

Report written November 2012

Basement Developments – Neighbours Survey

Melanie Marshman
Consultation and Partnerships Manager
Royal Borough of Kensington and Chelsea
020 7361 2262
consult@rbkc.gov.uk



THE ROYAL BOROUGH OF
**KENSINGTON
AND CHELSEA**

Introduction

The Council's Planning and Borough Development Department wished to assess the impact of basement developments on residents of the borough. A survey was developed and distributed to residents who live in the vicinity of properties where planning permission has been sought for a basement development.

Approximately 8000 paper questionnaires were distributed. An online questionnaire was also available. A total of 1354 completed questionnaires were received equating to a response rate of approximately 17 per cent. The majority of the respondents to the survey were living at their current address when the basement work started, (85 per cent of respondents).

Results

Impact of the development

Around half of the respondents stated that the development lasted for 12 months or longer (52 per cent), a further 25 per cent indicated that the development had taken between six and 12 months.

There were mixed views about on how the development had impacted on the look of the property and its garden. Around a third of respondents reported no change to the look of the property (35 per cent), while 22 per cent of respondents stated that it had worsened to some extent. A similar proportion (18 per cent) felt that the basement had improved the way the property looks.

Around a quarter of respondents stated that there had been no change to the look of the garden (24 per cent). The same proportion reported that there had been a negative impact on the appearance of the garden. Fourteen per cent of respondents felt that the appearance of the garden had improved.

Around half of all respondents noticed an impact on their own property as a result of the development (51 per cent). The most commonly experienced impacts were noise and vibration; dirt, dust and debris; damage to property; and traffic and parking problems.

Traffic, noise, vibration and dust

Respondents were asked how strongly they agreed or disagreed with statements relating to the impact of traffic, noise, vibration and dust associated with the development. In each case the largest proportion of respondents responded negatively to the question.

- 60 per cent of respondents disagreed to some extent that the level of noise from the development was kept within acceptable limits.
- 54 per cent disagreed to some extent that any dust from the site was kept within acceptable limits.
- 53 per cent disagreed to some extent that traffic associated with the development caused minimal disruption.
- 50 per cent disagreed to some extent that the level of vibration from the development was kept within acceptable limits.

Summary of results

Drainage, flooding, damp and vermin

The majority of respondents noticed no change in drainage, flooding, damp and vermin either during or after construction.

- Drainage – 69 per cent noticed no change during construction, 61 per cent after.
- Flooding – 74 per cent noticed no change during construction, 65 per cent after.
- Damp – 73 per cent noticed no change during construction, 64 per cent after.
- Vermin and pests – 59 per cent noticed no change during construction, 58 per cent after.

However, a proportion of respondents noticed a worsening of these problems. Most significantly, 28 per cent of respondents noticed a worsening of the problem of vermin and pests during construction.

- Drainage – 15 per cent reported the problem worsening during construction, and nine per cent after.
- Flooding – ten per cent reported the problem worsening during construction, and six per cent after.
- Damp – 11 per cent reported the problem worsening during construction, and seven per cent after.
- Vermin and pests - 28 per cent reported the problem worsening during construction, and 12 per cent after.

Party Wall Agreements

A third of respondents had entered into a Party Wall Agreement to protect their property (33 per cent). Of these respondents, 48 per cent stated that they got what they wanted from the agreement, and 50 per cent stated that their neighbours had adhered to the agreement. One in five respondents stated that their neighbours had not adhered to the agreement (20 per cent).

Overview of comments made

Respondents made a large number of comments in relation to the development of basements. Many comments related to the disruption experienced as a result of the developments particularly in relation to noise and vibration, and problems with parking and traffic. Many respondents commented that these developments could be lengthy, and that at times there were consecutive developments underway in their street. This meant that for many there was an extensive period of disruption. Although some respondents were supportive of this type of work, a larger proportion of respondents called for greater control over basement developments.

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

The Council's Planning and Borough Development Department wished to assess the impact of basement developments on residents of the borough.

Methodology

A survey was developed and distributed to residents who live in the vicinity of properties where planning permission has been sought for a basement development. The survey fieldwork was conducted in September 2012. Approximately 8000 paper questionnaires were distributed. An online questionnaire was also available.

A total of 1354 completed questionnaires were received equating to a response rate of approximately 17 per cent. The majority of the respondents to the survey were living at their current address when the basement work started, (85 per cent of respondents).

Have you...	Number	Per cent
...been living at your current address when the basement work started?	1154	85%
...moved to your current address during the basement works?	67	5%
...moved to your current address after completion of the basement works?	65	5%
No response	68	5%
Total	1354	100%

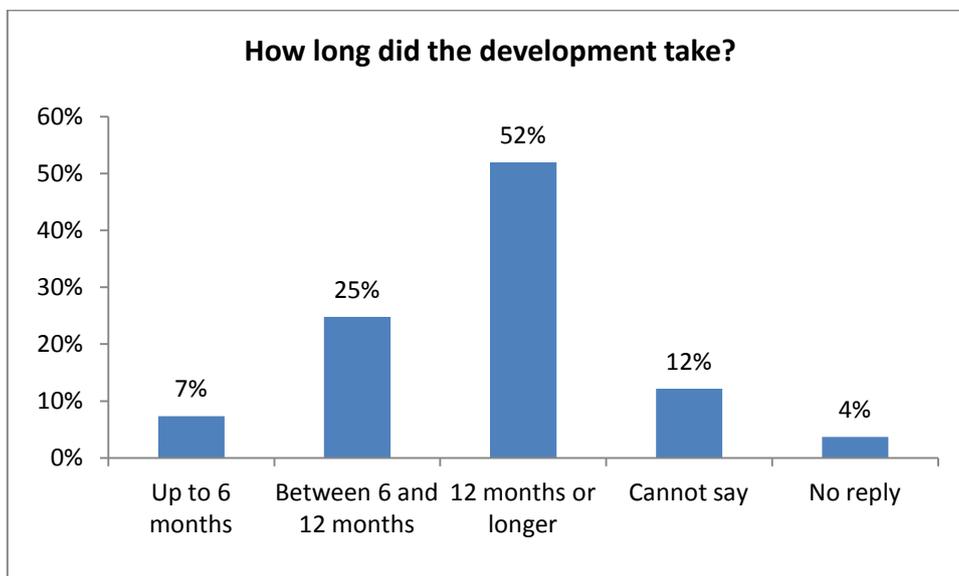
Please note: Where percentages do not total 100 this is due to rounding error.

