Traffic and diminished amenity as a result, especially of works in De Vere Gardens/Victoria Road.*
- *Traffic around Hyde Park near Kensington Palace.*
- *Traffic congestion due to road works/diversion/temporary traffic lights.*
- *Traffic congestion, men standing on the sidewalk/sitting/smoking - blocking our path for walking - continuously forcing me and my children to have to walk in the street (specifically corner of Victoria Road and Douro Place), lost pay parking space for visitors means workman trying to do repairs in homes are forced to park on yellow, then quickly are issued parking citations - without ANY recourse, speeding lorries present a danger to our children, neighbours, and visitors. McAlpine has done a nice job and we are grateful for our residents' association's diligence in working with that organisation.*
- *Traffic delays, much noise and dirt, a great eyesore (the construction at Kensington Gore and De Vere Gardens) could be controlled better. Basement constructions are a pain in the neck. Please limit them to one a year or less.*
- *Traffic disruption.*

Appendix two: Comments from open questions

- *Traffic diversions and air pollution.*
- *Traffic due to double parked lorries and vans. Traffic due to temporary traffic lights. Parking supervisions.*
- *Traffic from main road should not be redirected to residential road as result of working work.*
- *Traffic jam/noise.*
- *Traffic restrictions. Avoid impact on Cromwell Road and Kensington Gore at the same time.*
- *Trucks driving in and out of Queen's Gate Mews at early hours in the morning for the works taking place at the end of the mews (no.23/24).*
- *Works in Cromwell Road:- at the top of De Vere Gardens - have made traffic congestion worse.*

Trespassing

- *1. Work, dust and trespassing.*
- *We feel that where building works are required, neighbours should be given advance notice and there should be greater control of builders trespassing into neighbouring buildings.*

Utilities

- *Internet, water, TV cable*
- *Closing off water/electricity - the forever without washing and without any idea of time.*
- *Electricity turned off, but was well-warned:- was most likely inevitable.*
- *Every month at least the utilities ie:- gas/electricity/BT and Thames Water dig up my road, which is very irritating. Could you get their companies to co-ordinate their work?*
- *Phone line was disconnected as a result of wire damage during road works. BT had to connect our phone to a different line!*

Vermin

- *Works on the building site corner Victoria Road/Kensington Road, and mice being uprooted and looking for new homes.*
- *Works on the hotel next door in Gloucester Road. However as this is an area of old houses, ongoing building and redecoration (and pest control) is essential.*
- *Also this type of work creates a huge amount of dust and rubbish, as well as an enormous increase in vermin, as mice are disrupted and look for other space to inhabit.*
- *In Victoria Grove my daughters flat experienced rat infestation and we have experienced movement and of course the traffic disruption combined with noise/dirt/dust is a disgrace. The building project managed by Robert McAlpine should never have been allowed.*
- *Noise, dirt, dust, mice.*
- *Rats attracted by scaffoldings used as shelter for piling uncollected rubble, left for weeks. Bags of asbestos mixed rubble and dust being emptied onto skips and reused time and time again in brand daylight and in the middle of the street/residential areas.*

Appendix two: Comments from open questions

Vibration

- *Two flats beside ours are completely gutted and a huge flat constructed. Noise in this flat was awful for two years and that was quickly followed by "earthquakes" dust and noisy works - continuing for ? more years as we are next door to major works on De Vere gardens. Apart from refusing permission you could not do much but you can enforce contractor's rules. McAlpine are pretty good - the project is a horror until completed for those on top of it.*
- *De Vere Gardens development. Inadequate noise limits and enforcement. Also dust and vibration insufficiently controlled.*
- *Extreme noise, vibration, dust and traffic congestion.*
- *1. House shaking because of drill work in Victoria Road/Kensington Gardens building site.*
- *Noise, The building shakes frequently because of the drilling in Victoria Road.*
- *Vibration and noise.*

Q10 If you have any ideas for projects that could make your neighbourhood better or have any comments or suggestions, please share them here.

Activities for children

- *A drop in children's centre with soft play/cafe would be great in this area*
- *Children's groups on Mondays this seems to be the day of the week when nothing is going on.*
- *Community based activities for example: squash ladder, not for profit playgroup (kids).*
- *More trees, less cars, more areas for children.*
- *Play groups for small children would be great.*

Adult education

- *How about more opportunities to paint in classes.*
- *More local classes in accessible areas for example:- in churches etc. (Classes i.e. children and adult education classes.*

Arts and culture

- *(1) Poetry Groups.*
- *Festivals.*
- *To celebrate summer season 21st June it would be nice to see an organized music festival in the streets of Chelsea. Anyone could come down the street and play an instrument.*

Business and employment

- *Encourage more people to take an interest in the community, cut some red tape for small local events. Encourage rather than penalise local small businesses and entrepreneurs.*
- *For local shops to employ some young unemployed Brits rather than South Americans*

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etc.