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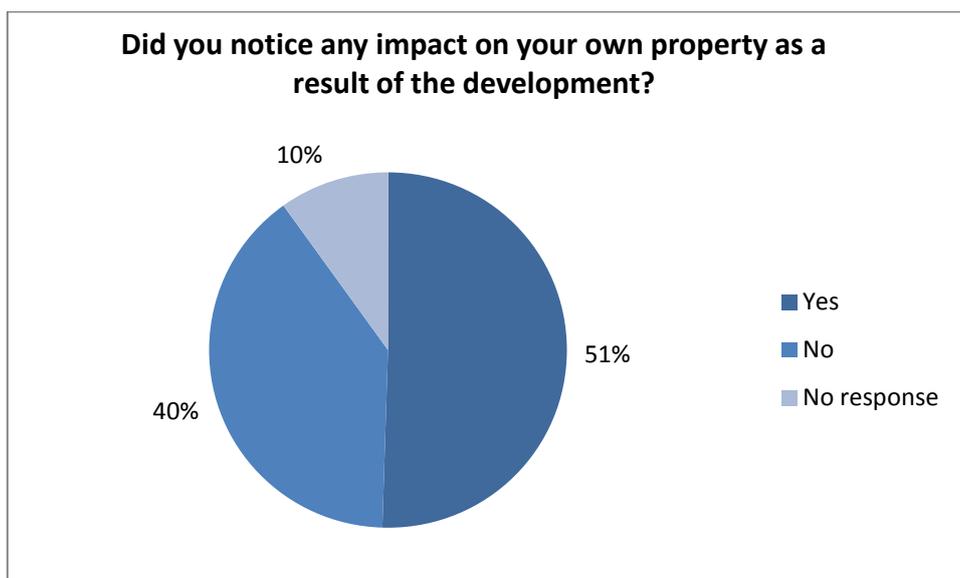
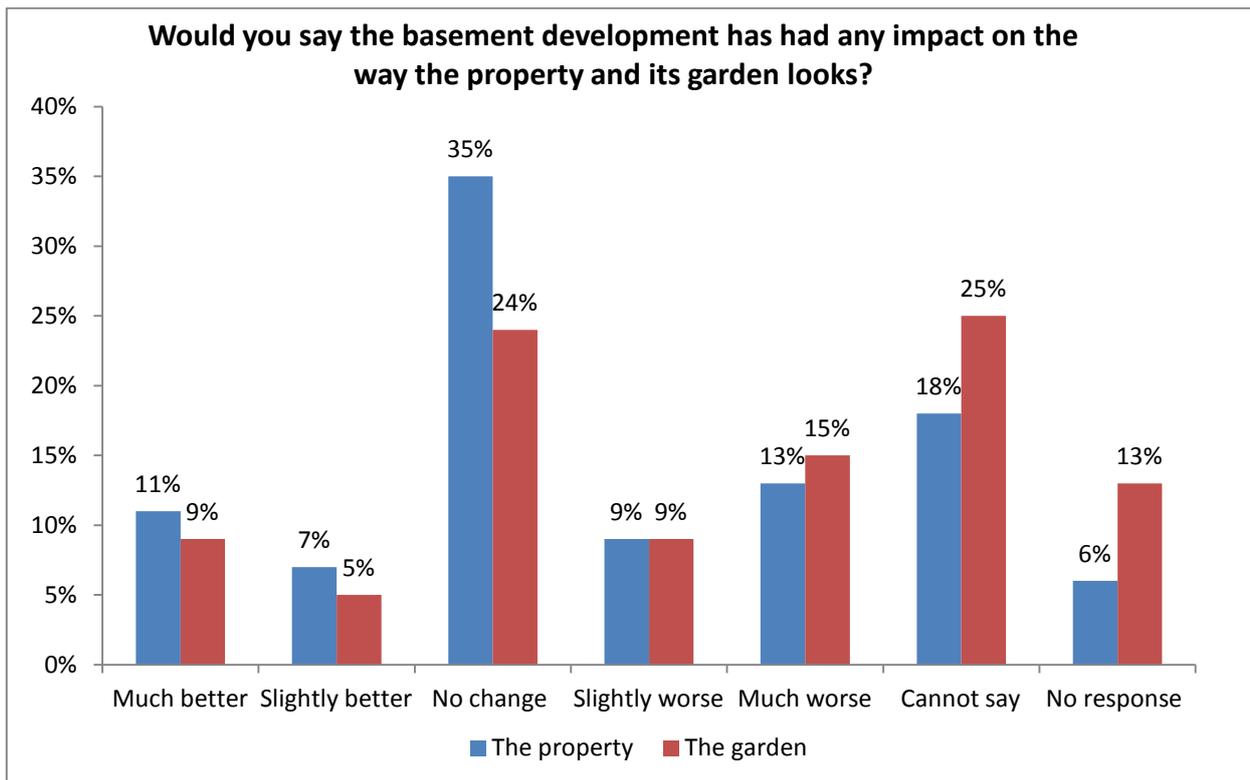
Length of development

Around half of the respondents stated that the development took 12 months or longer to complete (52 per cent). A further 25 per cent of respondents indicated that the development had taken between six and 12 months. Only seven per cent of respondents stated that the development was completed within six months.

**Impact of the development**

There were mixed views on how the development of the basement had impacted on the way in which the property and its garden looks. Around a third of respondents reported no change to the look of the property (35 per cent), while 22 per cent of respondents stated that the property looked slightly or much worse. A similar proportion (18 per cent) felt that the basement development had improved the look of the property.

Around a quarter of respondents stated that there had been no change to the look of the garden (24 per cent). The same proportion reported that there had been a negative impact on the look of the garden. A smaller proportion of respondents stated that there had been an improvement in the look of the garden, (14 per cent).



One in two respondents noticed an impact on their own property as a result of the development (51 per cent). Respondents were asked what the impact had been. Comments were grouped into themes, where a comment has more than one theme it has been counted under each theme. The most common themes were as follows:

Comments about noise and vibration

A total of 339 comments referred to disruption caused by noise and vibrations. Many of these respondents reported that noise and vibration had seriously impaired their quality of life, with residents being unable to work or relax in their own homes. Some residents reported that they had been forced to vacate their homes for a period of time. High levels of vibration also lead to property damage such as cracks in walls or ceilings. Comments included:

- *Noise disruption constant for months, dust, considered moving home.*
- *Intolerable noise. We had to frequently get out of the property because of noise. There should be a way for sufferers to obtain compensation.*
- *Huge noise levels 10 hours a day Mon-Fri. 8-2 sat. Unable to work at home, had to go to library. Very dusty/muddy.*
- *Constant noise, dust and vibration coming through broken window due to inadequate tarpaulin and men working after hours even on Saturdays, the front of houses may be protected but the rear of buildings like a construction site.*
- *Excessive noise and dust from next door for 15 months - cracks all down part of wall. The house shook during process - plaster on front wall fell off.*
- *Appalling noise and disruption and dirt for over two years - made life intolerable for nearby residents. Impossible to live normally. I was driven insane by the perpetual huge noise (due to deep basement excavate).*

Comments about dirt, dust and debris

251 comments related to the level of dirt, dust and debris created by the development. Respondents reported damage to the outside of their property, dirty windows and facades, and being unable to have the windows open. Some respondents reported large amounts of dust and debris falling through chimneys into their property. Comments included the following:

- *Lots of dust from dirt dug out, contractors wash down dirt on the property and wet mud flows down street onto our cars.*
- *Intolerable noise, constant gridlock on roads due to lorries carrying away soil/clay, no parking spaces, dirt on property, cars and property filthy, windows in particular.*
- *Horrible dust - all my curtains which have been made one year before have to be changed. There used to be a beautiful and old plant: a wisteria, they cut and which died.*
- *Front of house covered in red dust - tar smoke entered house - lorries parked on front path - windows and paintwork filthy all the time - house trembles with pile divers and diggers.*
- *Cracks in walls, coal dust coming down chimneys, mostly slowly, but on two occasions in a flash "cloud" that covered a room with dust.*

Comments about damage to property

A total of 247 comments related to damage to property, this damage often took the form of cracks in walls and ceilings, sticking doors and windows, or damage to vehicles parking the street. The following are examples of comments made:

- *Major subsidence to a 1780 conservation house. Crack up major flank wall - completely affecting house stability and causing the roof of the house to open up to such a degree that the entire roof of this Georgian conservation house - must be removed and replaced.*
- *I think I have had more damp problems since the development. I think I have had more damp in my basement.*
- *Huge amount of structural cracking in flat above. I have suffered damage to three rooms, the hallway plus front bay is seriously cracked and damaged.*
- *Cracks in party wall, damp on party wall, we had rats and mice at one stage.*
- *Cracks in walls, subsidence, tiles came off walls due to subsidence. Dirt, dust, mud on road. Noise from trucks and dumper trucks when arriving and reversing (electronic beeping warnings and recorded voice signals was too much to bear at times! Our property shook when pile driving was taking place!*
- *House shifted slightly - front door had to be adjusted. Dust led to illness on two occasions.*

Comments about traffic and parking problems

There were a total of 124 comments relating to this theme. Common problems included frequent and unscheduled road closures, lengthy parking suspensions and traffic congestion.

- *Workers parking up to 11 vans and trucks, dust everywhere outside and inside the house, one company has done at least 11 basements in the last five years and there are currently four in progress at the moment causing traffic chaos.*
- *Traffic made much worse - large skip - many large lorries - very noisy.*
- *We cannot get in or out of our front door or garage because of constant huge cement lorries parked immediately outside our front door. The vibration is immense - we cannot hear ourselves speak when drilling / digging is going on. The whole thing is a nightmare thanks to RBKC.*
- *Parking difficulties as they had two/three bays restricted parking. Increased dirt and dust and parking difficulties.*
- *Lorries parked outside my house continually, broke branches of an overhanging tree. Working at weekend and Sundays. The Council is helpful in this respect when I telephoned.*

Other themes

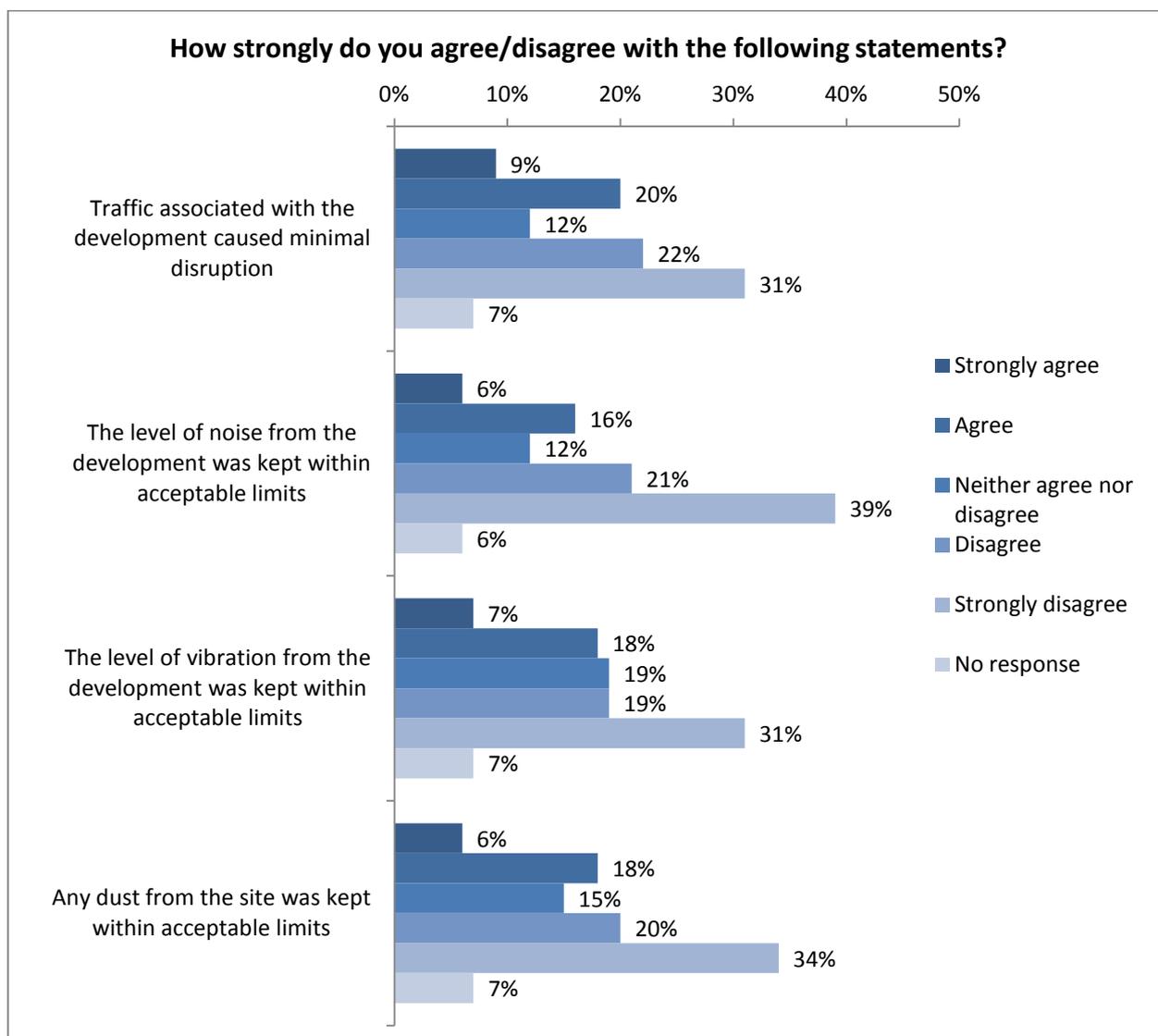
The table below illustrates the themes of all comments made. Other commonly experienced problems included pests and vermin, and problems or concerns about flooding and drainage. A total of 36 respondents stated that they were unable to say what the impact had been. A total of 22 respondents reported an improvement as a result of the development.

Theme	Number of comments
Noise and vibration	339
Dirt and dust	251
Damage to property	247
Traffic and parking problems	124
Other	47
Pests and vermin	42
Cannot say	36
Flooding and drainage	35
Improvement	22
Loss of trees and plants	15
Change to view from property	15
Visual impact of development	14
Loss of privacy	14
Reduction in outside space	6
Blocked sunlight	6
Power cuts	5
Pollution	5
Increase in value	5
Light pollution	4
Health problems	3
Loss of rental income	2
Inconsiderate builders	2
Security	2
Prevent sale of property	1
Builders accessing property	1
Security issues	1
Little or no impact	1
Loss of storage	1
Fire regulations	1
Insurance premiums	1
Impact on rental income	1

Traffic, noise, vibration and dust

Respondents were asked how strongly they agreed or disagreed with statements relating to the impact of traffic, noise, vibration and dust associated with the development. In each case the largest proportion of respondents responded negatively to the question.

- 60 per cent of respondents disagreed to some extent that the level of noise from the development was kept within acceptable limits.
- 54 per cent disagreed to some extent that any dust from the site was kept within acceptable limits.
- 53 per cent disagreed to some extent that traffic associated with the development caused minimal disruption.
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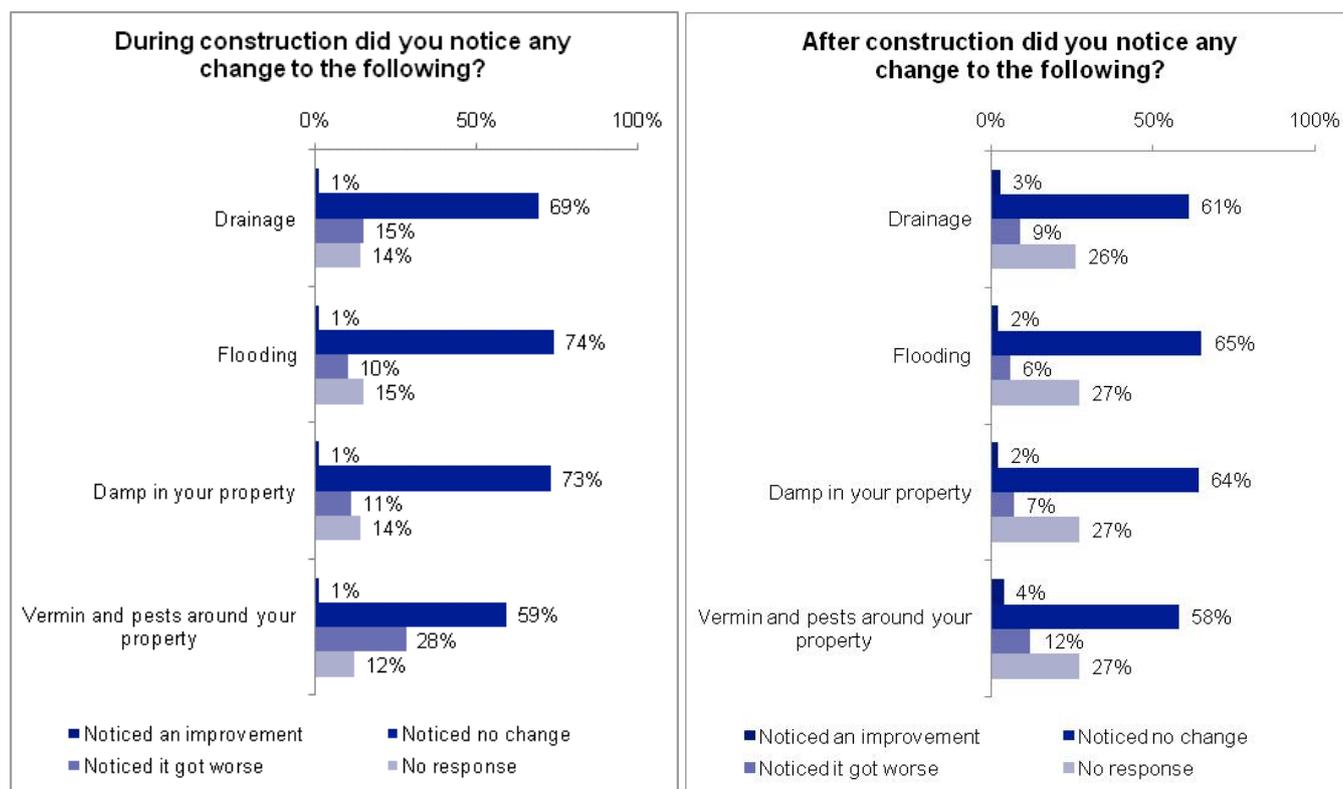
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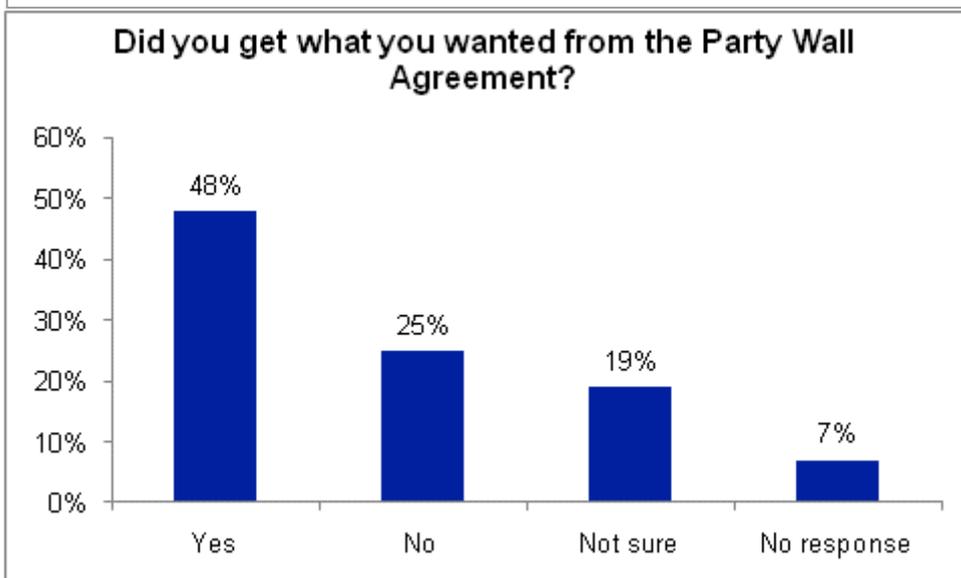
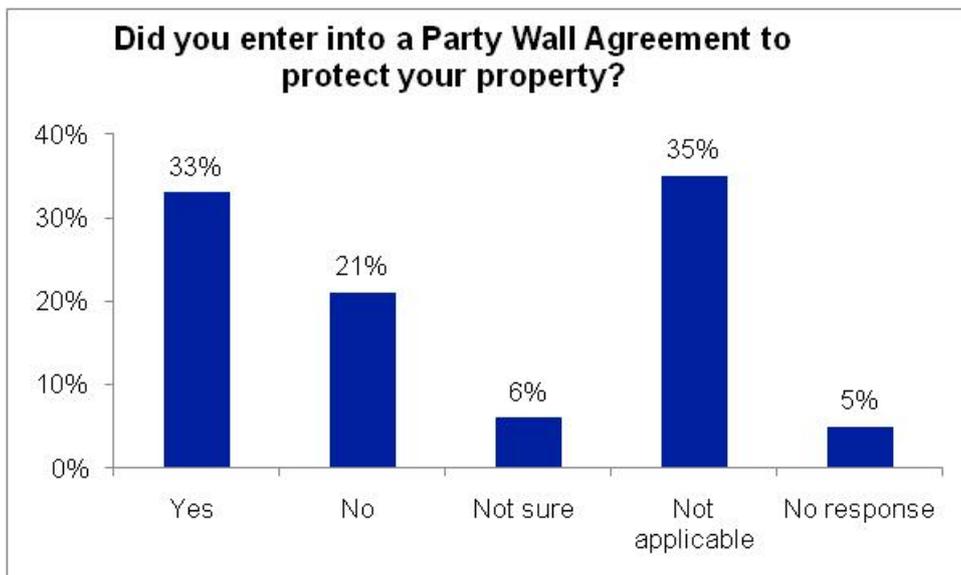
However, a proportion of respondents noticed a worsening of these problems. Most significantly, 28 per cent of respondents noticed a worsening of the problem of vermin and pests during construction.