- *The quality of the shops in High Street Kensington is very low - when I go to Kings Road SW3 or Marylebone High Street or St John's Wood High Street I see some lovely commercial streets with shops in line with the community around them. Where as in High Street Kensington is getting lower and lower every day.*

Charity

- *2. It would be interesting to publicise charities operated by local residents.*

Childcare

- *3. Community Day Care Centre/Creche.*

Cleanliness of streets

- *1. Better monitoring of dog litter.*
- *1. Monitor and fine offenders of street littering (residents leaving rubbish during no collection days).*
- *1. Renew to some extent the workforce in charge of cleaning the streets. They become lazy, not cleaning, just walking by most of the time... Motivate them, identifying the good ones and following up a bit on the lazy ones.*
- *1. Streets should be swept more often. 2. Garbage should be collected in the morning, not the afternoon. 3. Dog litter boxes on all streets.*
- *Aggressively enforce fines for littering and rubbish tipping.*
- *Am very grateful for extremely efficient rubbish collection and cleaning of the streets, Thank you.*
- *Anything that improves safety and cleanliness of the streets. They are filthy with rubbish, cigarettes and dog excrement.*
- *Better control of dog poo.*
- *Better monitoring of dog litter. Exacting greater fines for dog owners who don't abide with the laws regarding clearing up after their dogs. More farmers' markets that will help local gardeners.*
- *Areas just for smokers or a bin for cigarettes as a lot are found on the floor.*
- *Change the law so that dog mess bags are litter and increase fines.*
- *Clean streets.*
- *Clean up Gloucester Road:- the pavements always look dirty and unkempt.*
- *Clean up the dog mess.*
- *Stiffer penalties and enforcements for dog fouling on pavements.*
- *Gloucester Road - rubbish is often really a mess. Some very dirty buildings in such an expensive area.*
- *Greater littering notices and enforcement, especially for smokers and dog bags.*
- *For dog fouling, bins for dog waste (as in the borough of Camden).*
- *I live on Palace Gate and I feel that a number of stores/shops/restaurants on the north end of Gloucester Road do not take sufficient responsibility for the cleanliness of the stretch of pavement of their shops. This should be fairly simple to address. I also think what has been done on Exhibition Road (paving the road/sidewalk) would make Gloucester Road a much more appealing road for visitors and residents alike. Given the fact there are so many tourists, something making it more appealing and green*

Appendix two: Comments from open questions

would be very positive.

- *I would like to see some signage on Queen's Gate Mews regarding dog muck not being picked up by owners, I've had quite a few rude remarks said to me regarding this topic.*
- *Jet cleaning the pavement: all the new paving stones seem to attract moss in the shade. This is incredibly slippery when wet. A number of people I know have had bad falls as a result.*
- *Littering on Hyde Park should be addressed. Enforce laws and bye laws. Issue spot fines. If kids make this mess as a habit, what will they teach their kids.*
- *More comprehensive and regular pavement cleaning.*
- *More officers patrolling the streets to identify litter/cigarette butts/dog excrement bags and dealing with the perpetrators.*
- *Most poop scoop bins so that the streets are not littered with dog mess bags.*
- *Need some receptacles for dog bags people collect faeces (mostly) then a lot drop the bag for street cleaner.*
- *Rubbish disposals for dog waste are needed. Residents do not clean up after their dogs. Plastic bags are left on the sidewalks.*
- *Steam-clean or power wash filthy pavements and areas around waste bins.*
- *The council should not allow dog mess to be left bagged or otherwise owners should take it home.*
- *Plus the cleaning of the streets and surround whilst ok might be better.*
- *The street used to be swept more often, but the frequency seems to have been cut way back - it was much better before as have are no bins in the area and we get lots of litter! The steps from Victoria Road to Kynance Mews is particularly bad with litter, dog mess, broken glass etc. Other than minor complaints its a quiet area and the Council does a great job.*
- *To improve the cleanliness of the Gloucester Road.*
- *Trap people who leave their rubbish on the street! Multiple occasions, possibly students led.*

Community cafes

- *I like the idea of community cafes.*

Community centre

- *Community Leisure Centre/Community Arts Centre.*
- *I believe there should be a community centre in the area where residents would go to meet and share activities.*