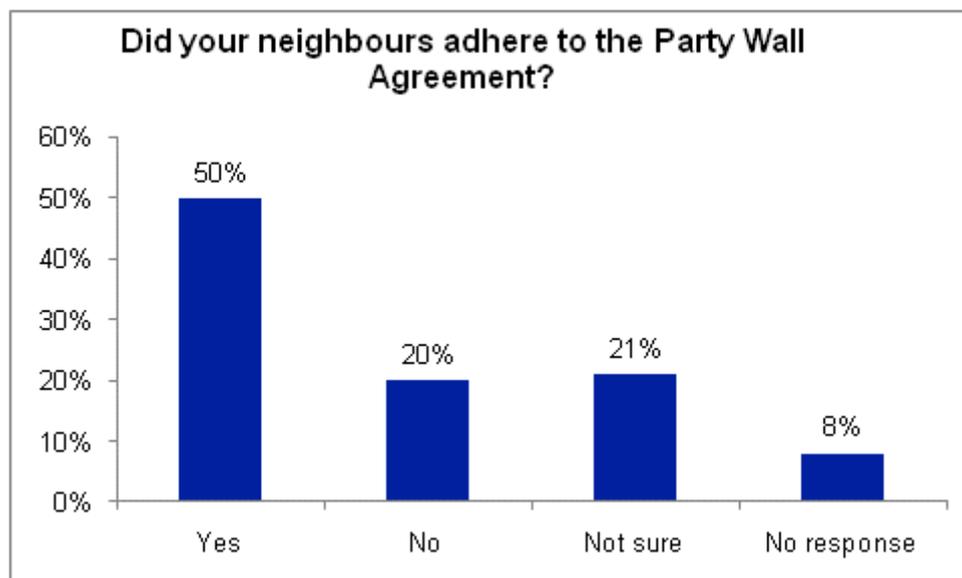
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Party Wall Agreements

A third of respondents stated that they had entered into a Party Wall Agreement to protect their property (33 per cent). Of these respondents, 48 per cent stated that they got what they wanted from the agreement, and 50 per cent stated that their neighbours had adhered to the agreement. One in five respondents stated that their neighbours had not adhered to the agreement (20 per cent).





Specific comments

Respondents were asked if they had any specific comments on the basement development. A large number of comments were received. The comments have been grouped into themes. Where a comment has more than one theme, the comment has been counted under each theme. The most common themes were as follows:

Noise and vibration

A total of 184 comments related to levels of noise and vibration, with many respondents reporting unbearable levels of noise. Some of the comments made include:

- *The noise was horrendous for the better part of a year. Constant heavy duty drilling in the party wall week after week, month after month made life here not worth living. I rang the council who could do nothing and it is allowed all day from early till after 6pm much too long. It is really unfair, also no notice was given. I would gladly have planned to go out when it was extremely noisy but the builder refused to communicate what was going on as a courtesy.*
- *Could not stay in our house during the day too noisy and vibration for over a month*
- *Construction company are as considerate as it can be in terms of hours of working and information on the progress of the work. But the noise and vibration from a next door property must inevitably be very considerable.*
- *Basement works should not be allowed to take place at weekends. Noise and vibrations ruined my Saturdays.*
- *Basement developments have only taken place on the other side of the street to my property. For those living in close proximity to the development, the noise, dust, vibration and disruption have at times been intolerable.*

Basement development policy

A total of 152 comments related to the policy around basement developments. Some respondents commented that policy around the developments of basements should be reviewed or basement developments should be controlled, others questioned why particular developments had been allowed.

- *Basement development should not be allowed. They only cause damage and disruption. If people need more space people should move out of central London!*
- *I am not against it but I think there should be a limit to how many can be done within a year. My neighbourhood seems to be a constant huge construction site!! Also, I do not think people should dig more than one storey deep (water pollution, party wall issues, length of work....).*
- *Basement developments seem to be increasing, and without planning permission or listed building consent. I have checked a number of basement developments in our area and many of them have no permission. It seems that the council does not have a handle on this or control over these developments, or control over the behaviour of the builders involved.*
- *It's a ridiculous, expensive, megalomaniac project! My question is: how the council agreed to such a project???*
- *Regardless of the 'no change' ticked boxes I am strongly against these basement developments and are sure that long term damage is done. Please stop allowing them! Who seriously needs a personal cinema?*
- *What a pity my wife is not a great crested newt, a bat or a species of chalkland grass. What an injustice that the planning system puts 'vanity development' above the quality of life of residents.*

Conversely, 28 comments were made that were generally in favour of the principle of basement developments.

Traffic and parking

122 comments referred to traffic disruption and parking difficulties. Comments included:

- *Started June 2011 and is still ongoing, building a swimming pool and total renovation of the house, causing an unacceptable level of noise, dust and disruption, with constant trucks coming and going, and use of our resident parking places, we are now threatened with two more planning applications for this road after the others we have had and in surrounding roads, which add to the disruption with builders trucks there has to be an end to this for people who have to have a swimming pool.*
- *Frequent delivery of materials, skips, etc. Causing road to be blocked and traffic actively redirected.*
- *Increased accommodation leads to increased parking permit applications - and crowding on already over parked street.*
- *It was done very efficiently. The only problem was that sometimes the road was blocked by lorry delivering or removing material. This problem though is not restricted to basement creation. Lorries often block the road. The police and wardens do absolutely nothing.*

Length of development

A total of 111 comments related to the length of time that basement developments take, which in some cases meant that residents had suffered serious disruption for years at a time. This is particularly the case where there had been multiple developments in the same street. Some examples of the comment made follow:

- *The project next door to us has been going on now for 18 months, it is still not completed. It has been and continues to be a nightmare to live next door to.*
- *This development marked the eighth year of continuous remodelling within my flat's building or immediately adjacent to it. Since 2004 there has been non-stop noise, vibration and dust from one site or other. It is time to stop giving permission to every developer.*
- *This was started in 2006 and is not finished today. Such a development in an area where most houses are Grade II should never have been allowed. I objected to the development but planning was granted regardless. Such developments have no consideration for others! RBKC should have more consideration for established council tax payers.*
- *Which basement development? I have had four going on within yards of me over the last two years - too much.*
- *Why did it last so long? How do you tolerate this noise level in a city in general for more than a few days, here we are speaking of months. Can't they hoist down the proper machinery since the roof was removed? Can't they prepare the work in a factory and just assemble on site?*

Other themes

A full list of themes is provided in the table below. A number of respondents commented that work was ongoing or that they were unable to comment. In some cases respondents felt unable to fully comment on the impact of the development as it had not been completed, or had not been completed for long enough to fully understand the impact. 24 respondents commented that the development had lead to an improvement.

Theme	Number of comments
Noise and vibration	184
Basement development policy	152
Traffic and parking	122
Length of development	111
Dirt, dust and debris	105
Other	66
Damage to property	61
Cannot say	59
Structural concerns	59
Flooding and drainage	34
Construction hours	33
General disruption	33
Ongoing	30
Visual impact of development	29
Allow development	28
Improvement	24
Pests and vermin	16
Loss of trees and plants	15
Water table	12
None	10
Reduced outdoor space	10
Weekend working	10
Loss of privacy	9
Building control	7
Positive comments on contractors	6
Insurance	5
Security concerns	4
Smells	4
Change to view from property	3
Loss of light	3
Power problems	3
Comment on planning department	2
Communication with neighbours	2
Consideration of neighbours	2
Consultation with neighbours	2
Environmental concerns	2
Loss of rental income	2
Ability to sell home	1
Drainage and flooding	1
Effect on community	1
Effect on schools/businesses	1
Fire safety	1
Impact on business	1

Results

Lack of permission	1
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Appendix one: Data tables

Thinking about the most recent basement development in the vicinity of your home, how long did the development take?

	Number	Per cent
Up to 6 months	99	7%
Between 6 and 12 months	336	25%
12 months or longer	704	52%
Cannot say	165	12%
No reply	50	4%
Total	1354	100%

Would you say the basement development has had any impact on the way the property and its garden looks?

	The property		The garden	
	Number	Per cent	Number	Per cent
Much better	148	11%	121	9%
Slightly better	101	7%	68	5%
No change	474	35%	326	24%
Slightly worse	126	9%	126	9%
Much worse	179	13%	201	15%
Cannot say	248	18%	337	25%
No response	78	6%	175	13%
Total	1354	100%	1354	100%

Did you notice any impact on your own property as a result of the development?

	Number	Per cent
Yes	684	51%
No	535	40%
No response	135	10%
Total	1354	100%

If you are a close neighbour, did you enter into a Party Wall Agreement to protect your property?

	Number	Per cent
Yes	444	33%
No	288	21%
Not sure	82	6%
Not applicable	475	35%
No response	65	5%
Total	1354	100%

Appendix one: Data tables

If yes, did you get what you wanted from the Party Wall Agreement?

	Number	Per cent
Yes	215	48%
No	113	25%
Not sure	84	19%
No response	32	7%
Total	444	100%

Did your neighbours adhere to the Party Wall Agreement?

	Number	Per cent
Yes	224	50%
No	90	20%
Not sure	93	21%
No response	37	8%
Total	444	100%

How strongly do you agree or disagree with the following statements?

	Traffic associated with the development caused minimal disruption	The level of noise from the development was kept within acceptable limits	The level of vibration from the development was kept within acceptable limits	Any dust from the site was kept within acceptable limits
Strongly agree	122 (9%)	87 (6%)	91 (7%)	88 (6%)
Agree	270 (20%)	217 (16%)	244 (18%)	244 (18%)
Neither agree nor disagree	164 (12%)	160 (12%)	247 (19%)	207 (15%)
Disagree	292 (22%)	284 (21%)	255 (19%)	265 (20%)
Strongly disagree	416 (31%)	527 (39%)	420 (31%)	459 (34%)
No response	90 (7%)	79 (6%)	97 (7%)	91 (7%)
Total	1354 (100%)	1354 (100%)	1354 (100%)	1354 (100%)

During construction did you notice any change to the following?

Appendix one: Data tables

	Noticed an improvement		Noticed no change		Noticed it got worse		No response	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Drainage	19	1%	941	69%	207	15%	187	14%
Flooding	17	1%	1000	74%	134	10%	203	15%
Damp in your property	17	1%	986	73%	155	11%	196	14%
Vermin and pests around your property	20	1%	796	59%	380	28%	158	12%

After completion of the basement, did you notice any change to the following?

	Noticed an improvement		Noticed no change		Noticed it got worse		No response	
	Number	Per cent	Number	Per cent	Number	Per cent	Number	Per cent
Drainage	46	3%	832	61%	123	9%	353	26%
Flooding	26	2%	882	65%	76	6%	367	27%
Damp in your property	32	2%	863	64%	94	7%	365	27%
Vermin and pests around your property	53	4%	791	58%	164	12%	364	27%

Appendix two: written comments

Comments have been grouped into themes where possible. Where comments have more than one theme they have been counted under each theme and therefore may appear more than once.

Did you notice any impact on your own property as a result of the development? If yes, please tell us what the impact was.

	Theme
<i>A very tall wall from the road to the end of my garden which cuts out the light and sun from my house and garden has been in place for just short of a year. Many of my plants have died.</i>	Blocked sunlight
<i>Significantly reduced amount of light as party garden wall raised and noise from next door house was discernable.</i>	Blocked sunlight
<i>Taken light, noise impossible, has disturbed the whole street, lorries etc.</i>	Blocked sunlight
<i>The height of the neighbours' garden was raised so that the height of the fence between us had to be raised. As they are to our south this means less sun in my already dark garden.</i>	Blocked sunlight
<i>The roof level was raised and roof garden wall was raised. This means less light to our property. The property was sold to people who have no concern for the noise around our property and loud late parties disturb us. The changes put the property into a different category of occupant who only care about themselves. Changes to plans were submitted one week before the objection time elapsed and we were not informed by the Council leaving us helpless to object to changes which made things worse for us.</i>	Blocked sunlight
<i>Unightly to look at from rear (our garden view). Mismatched/bolted on chequered effect. Loss of light and privacy. Loss of character of historical and protected buildings.</i>	Blocked sunlight
<i>Developers entered my garden and erected scaffolding without consent. Solicitors apologised and asked consent for two weeks. I agreed and they remained for three months. Never again!</i>	Builders accessing property
<i>Cannot say as development will not be complete until June 14</i>	Cannot say
<i>Cannot say as work still in progress. Developer promises job to be finished by the end of January 2013</i>	Cannot say
<i>Cannot say. But development to next door property will inevitably cause noise, dust, disruption to parking and loss of amenity</i>	Cannot say
<i>Development has not been carried out as applicant has since sold the house as the repercussions/objections from neighbours and the Method Statement was not agreed, or an acceptable Traffic Plan available.</i>	Cannot say
<i>Development not yet started.</i>	Cannot say
<i>Development works not yet completed.</i>	Cannot say
<i>Don't know.</i>	Cannot say
<i>Hard to say, as neighbour failed to provide details of underpinning planned/carried out between our properties (despite</i>	Cannot say

Appendix two: written comments

<i>two requests).</i>	
<i>I am not close enough.</i>	Cannot say
<i>It is too early to answer this question in the affirmative, as if structural damage has been done to adjoining properties including ours, this will not become evident for some time. The houses in Royal Avenue have shallow foundations, and the excavation of basements takes the development below the well established foundation level. This must upset the natural order and long established settlement of the foundations, when these regency houses are artisan dwellings with insubstantial construction. This kind of development should NEVER EVER be permitted, in particular as the buildings are protected.</i>	Cannot say
<i>Main basement development yet to happen. The concern of neighbour was not insured but not listened to either.</i>	Cannot say
<i>Not aware of any of the foregoing as flat was converted already when occupied some years later.</i>	Cannot say
<i>Not exactly any direct impact, but the medium and long term effects on the neighbouring ground and soil cannot be established as yet.</i>	Cannot say
<i>Not finished and two doors away.</i>	Cannot say
<i>Not living adjacent.</i>	Cannot say
<i>Not yet.</i>	Cannot say
<i>Not yet.</i>	Cannot say
<i>Not yet but that does not mean that there are no long term structural issues.</i>	Cannot say
<i>Not yet ongoing.</i>	Cannot say
<i>Not yet!</i>	Cannot say
<i>Not yet, but too early to tell.</i>	Cannot say
<i>Not yet. What difference does anyone's opinions make on greedy property men.</i>	Cannot say
<i>Nothing yet - the development was two houses away.</i>	Cannot say
<i>Our neighbours are about to begin works on a basement. Noise, disruption, dust etc will undoubtedly have an impact on us.</i>	Cannot say
<i>Please not basement not done yet. Have good luck to the neighbour.</i>	Cannot say
<i>The building work is not finished yet.</i>	Cannot say
<i>The development of the next door house is still in progress so difficult to answer.</i>	Cannot say
<i>The property, (address removed), is some little distance away and on the other side of the road.</i>	Cannot say
<i>There is one house between us and the basement project.</i>	Cannot say
<i>To best of my knowledge no basement work is done nearby us in last five years. I will have objection if such work is done.</i>	Cannot say