Community composting

- *1. Community composting.*

Community events

- *A neighbourhood association and housing an annual meeting to discuss ward issues - to include councillors, representatives of the police/social services etc (Hammersmith and Fulham do this and it was very useful).*

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- *Better information about what is going on in the borough, plus a social club where people can go dancing and socialise.*
- *Encourage more people to take an interest in the community, cut some red tape for small local events. Encourage rather than penalise local small businesses and entrepreneurs.*
- *Event/facilities to help neighbours to get to know each other.*
- *Invite local communities to activities in local museums or (illegible) centres.*
- *More neighbourhood street barbecues, not just for jubilees.*
- *More opportunities for meeting neighbours in gardens and at other social events.*
- *Parties in the park - for locals.*
- *Street parties over summer etc.*
- *Street parties/activities to get to meet/know other residents on one's street.*
- *Street parties.*
- *Very disappointed that nothing has been organised for the Jubilee - no street party, no garden square party.*

Community gardening project

- *Def. need community gardening project for children.*

Community marketing

- *Make estate agents distribute community marketing in their junk mail. I get three contacts a week from estate agents. I get one in a blue moon from the council. Join up on this effort to build a stronger community.*

Community safety

- *1. CCTV in remote places. 2. More police patrolling.*
- *CCTV on Cornwall Gardens.*
- *Community patrol, such as a residents' association taking turns with large membership each person would have to patrol very irregularly. It would control drunken noise and behaviour at night.*
- *Crime - I have been witness to a nasty incident but I have no idea if police followed up. My feeling is that the police do not always follow up even with CCTV footage.*
- *Greater police presence paraphernalia for tourists as it's a high density area, they're oblivious. Be it cycling or (illegible) sharing is dangerous.*
- *Greater real time information about crime issues.*
- *Higher police presence and banning basement dig-outs!*
- *In our street (Victoria Road) we have a security guard - he is cruising with his car most of the night - it implies noise and pollution - it is intolerable, unbearable. There should be other ways of watching the area. If he is using a car, it should be electric or hybrid.*
- *Increased police presence on Gloucester Rd in the evenings, particularly Thursday through to and including Saturday.*
- *Increasing police on the beat.*
- *Local police used to call from time to time and identify which residents It was a pity this is discontinued.*
- *More police - lots of burglaries and car theft recently.*

Appendix two: Comments from open questions

- *Neighbourhood Watch would be good.*
- *Police on foot patrol.*
- *More policing at night.*
- *Security patrols can be introduced, like to Victoria Grove, Cottesmore Gardens etc area.*
- *More police on foot patrols - we pay a lot of tax.*

Contact number for Council

- *Office, or service, or telephone number, known by the community that enables it to be in touch to warn about minor local issues such as broken pavement slab, water leaks.*

Council Tax

- *Keep to a tight mandate and minimise Council Tax.*
- *Do not waste money on projects with no penalty clauses for delay/cost limit - EXHIBITION ROAD!*
- *Please avoid unnecessary and expensive project like the Exhibition Road projects - ABSOLUTE WASTE OF OUR MONEY!! Instead cut the number of staff who issue surveys like this and reduce council taxes.*
- *Reduce expenditure! I am a single person and I paid £1445.95 a year and I do not benefit from any schools, sports and leisure centres or anything of that kind.*
- *Save money and leave us alone.*

Cycling

- *As a driver and cyclist, I'm always keen to see better facilities for cyclists - particularly in and around the parks, where there is still a pitifully small number of cycle lanes, which are often closed for events, leaving cyclists to use dangerous roads. As cycling increases in the borough, it's important that cycle lanes increase as well.*
- *Cyclists should not be allowed to go against one-way traffic for example in Thackery Street W8 (Extremely dangerous at the junction of Kensington Court. Motor cycle bay in Kelso Place should go back to being a residential car space. I have never seen any motorcycles parked there.*
- *Cyclists:- These form an increasing amount of road users using any other form of transport whether by air, sea or land requires training. All cyclists should undergo a training course, learn the Highway Code and be made to obey it!!*
- *More pedestrian/cycle friendly could rubbish be left on pavements for less time?*
- *Park wardens: particularly for cyclist who flout the rules particularly in the park. (Give them fines). All cyclist should have registration numbers to record accidents. Victoria Gate during rush hour is always abused by cyclists. I am a cyclist too.*
- *Provide parking facilities for private bikes/improve crossing nearby school.*