Appendix two: written comments

<i>Too early to tell.</i>	Cannot say
<i>Too early to tell impact. Building still not finished.</i>	Cannot say
<i>Too far away.</i>	Cannot say
<i>We have one neighbour in between us and the site presently being developed. As it is still ongoing I cannot answer the above questions.</i>	Cannot say
<i>Work is just starting.</i>	Cannot say
<i>Work on part lower basement excavation due to begin with Council approval.</i>	Cannot say
<i>A small garden shed in the house next door was demolished and replaced as part of the development. The replacement is a large modernist structure completely out of place in a Georgian terrace. An eyesore to us. Why did K and C allow this?</i>	Change to view from property
<i>A very tall wall from the road to the end of my garden which cuts out the light and sun from my house and garden has been in place for just short of a year. Many of my plants have died.</i>	Change to view from property
<i>Disruption while work in progress and unsightly front hoarding round front driveway.</i>	Change to view from property
<i>Dust, noise, adverse effect on outlook to rear of property to prolonged disfiguring boarding up and skips to front (next door).</i>	Change to view from property
<i>I used to look out onto a lovely garden. Now there is a patio with two skylights inserted plus two wells, two stone staircases, a bridge; it is built up, such a shame.</i>	Change to view from property
<i>It has made the outlook from our house less attractive when looking out at the back at the gardens.</i>	Change to view from property
<i>Less light, less privacy, unsightly view (mismatched bricks used on extensions), encroachment, has enclosed my property.</i>	Change to view from property
<i>Noise. Ugly boarding on both sides. Dust and dirt over house and car</i>	Change to view from property
<i>Part of view of communal garden obscured. Tree and foliage reduced.</i>	Change to view from property
<i>The construction site which is on for a year looks ugly and produces a lot of noise. Few years back similar work resulted in the road collapsing, the impact of which caused the large picture fall off the wall and shatter.</i>	Change to view from property
<i>The development is still on-going after 18 months. Our drainage has suffered from nowhere for rain water to go anymore, a unattractive concrete garden from our windows at the back and increased light and noise pollution.</i>	Change to view from property
<i>The extension above basement impaired our view. The out-of-character design of the extension above was wrongly</i>	Change to view from

Appendix two: written comments

<i>permitted despite a large number of Abbotsbury Estate residents objecting. It should be importantly noted that the Ilchester Estate management did nothing to stop this happening.</i>	property
<i>View different as garden changed.</i>	Change to view from property
<i>View of garden now worse, noise for six months.</i>	Change to view from property
<i>(1) Dirt, dust. (2) Traffic. (3) Damage to property (lorries parked on our parking place as cracked surface).</i>	Damage to property
<i>(1) Noise and pollution not stop (ten and a half hours per day) - impossible to use garden. On consultation with architects, we were informed that RBKC gave them permission to start work at 8am - Monday to Saturday and to stop work at 6:30pm - mostly delayed to 6:45pm. (2) Mice invading house. (3) Ceiling fittings falling on our heads. (4) House badly shaken.</i>	Damage to property
<i>(1) The outside of the development is a load of rubbish and needs inspecting thoroughly. (2) Possibility of sewage going under my property. (3) Distinct crack between development wall and my outside flooring.</i>	Damage to property
<i>1) Back bedroom window - now has condensation and bloom. It has gone out of alignment. Party wall agreement farce – (house number removed) the bolting returned to put right. 2) Back dac - chunk hacked off. Slapped some concrete on to make good. Under party wall agreement. 3) Tiling in kitchen - half off. Refused to make good under party wall agreement. 4) Various cracks - refused to make good under party wall agreement.</i>	Damage to property
<i>1. Noise during works. 2. Cracks in adjoining walls. However, I understand that in the longer term things will look and get better.</i>	Damage to property
<i>A great deal of internal and external damage - cracking of walls on all sides, windows especially at the back of the house, no longer opening, same with some doors - not fitting properly. Dust has ruined curtains, plants are choked with dust. Garden areas unusable for nearly 18 months now.</i>	Damage to property
<i>A lot of cracks and we are now noticing some subsidence.</i>	Damage to property
<i>A number of structural cracks have appeared and are being investigated.</i>	Damage to property
<i>A totally unacceptable level of inconvenience and noise pollution over the period of the works of approx. three years as well as damage to our property which was settled under the party wall dispute procedures.</i>	Damage to property
<i>Absolutely catastrophic impact. Blocking pavements and road, (unclear) cracking, door frames dropping so much could not gain entry on two occasions into my own home. Dust, dirt, filth. Contractors totally oblivious to neighbours needs. Numerous breaches of party wall agreement.</i>	Damage to property
<i>Although the builders were considerate, during the development there were days when our residence shook to its foundations. Cracks have since appeared in walls and ceilings.</i>	Damage to property
<i>As a result of the violent vibrations over the winter my front door was out of alignment and about seven times keys no</i>	Damage to property

Appendix two: written comments

<i>longer worked and I either got locked in or out due to non alignment.</i>	
<i>Basement was not fully underpinned causing structural damage to my home. Structural cross beams were cut through causing front elevation of my home to twist and drop. Party wall dropped approx 15 cm so doors and windows in my property no longer close or in some cases do not open. 18 months on my listed property is being supported internally by props to stop the ceilings and beams collapsing.</i>	Damage to property
<i>Cement staining to walls.</i>	Damage to property
<i>Chimney was adversely affected by the total work resulting in rain noise down chimney when it rains.</i>	Damage to property
<i>Constant noise and appearance of cracks.</i>	Damage to property
<i>Continuous construction noise, dust, cracking of plaster work and security issues for 18 month period.</i>	Damage to property
<i>Crack in basement room adjacent to neighbours property being modified.</i>	Damage to property
<i>Cracked front walls, repeated invasions of mice, my car covered thickly with dust, builders broke car headlamps and refused to pay.</i>	Damage to property
<i>Cracked pavement, extremely dusty and dirty, noise at no safe level. I have COPD, and was hospitalised several times because of dirt and dust.</i>	Damage to property
<i>Cracked plaster requiring substantial replastering following tanking integrity tests.</i>	Damage to property
<i>Cracked wall.</i>	Damage to property
<i>Cracked walls.</i>	Damage to property
<i>Cracking/disrupted weekends/dirt/unreal noise pollution/drain smells/traffic impossibility/blockages.</i>	Damage to property
<i>Cracking in party walls. Huge amounts of dust and dirt, penetrating my property. Constant noise and vibration. Builders mess and rubbish. Trucks and white vans - broke pavements outside my house and disruption and blocked entrance. Constant illegal parking in resident spaces.</i>	Damage to property
<i>Cracking in some of our walls and damage to flues and roof.</i>	Damage to property
<i>Cracking in walls.</i>	Damage to property
<i>Cracking of boundary wall.</i>	Damage to property
<i>Cracking plaster in walls.</i>	Damage to property
<i>Cracks.</i>	Damage to property
<i>Cracks and subsidence, it's criminal what is happening in Notting Hill. Living in this borough has become a nightmare where the Council allows for all sort of unbelievable developments and tree cutting etc without considering the residents.</i>	Damage to property
<i>Cracks and the front door would not close!</i>	damage to property
<i>Cracks and dampness.</i>	Damage to property

Appendix two: written comments

<i>Cracks and water logging.</i>	Damage to property
<i>Cracks appeared after works at (address removed) next door but one, I overlook their garden.</i>	Damage to property
<i>Cracks appeared in many of the property walls. Some amp patches on the ceiling appeared probably because of inner cracks.</i>	Damage to property
<i>Cracks appeared on walls within a year. Probably due to movement in the foundations as well as increase in the weight of the roof. Also EDF excavations in the road made all the walls shake in the building widening some of the existing cracks.</i>	Damage to property
<i>Cracks appearing in garden walls although cannot say for sure if works were the cause.</i>	Damage to property
<i>Cracks appearing on neighbouring walls.</i>	Damage to property
<i>Cracks appearing, party wall cracked through.</i>	Damage to property
<i>Cracks are appearing in our walls, even though we are not direct neighbours.</i>	Damage to property
<i>Cracks have appeared in several rooms.</i>	Damage to property
<i>Cracks in garden wall and basement ceiling, rising damp in walls.</i>	Damage to property
<i>Cracks in lots of walls and ceilings.</i>	Damage to property
<i>Cracks in my wall developed.</i>	Damage to property
<i>Cracks in my walls and my ceilings.</i>	Damage to property
<i>Cracks in our backyard concrete and movement cracks in top floor wall.</i>	Damage to property
<i>Cracks in our property, loss of rental income, disruption to the environment, i.e. loss of trees, noise, pollution. Overall, we are extremely concerned about the works being permitted in the borough at present which seem to display no regard for surrounding properties. The work took place in the basement or our building, we are on the first floor and an extensive basement redevelopment and extension under the garden took place.</i>	Damage to property
<i>Cracks in our walls, ceilings, window sills. Every time the massive cracks and earth. Moving equipment is close, our house vibrates, so obviously cracks are appearing and our alarms go off.</i>	Damage to property
<i>Cracks in party wall, damp on party wall, we had rats and mice at one stage.</i>	Damage to property
<i>Cracks in the main pillars of the portico of the building. Constant noise, pollution, fumes (diesel).</i>	Damage to property
<i>Cracks in the wall but the party wall survey or said they were not near enough to the party wall to come under the agreement.</i>	Damage to property
<i>Cracks in the walls.</i>	Damage to property
<i>Cracks in the walls. Ingrained dust. Severe damage to my garden.</i>	Damage to property
<i>Cracks in wall.</i>	Damage to property
<i>Cracks in wall - at party wall basement area - plaster falling off and damp.</i>	Damage to property

Appendix two: written comments

<i>Cracks in wall and ceilings, dust, noise vibration.</i>	Damage to property
<i>Cracks in wall so far.</i>	Damage to property
<i>Cracks in wall. Constant dust and debris falling into our property.</i>	Damage to property
<i>Cracks in walls.</i>	Damage to property
<i>Cracks in walls.</i>	Damage to property
<i>Cracks in walls at basement and ground floor level on party wall. Several doors had to be trimmed as no longer in alignment with door frames.</i>	Damage to property
<i>Cracks in walls in lower floors.</i>	Damage to property
<i>Cracks in walls which have been repaired and a lot of noise.</i>	Damage to property
<i>Cracks in walls wider.</i>	Damage to property
<i>Cracks in walls, coal dust coming down chimneys, mostly slowly, but on two occasions in a flash "cloud" that covered a room with dust.</i>	Damage to property
<i>Cracks in walls, consistent, massive noise disturbance.</i>	Damage to property
<i>Cracks in walls, dust, noise, pollution, constant disruption.</i>	Damage to property
<i>Cracks in walls, subsidence, tiles came off walls due to subsidence. Dirt, dust, mud on road. Noise from trucks and dumper trucks when arriving and reversing (electronic beeping warnings and recorded voice signals) was too much to bear at times! Our property shook when pile driving was taking place!</i>	Damage to property
<i>Cracks in walls.</i>	Damage to property
<i>Cracks in walls. Drop of front and rear door, so doors rubbing on lower door frame. Basement work is still ongoing after two years.</i>	Damage to property
<i>Cracks, conservatory shattered, incessant terrible noise and shaking. our glass conservatory roof shattered due to vibrations, pictures fell off walls, minor cracking on shared walls and incessant intolerable noise and shaking due to drilling even on weekends. Also my landscape features (conservation district) were destroyed.</i>	Damage to property
<i>Cracks on the wall in most rooms.</i>	Damage to property
<i>Cracks on the wall. In one case even a large part of a neighbouring house sunk c. one foot.</i>	Damage to property
<i>Cracks to plasterwork, windows and doors became stuck.</i>	Damage to property
<i>Cracks to the party wall.</i>	Damage to property
<i>Cracks to walls throughout the house and damage to outer property where neighbouring home is closest.</i>	Damage to property
<i>Cracks!</i>	Damage to property
<i>Cracks, constant noise, dust and vibrations. 12 months of hell!</i>	Damage to property
<i>Cracks, general noise, nuisance, dust and parking restrictions for lengthy periods.</i>	Damage to property

Appendix two: written comments

<i>Cracks, movement.</i>	Damage to property
<i>Cracks, unacceptable level of noise pollution during digging.</i>	Damage to property
<i>Cracks. The basement was finished six months ago. Far too early to tell long term problems.</i>	Damage to property
<i>Damage to party wall, severe noise, dust and water ingress.</i>	Damage to property
<i>Damage to adjacent internal wall and a broken mirror - replaced at their expense.</i>	Damage to property
<i>Damage to front pillar, cracks and leaning side path now leaning slightly.</i>	Damage to property
<i>Damage to party walls. Party wall damage across the property very large cracks on walls.</i>	Damage to property
<i>Damage to room in adjoining property.</i>	Damage to property
<i>Damage to the front walls and step. Damp to ceiling in dining room downstairs.</i>	Damage to property
<i>Damp; cracks on the party wall.</i>	Damage to property
<i>Dirt collects all over the front of my house - windows, sills, ledges, front area and railings, pavement. Number (removed), between me and the site has obvious damage outside. Noise has been unbearable. Q3. Number (removed) was a shell, no back wall, floors or stairs or ceilings, front of house covered by scaffolding. It has been impossible to say how the house or garden look. Despite contact with local Ladbroke Association, my local MP and the Mayor Boris Johnson and the RBKC planning office and the company doing the building (Guernsey) we can get no relief. This should never happen in a terrace house, the implications are obvious.</i>	Damage to property
<i>Dirt, dust, cracking in the walls.</i>	Damage to property
<i>Door frames and doors not so good now.</i>	damage to property
<i>Doors on all floors no longer close easily.</i>	Damage to property
<i>During the basement development, we experienced a number of cracks in the relevant party wall. The neighbour's builder then accidentally punched through the party wall in the area under our stairs. They did not disclose this and tried to cover it up.</i>	Damage to property
<i>Dust and more cracks in walls.</i>	Damage to property
<i>Dust, cracks in walls (covered upper party wall agreement).</i>	Damage to property
<i>Enormous cracking in the party walls. The garden wall is leaning and had been propped up, the garden is choked with dust they are digging sub basement and the whole of two houses were demolished only leaving the facades. We have been unable to use the garden for two years, there is a crane next door and a cement mixer the noise is terrible and life is miserable.</i>	Damage to property
<i>Every room was damaged and had to be repaired. My wife 'slipped' as the necessary support whilst their property was gutted were insufficient. So my *unclear* well required extensive work from structured engineers.</i>	Damage to property
<i>Excessive dust, dilapidation of front facade, cracking of walls, excessive noise, vibrating walls.</i>	Damage to property

Appendix two: written comments

<i>Excessive noise and damp entering through adjoining wall (on two separate occasions).</i>	Damage to property
<i>Excessive noise and dust from next door for 15 months - cracks all down part of wall. The house shook during process - plaster on front wall fell off.</i>	Damage to property
<i>Existing cracks became more extensive. New cracks started to appear. Drilling and excavating contributed to power surge. Plants room units affected. Dust.</i>	Damage to property
<i>Fear of subsidence and damp although I cannot say that these will actually happen.</i>	Damage to property
<i>Few damages, from the builders. Cracks in our house, on the wall.</i>	Damage to property
<i>Filth, noise, cracks.</i>	Damage to property
<i>Fine cracks in walls.</i>	Damage to property
<i>Floor boards started to creak and loosen.</i>	Damage to property
<i>For two years:- cracks in my walls, noise of horrific proportions, parking badly affected, access was limited, dust and dirt, with soil being transported from their garden to a lorry in the street.</i>	Damage to property
<i>Hair cracks in plaster.</i>	Damage to property
<i>High level of dust and cracks appearing on the wall facade and the roofing. Noises and poor street cleaning.</i>	Damage to property
<i>House movement, cracks, damage to paint work, damage to chimney flues, general mess.</i>	Damage to property
<i>House shifted slightly - front door had to be adjusted. Dust led to illness on two occasions.</i>	Damage to property
<i>Huge amount of structural cracking in flat above. I have suffered damage to three rooms, the hallway plus front bay is seriously cracked and damaged.</i>	Damage to property
<i>Huge hole in ground for years and house - listed - left with holes in too after this over ambitious plan stopped when bank took over building from the owner.</i>	Damage to property
<i>Huge vibrations, when they were digging which resulted in tiny cracks in adjacent wall.</i>	Damage to property
<i>I am concerned at cracks appearing whether this is old age or as a result of recent additional work.</i>	Damage to property
<i>I arrived back from the theatre very late and my bedroom ceiling had partially collapsed. So extensive was the damage that the whole ceiling had to come down, new carpets laid, drapes cleaned etc. Had I been in bed at the time, I would most certainly have been severely hurt or worse.</i>	Damage to property
<i>I enclose copies of correspondence with (name removed), the surveys who acted on my behalf, and photos who shows the state of my wall.</i>	Damage to property
<i>I have been locked out of my own property due to subsidence and my locks being unable to open and close creating the expense and need of a locksmith on several occasions. In addition other tenants have experienced the same problem, cracks in party walls, burst pipes, a rise in rodent infestation and more.</i>	Damage to property
<i>I have lived in SB and C for 20 years, in the last two years panelling has been moving, splitting enormously, it is</i>	Damage to property