Dangerous dogs

- *Dog responsible ownership signs. My dog was attacked on Queen's Gate Place.*

Appendix two: Comments from open questions

Education and schools

- *More public (government) schools than a private church school.*

Environmental improvements

- *1. Clean up Gloucester Road, directly facing the tube station.*
- *2. Examine the untidy and busy area of Gloucester Road from Cromwell Road to just below the underground temporary exit. (perhaps at a later date).*
- *Improvements to Gloucester Road similar to Elizabeth Street.*
- *Improving the environment on Gloucester Road would be very beneficial. Perhaps make it feel more like a village.*
- *Please (illegible) the example on the area Sth Kensington tube station and make Gloucester Road prettier.*

Family venues

- *Space is always an issue but would be great to have more pushchair - friendly venues for families.*

Farmers' markets

- *2. More farmers' street markets.*
- *Better monitoring of dog litter. Exacting greater fines for dog owners who don't abide with the laws regarding clearing up after their dogs. More farmers' markets that will help local gardeners.*

Foxes

- *Fox hunters! Foxes proliferating to a great level.*

Gritters

- *More gritters/grid stations properly filled for winters as small streets are too icy.*

Kensington Palace

- *4. Stop the ducking down of Kensington Palace, new interiors are a disgrace.*

Lack of community

- *Have moved out although I love neighbourhood amenities-no community.*
- *My neighbourhood is not a friendly one. I live in an environment where people just do not look at you, neither say hello to you. They value you by the "car you drive" and clothes you wore. So whatever project I have in mind I don't think would attract the people.*

Appendix two: Comments from open questions

Library

- *Continue supporting the local library - it's a wonderful resource! I'd defer to the Kensington and Chelsea Foundation for ideas on community projects would be great to have a subsidised gym in the area.*

Licensing

- *More consultation with planners and the licensing committee.*
- *Limit licensing hours on Gloucester Road*

Lift improvements

- *If it is possible to have more organisations in our area who can help us with lifts/elevators we have lift stopping every second day. I love this area very much. Everything I can help with I will do to make it beautiful. Thank you!*

Neighbourliness

- *Encourage neighbours -local people to smile and greet each other passing in the street.*

No smoking areas

- *No smoking on street corners and eating and extinguish*

Noise pollution

- *Act upon noise disruption reports.*
- *Do not undergo tube construction work at 2:30am PLEASE.*
- *I am unhappy about this loud noise made regularly by demonstrators shouting at the Iraqi Embassy. I understand their need to make their views known but find their shouting marathons ineffective and very disruptive.*
- *In our street (Victoria Road) we have a security guard - he is cruising with his car most of the night - it implies noise and pollution - it is intolerable, unbearable. There should be other ways of watching the area. If he is using a car, it should be electric or hybrid.*
- *Limit noise levels from building work over protracted periods.*
- *Noise and traffic disturbance from the Queen's Arms should be dealt with.*
- *Seriously expensive project that would still have a big impact on a lot of people living nearby by reducing noise:- Cover the open section of the Circle and District Lines in the High Street Kensington triangle where they go north (to provide more reduction).*
- *Actively police and regulate noise polluters, e.g. builders.*

None

- *As my health restricts, leave no comment.*
- *Can't think of any.*
- *None of our neighbourhood is really great.*

Appendix two: Comments from open questions

Other

- *Arrest flyer distributors.*
- *As a long-time resident here I feel a bit un-nerving that there are lots of short-term residents around.*
- *Discuss at a meeting of the S and K and Queen's Gate Residents Association on May 30th.*
- *We live south of the park where things are generally very good. I suspect that north of the park/Ladbroke area youth unemployment can cause problems which require education/social attention.*
- *When one project finishes another one (or more) start again, and so on...*

Parks

- *Get the private parks keys*
- *4. Communal Gardens accessible to residents (not the case) when run by the borough.*
- *3. Stop the commercialisation of the Royal Parks a place of quiet.*
- *Access to local parks - A lot of these around our area are locked.*
- *Have access to the private parks.*
- *Prevent the use of Kensington Gardens for commercial entertainment activities, for example:- The Marquee and Enclosure on the lawns south of the Palace this summer.*
- *Park wardens: particularly for cyclist who flout the rules particularly in the park, (owe them fines). All cyclist should have registration numbers to record accidents. Victoria Gate during rush hour is always abused by cyclists. I am a cyclist too.*
- *Stop commercialising the Royal Parks.*
- *Stop using Hyde Park near Albert Hall as an ongoing exhibition and events which dilutes the quiet use of the park grounds.*
- *Stop using the park as an exhibition.*
- *Take good care of the green space we have. More police on foot patrols - we pay a lot of tax.*
- *The Lion/Witch/Wardrobe should never be sited on such an important part of Kensington Gardens for local residents use. It is an outrage that we cannot have access to the most preferred location by families/children/adults alike.*
- *Warden in Holland Park Children's Playground. One busy day this place is overrun by gangs of 10 year old kids that run riot and bully children and even parents.*
- *Give access to communal gardens to people living nearby (for example:- Kensington Square).*

Pavement repairs

- *The pavement in Queen's Gate Terrace (south side) needs to be replaced - more hanging flower baskets - more rubbish bins.*

Paving

- *More trees/more York stone/more flexibility on planning that does not affect the look of the area/more speed on planning decisions.*
- *Move your paving.*

Appendix two: Comments from open questions

Planning and construction

- 1. By envisaging that building works take a minimum of time. 2. By making sure that building works are simultaneously close together.
- At (address removed), where we live, the Council has given permission for extensive gutting out of flats non-stop. No respite for the last four years. How can you allow them to do what they like? They always exceed the extent to which the permission applies.
- Change the law with regard to subterranean works underneath flats i.e. when residents will remain living above these works.
- Control of builders.
- Give us a break on the De Vere Gardens please! No more building projects. You can't help normal building noise but watch the scaffolders they double park illegal no permit and many shout and swear (very noisy at times and preventable).
- Higher police presence and banning basement dig-outs!
- I have applied for planning consent for a small conservatory on our top floor apartment at no.15/35 Queen's Gate Gardens. This will not be visible to anyone and does not impact on the skyline. I find it ridiculous that it has been refused especially considering to new rules on consents. Could you please review?
- I object most strongly to ultra modern buildings going up for example:- top of Victoria Road in between traditional Victorian architecture.
- It's a shame that the De Vere Gardens building will be merely a glass and steel box devoid of style. Who passed the plans? Was also surprised at the Wodka restaurant development - with the ground floor windows. It's difficult to see how anyone could live there.
- Inspect unannounced Eastern European builders and their building sites to train them/check on them to respect their environment and residents.
- More consultation with planners and the licensing committee.
- More trees/more York stone/more flexibility on planning that does not affect the look of the area/more speed on planning decisions.
- Need more on-line interaction on building works. Create a "collaboration space" where developers - community can exchange plans/ideas
- Easier planning permission for reasonable house extensions.
- No more endless ongoing basement excavations in particular. I knew a survey was commissioned.
- No more planning approvals for extensions and basements; if people want bigger houses let them buy them.
- Please fine developers who fail to complete within time scale.
- Projects to enlarge existing buildings should be restricted.
- Ban further basement development and additional top floors around Cornwall Gardens and the mews immediately behind. These are creating overload on 1860s buildings and foundations on drainage infrastructure. Also serious plumbing problems inside buildings where additional floors have been added - especially baths and kitchens.
- We would like feedback on why this was permitted to take place and for whose benefit. I cannot over exaggerate at how disturbed we all are and would like some detailed explanation.

Appendix two: Comments from open questions

Plants and trees

- *Restoration of raised flowerbed outside Gloucester Road tube.*
- *1. The shopping area on Gloucester Road would benefit from some natural decoration, trees and flowers.*
- *2. Plant more trees.*
- *Encourage residents to plant trees to replace losses.*
- *I used to have flower baskets, but the drainage of the pipe is limited and difficult to manage the flower basket if you are living in the building in this area even if you have the outside space. If there is any shop or park where we can exchange the old flower basket items or re-arrange the basket, it would be helpful.*
- *More trees on the streets - especially to fill the larger existing pavements disused as extra spaces.*
- *More trees, less cars, more areas for children.*
- *More trees/more York stone/more flexibility on planning that does not affect the look of the area/more speed on planning decisions.*
- *Plant trees down Gloucester Road, especially North End.*
- *Remove a lot of pavement furniture. Plant more trees on pavements/walkways*
- *Remove the parking spaces in the middle line of Elvaston Place and plant trees instead.*
- *Tree planting at the curb side would provide a cool canopy.*
- *Several trees could be planted in the middle of the road (at each end of the central parking spaces) to improve Elvaston Place. Think how much nicer Cornwall Gardens is.*
- *The pavement in Queen's Gate Terrace (south side) needs to be replaced - more hanging flower baskets - more rubbish bins.*

Playgrounds

- *Public playgrounds.*

Public transport

- *1. It would be very convenient if there were a direct bus route to Chelsea and Westminster Hospital.*
- *I ticked public transport on the first page. Actually we have quite good public transport with Gloucester Road underground station and bus routes 49 and 74. What would help a lot is accurate electronic information at all bus stops, especially for the no.49 bus northbound and southbound at the stops at Gloucester Road station. We have just got electronic info on one of the eastbound stops for 74 bus on Cromwell Road (opposite Holiday Inn). I find this very useful and hope the Westbound stop opposite will be getting this service too.*

Refuse and recycling

- *2. Too much residents rubbish is being dumped on the streets.*
- *Have the rubbish collected in the morning..*
- *1. Monitor and fine offenders of street littering (residents leaving rubbish during no collection days).*

Appendix two: Comments from open questions

- 1. More concentration on core services (for example:- rubbish). 2. Too much traffic in Queen's Gate after near closure of Exhibition Road - with results and noise and dirt from traffic. 3. No vanity projects.
- 1. Streets should be swept more often. 2. Garbage should be collected in the morning, not the afternoon. 3. Dog litter boxes on all streets.
- A robust system of penalties for those who leave rubbish out at wrong times and weekends.
- Am very grateful for extremely efficient rubbish collection and cleaning of the streets, Thank you.
- Enforcement of fines our rubbish left outside everyday of the week.
- Fine people who leave rubbish out on wrong day! Don't just put stickers on the bags.
- Householders should be warned to put their rubbish out neatly in bags that are tightly secured to avoid rodents and also not for such a sight walking round on bin days. Refuse collectors should not have to put up with etc:- mess they encounter.
- More pedestrian/cycle friendly could rubbish be left on pavements for less time?
- Prevention of rubbish being dumped in the streets awaiting collection.
- Bring rubbish collection back three 3 times a week and collect rubbish on main roads and big garden squares first.
- Provide some benefit to being a full time resident. There are a lot of empty houses most of the year and it is an irritant when people who do not live here arrive and leave vast piles of rubbish on the street for pick up.
- Rubbish collection chaos:- now too late in the day. Serious follow up and fines (£1000) for people who leave rubbish out on wrong days etc. The single most serious blight in our beautiful streets and borough.
- Rubbish collection must be done more frequently, ideally every day; only two to three times per week is NOT sufficient.
- RUBBISH COLLECTION:- We have gone from three times per week at about 8:30am to twice a week at around 4:00pm. Whilst three times a week is possibly too many, leaving rubbish on the pavement all day until late afternoon is horrible.
- Several residents do not use the bin stores and there are rubbish bags on the street every day, attracting birds and rodents. I have spoken to the Council on several occasions but their policy is not addressing the problem.
- Sort out the rubbish situation please. Daily collection is needed. Put somewhere to place rubbish bags other than just in the street.
- The rubbish collection please - more often would be great!!
- Tighter monitoring of pick up of rubbish on pavement. Wrong time and wrong days. Gap between rubbish lift up to pavement on collection days and time of removal by lorry - sometimes aware of hours. Remove rubbish promptly on collection days. Looks awful, smells, encourages rats.

Residents Associations

- Advice and support on setting up and running residents associations and building links with other residents associations nearby.

Restoration or property

- Many of the houses in Queen's Gate Ward have Victorian railings that are gradually disintegrating. A genuine "public good" would be for the Council to offer to repair and

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replace any damaged/missing railings, so that the architectural integrity of the area can be maintained. It is not viable or likely that literally hundreds of property owners will be willing or able to do this restoration work themselves.

Rubbish bins

- *More rubbish bins next to phone boxes to facilitate tidy disposal of prostitutes' cards.*
- *Litter bins.*
- *As already mentioned please distribute lots of gum and cigarette bins with obvious notices encouraging their use.*
- *As for my answer to Q2 I think the strategic placement of litter bins, their frequent emptying, the monitoring of their performance coupled with a publicity campaign to use them could be of great benefit and perhaps generate economies elsewhere in the larger management of refuse.*
- *Basement flats trigger issues of hygiene. Rubbish is not always securely tied, creating the risk of vermin. I have a neighbour who chain smokes and have all his fumes coming into my flat.*
- *Bins on the street.*
- *Increase the number of bins*
- *Kensington Square has not got any bins for at least depositing materials of waste . Early morning everywhere all kinds of waste thrown out in the street by the night party.*
- *Provide more waste bins including specifically designed dog bins that are available in the park!! (Victoria Road/Kensington), under health and safety these should be provided.*
- *Rubbish bins in the street for example:- on Cromwell Road were removed. No place to throw garbage resulted in piles of rubbish on the street which is rather unpleasant even though this happens to us lately.*
- *Rubbish bins!!*
- *The pavement in Queen's Gate Terrace (south side) needs to be replaced - more hanging flower baskets - more rubbish bins.*

Second homes

- *Provide some benefit to being a full time resident. There are a lot of empty houses most of the year and it is an irritant when people who do not live here arrive and leave vast piles of rubbish on the street for pick up.*

Sports and leisure

- *(2) Sporting Teams.*
- *Community based activities for example:- squash ladder, not for profit playgroup (kids).*
- *More indoor sports facilities for children would be great.*
- *More sports activities.*
- *We need a local sports centre with a swimming pool.*

Street furniture

- *More seats for the public to use. More trees on the streets - especially to fill the larger existing pavements disused as extra spaces. They should be more seats.*

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- *Remove a lot of pavement furniture. Plant more trees on pavements/walkways*
- *The odd bench and sculpture (excellent one in the square at the top of Gloucester Road) and trees help a lot.*

Thames Water

- *Also burst pipes of water not fixed properly - make road safer and more zebra crossing and police to help around schools.*
- *Get Thames Water to respond more quickly.*

Transport, highways and parking

- *1. Better road access to my address, no access from south, east or west. One way in, six ways out, one way systems need reviewing. 2. Have traffic wardens patrol Kensington High Street to clear lorries parked causing congestion. They just patrol quiet streets for easy parking fines.*
- *2. Improve Gloucester Road/Cromwell Road crossing. 3. Clarify traffic flow instruction on Exhibition Road.*
- *1. Extend marking restrictions on resident's parking through to weekends. The junction between Cromwell Road and Gloucester Road is very dangerous for pedestrians.*
- *Improve road safety.*
- *2. Resident parking restrictions should be valid until 10pm all days! Especially on roads near Westminster in order to follow them. 3. Try to reduce increased traffic and pollution from cars/lorries etc on Queen's Gate.*
- *1. More concentration on core services (for example:- rubbish). 2. Too much traffic in Queen's Gate after near closure of Exhibition Road - with results and noise and dirt from traffic. 3. No vanity projects.*
- *1. Widen the crossing for pedestrians at Gloucester Road/Cromwell Road, absurdly narrow.*
- *5) Parking for visiting tradesmen. Some now refuse to come our parking provision is so bad. Sell residents vouchers to use on residents' permit places so their properties can be maintained.*
- *20mph zone for Victoria Road Area. Traffic calming and streetscape improvements in Gloucester Road near to shopping centre (see Q5).*
- *A project to teach pavement courtesy particularly regarding children whose parents/nannies allow them to threaten pedestrians with their scooters - it's a dangerous epidemic.*
- *Also burst pipes of water not fixed properly - make road safer and more zebra crossing and police to help around schools.*
- *Always parking restrictions so confusing too much.*
- *Another pedestrian crossing by the shops at the north end of Gloucester Road would be welcome, also measures to enhance the "cafe society" feel of the area would be to the good - with more pavement seating, better appearance and traffic calming measures. Great potential! Could the pavement replacement be extended to the whole of Cornwall Gardens?*
- *Before the change in pavement in Exhibition Road, traffic was a lot less on Queen's Gate. Although Exhibition Road reopened for a while, cars still prefer to commute from Queen's Gate because of strange and confusing pattern of the pavement on Exhibition Road. Maybe if there would be no limitation in turn to left and right across Cromwell*

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Road , again the traffic on Queen's Gate becomes like before.

- *Better or longer residents parking. Have had correspondence with Sam Mackover he is now elected so I am sure nothing will be done. Stop non-resident parking 8-10pm all seven days of the week.*
- *Bobbies on the beat:- to control driving infractions (u-turns, left or right turns where not allowed), use of horns, speeding, cyclists on pavements etc.*
- *Calming traffic in Gloucester Road North.*
- *Control lorries etc, taking up residents only parking bays.*
- *Free up more parking for visitors:- I suggest the following:- 1. Reduce residents' only bays. 2. Offer residents the option of visitors' vouchers. 3. Relax evening and weekend restrictions.*
- *Enforce parking rules for vans and trucks - however it is very difficult for anyone trying to work in the residences to find parking.*
- *I particularly like the fact that visitors can park for free after 1:30pm on Saturdays - please make sure that doesn't change. Any cosmetic improvements to junction of Gloucester Road and Cromwell Road would be welcome.*
- *I would suggest making Queen's Gate a non-traffic area (towards the park end).*
- *Improvement of the residents parking scheme. The agents are currently trying to make their job very profitable instead of trying to have people respecting rules. A SMS or a phone call to warn about a potential fine would be very welcome and it was the case some years ago.*
- *Include Kensington and Chelsea in congestion zone/improve traffic situation, pollution. Less hassle during road works and construction.*
- *It is now nearly impossible to park on Sundays due to visitors to the museums. It would be helpful to impose residents parking restrictions on Sunday afternoons.*
- *Last year there were two fatal traffic incidents which occurred right at an unmarked crossing (i.e. there were no traffic lights, no zebra crossings) between the Royal College of Art and the Royal Albert Hall. One of the dead was known to many of us, (name removed). We were told that it was a border area between RBKC and Westminster. Petitions have been signed and we never heard further. Perhaps our Councillors can look into these incidents and come up with a better solution which would in turn make our neighbourhood a safer place.*
- *We have so many traffic wardens all the time but they only want to give tickets!!!*
- *More pedestrianisation. Traffic calming measures much needed.*
- *More trees, less cars, more areas for children.*
- *New zebra crossing at south end of shops on Gloucester Road and Kynance Place across to Elvaston Place. This would slow down traffic and improve safety for pedestrians.*
- *Noise and traffic disturbance from the Queen's Arms should be dealt with.*
- *Parking attendants never book cars, delivery vehicles etc, blocking main roads e.g.:- Kensington High Street. They only book residential streets, yet it is the main highway where vehicles need towing away.*
- *Please contact residents of any parking suspensions - Council has two of my telephone numbers but still towed away without notice £160.*
- *Compensate residents when parking bays have been suspended. Their resident's permits would be used in "pay and display".*
- *Please raise the threshold for long term residents bay completion. This seems to be freely granted for months at a stretch.*
- *Please see Q2. Speed restrictions would remove the danger of crossing the road,*

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accidents/noise and vehicle pollution. The junction of Kensington Gate - Palace Gate and Gloucester Road badly needs speed 20mph reducing measures, perhaps a pelican crossing and sleeping policemen.

- Pollution:- Kensington High Street has so many crossings that traffic crawls along pumping out fumes. Public transport - ridiculous that bus stops still do not have electronic timetables at the stops. Parking - very badly managed. Each household should have vouchers that workmen can use for repairs or deliveries.*
- Powers for the public to take photographs of traffic offenders and for traffic offenders to be more aggressively pursued.*
- Provide parking facilities for private bikes/improve crossing nearby school.*
- Reduce speed on Victoria Road and St. Alban's Grove - foot police going about the neighbourhood and citations issued for those caught speeding. Over time this will eventually deter fast driving. Right now, there is no patrol at all.*
- Reduce the traffic speed in Victoria Road.*
- Reduce traffic on Kensington High Street.*
- Remove the parking spaces in the middle line of Elvaston Place and plant trees instead.*
- Residents should be entitled to a visitor day pass.*
- Slower traffic flow through the northern half of Gloucester Road: not sure how you where this though.*
- Speed bumps around Queen's Gate Gardens where cars use our neighbourhood as a speedy throughway, avoiding lights and Cromwell/Gloucester Road!!!*
- Scaffolders to be regulated to show proper duty of care to resident pedestrians. Remove resident parking permits for diplomat-registered passenger cars.*
- More pedestrian crossings.*
- Tarmac uneven roads and pavements (will McAlpine's do this) i.e. pay for it - due to their disruption.*
- Stop light at intersection of Cromwell /Gloucester Road on east side - please. Dangerous to cross - cars do not ever stop even if we are halfway through the intersection.*
- Tighten up the above. It is cheaper to get a ticket than pay the suspension fee. Introduce a punitive rate for builders' wagons, removal vans etc who flout rules. Apply exemption to short deliveries – Ocado, JLP etc*
- Traffic calming measures/Junction "pinch point. Bigger pedestrian reservations Gloucester/Cromwell Road Junction.*
- Would welcome further improvements to the north end of Gloucester Road, including another pedestrian crossing at Kynance Place. Would also welcome a repairing of the whole of Cornwall Gardens.*

Volunteering scheme

- (3) Schemes to have residents, may help the elderly.*
- I play in a small amateur (classical) orchestra. We recently gave a street a lunchtime free concert in an old people's home, We were surprised by how much pleasure this gave. Perhaps create a contact point where offers and requests can meet and provide some entertainment?*
- Expression of interest to provide volunteer support directly in our community.*