Appendix two: written comments

<i>original to the house (1880-ties) and bone dry, B and C are ground and first.</i>	
<i>I think I have had more damp problems since the development. I think I have had more damp in my basement - had to have *unclear* done especially in the wall nearest to the development. The water has to drain somewhere!</i>	Damage to property
<i>I would be very concerned about movement because of the weight of these houses.</i>	Damage to property
<i>Immense structural damage to number (removed). See notes.</i>	Damage to property
<i>In the opinion of my party wall surveyor my property has suffered 'material damage'. Multiple cracks in many walls. All doors have had to be 'reset' due to movement, the front door five times.</i>	Damage to property
<i>Increased utilisation of premises. Increased population of occupiers. Cracks in surfaces - structures. Doubt of quality of original building to support development for which not designed. Doubt of quality of development work.</i>	Damage to property
<i>Internal cracks.</i>	Damage to property
<i>It became impossible to live there anymore, severe subsidence, cracking off walls and *unclear* collapses.</i>	Damage to property
<i>It is still ongoing after more than one and a half years! Dirty, noisy, cracked steps etc.</i>	Damage to property
<i>It would seem that our buildings are slightly moving. It is a nuisance when works take that long it would appear that doors and frames are not as smoothly aligned as before.</i>	Damage to property
<i>Large cracks in the walls, door and window frames moved sealing them closed, at one point I was unable to get out of the property and on two occasions was unable to get in!</i>	Damage to property
<i>Large dust, severe cracks on walls and ceiling, surveyor has been notified, noised from early pre 8am, severe vibration.</i>	Damage to property
<i>Long period of works - noise, vibration. Some minor cracking.</i>	Damage to property
<i>Lots of cracks on the walls.</i>	Damage to property
<i>Lots of movement and cracking, also big leak.</i>	Damage to property
<i>Major cracks, damage and dirt. Huge disruption to our quality of life - how can you measure that? Constant noise and dirt. Unable to work from home anymore. Unable to have windows open due to noise and dirt.</i>	Damage to property
<i>Major damage, cracks.</i>	Damage to property
<i>Major damage, cracks.</i>	Damage to property
<i>Major damage, cracks.</i>	Damage to property
<i>Major damage, cracks.</i>	Damage to property
<i>Major damage, cracks, building movement, flooring movement.</i>	Damage to property
<i>Major damage, cracks, building moving, doors not closing.</i>	Damage to property
<i>Major damage, cracks.</i>	Damage to property
<i>Major damage, cracks.</i>	Damage to property

Appendix two: written comments

<i>Major damages and cracks.</i>	Damage to property
<i>Major subsidence to a 1780 conservation house. Crack up major flank wall - completely affecting house stability and causing the roof of the house to open up to such a degree that the entire roof of this Georgian conservation house - must be removed and replaced.</i>	Damage to property
<i>Many cracked walls. Unbearable noise and dust during the three years.</i>	Damage to property
<i>Many cracks all over the house.</i>	Damage to property
<i>Many cracks have appeared all over the outside, both back and front of house. Apparently in plaster work. House and windows, including all carpets and curtains are absolutely filthy. This will cost me a lot of money to replace/repair.</i>	Damage to property
<i>Many cracks. Throughout the upper wall which gave onto the area where basement and sub basement was excavated. Dreadful noise during building works.</i>	Damage to property
<i>Many small plaster cracks, the outside covered in dust etc.</i>	Damage to property
<i>Many wall cracks and damage to fireplace *unclear*, a great deal of dust and dirt and car tyres punctured because of nails.</i>	Damage to property
<i>Many walls cracked and damaged in the garden house and front of house, much remedial work done.</i>	Damage to property
<i>Material cracking to interior of our house on all floors. Significant dirt/dust inside our house. Rats and mice in our house and garden. Dangerous falling objects on our property.</i>	Damage to property
<i>Minor cracking to plaster, bad soot fall on first floor - requiring expensive clean up/inconvenience.</i>	Damage to property
<i>More cracks in brickwork of flats next to basements developed in houses opposite - four basements so far, one more to go next year/soon.</i>	Damage to property
<i>More cracks in paintwork/plaster work, leaks in roof, but difficult to know exactly how much of this was directly attributable to basement build two doors away. The house became more dusty, especially when you opened windows in summer. The noise at times was untenable. The litter in the street was worse, there was dust on the pavement which I walked into my own house and got into my carpets.</i>	Damage to property
<i>More cracks on internal walls, garden needed re-planting (owner refused to contribute).</i>	Damage to property
<i>Movement - repaired under party wall award.</i>	Damage to property
<i>Movement of house, cracks, doors not fitting, deterioration of decoration.</i>	Damage to property
<i>Movement producing cracks and doors needing realignment.</i>	Damage to property
<i>Movement, subsidence, sticking door, cracking *unclear*. My flat has had movement, subsidence. The door to my flat sticks when previously free. High *unclear* and fall in water pressure.</i>	Damage to property
<i>My front door locks had to be filed down three times in three months due to movement.</i>	Damage to property
<i>Need to rebuild part of common garden wall (but to pay part of cost!!!).</i>	Damage to property

Appendix two: written comments

<i>No structural damage but quite a lot of hairline cracks inside the house.</i>	Damage to property
<i>No, because the development was not adjacent to my property. However both adjacent properties to the developed basement suffered subsidence, cracking and associated internal, external and structural damage.</i>	Damage to property
<i>Noise six days per week for three years!! Plaster falling down in living room. Filthy water sprayed over all my windows front and back - which I had to pay to clean!</i>	Damage to property
<i>Noise, dirt, clogged sewage, damage sidewalk, cracks in my walls.</i>	Damage to property
<i>Noise, dust and debris - front and back, cracks appeared in walls (terrace built around 1840).</i>	Damage to property
<i>Noise, dust, increased damp.</i>	Damage to property
<i>Noise, dust, pest infestations, and some internal damage (damp and cracking).</i>	Damage to property
<i>Noise, dusty and our building has developed more cracks since. This is of great concern to me.</i>	Damage to property
<i>Noise, less enjoyment of garden, vermin and bad for eco system. You may not see straight away as the main problem would be subsidence and the sinking of nearby buildings sinking of our building.</i>	Damage to property
<i>Noise, rodents and damp through the walls.</i>	Damage to property
<i>Old hairline cracks becoming much wider and deeper. Many new and deep cracks. Time after time doors jamming or not closing properly.</i>	Damage to property
<i>Only two months in to current sub-basement development next door. Usual impact of living next to major building site with drilling six days a week. One cracked window (caused by vibration) in our property so far.</i>	Damage to property
<i>Our property is at (address removed), the property being extended is at (removed). Our property experienced external cracking to the exterior both front and to the rear. Internal cracking to the walls in all three flats. Windows and doors got jammed and we were unable to open them. Additionally, before the windows became stuck it was impossible to open windows during working hours due to the noise and dust and my windows were constantly dirty.</i>	Damage to property
<i>Our wall and ceiling was knocked so badly it crumbled and parts fell from the ceiling.</i>	Damage to property
<i>Part of our archway connecting our annexe wall damaged. Still not repaired two years on.</i>	Damage to property
<i>Parting wall is to be dismantled causing huge disruption to a room and access through my home.</i>	Damage to property
<i>Parts of our garden wall and the pillar on the street wall are moving/subsiding and big cracks are showing, as if our property is leaning (and eventually falling?) forward. We are very concerned!</i>	Damage to property
<i>Party Wall Agreement negotiation took a very long time to put in place due to intransigence of property owners. Resolved through threat of legal action and injunction. Subsequently, many breaches of the Party Wall Agreement (e.g. Excavation started before agreement in place, insufficient building support during construction leading to building subsidence and wall cracking).</i>	Damage to property
<i>Possible water ingress and damp. Cracks in walls.</i>	Damage to property

Appendix two: written comments

<i>Possibly slight cracking on the walls.</i>	Damage to property
<i>Rear wall adjoining our property with developing property had to be removed and rebuilt.</i>	Damage to property
<i>See q11 re underground lines probably removing between our *unclear* but exact location uncertain. No immediate *unclear* from *unclear* pipe leading to flooding but we are still worried that the pipe usage have been cracked/disturbed and we may suffer long term damp and damage to our foundations.</i>	Damage to property
<i>Settlement crack.</i>	Damage to property
<i>Settling house, vermin, dirt, dust, lack of parking, blocked street noise.</i>	Damage to property
<i>Severe cracking throughout, jammed doors and windows, damp ingress. Total cost to put right approx £50,000.</i>	Damage to property
<i>Severe cracking to party wall. Cracks on the bedroom wall nearest to property and cracks on sitting room wall on ground floor.</i>	Damage to property
<i>Severe cracks in cornices. Limestone flooring in basement lifting in one corner by French windows. Ingrained grime on previously recently painted stucco. High levels of dust and at several stages. Soot throughout all rooms on party wall, despite chimneys openings blocked off, albeit in an unsightly way. Very high and at many times quite intolerable levels of noise in our home, necessitating children who are studying for public and university exams, retreating to libraries etc outside the house to work.</i>	Damage to property
<i>Shaking and rattling during digging. We have damp problems in basement level since project.</i>	Damage to property
<i>Significant cracks appeared in the walls of my house. These required expensive work to put right and redecorate. The work has gone on for three years and is still going on! There has been substantial dust, noise and mess to put up with.</i>	Damage to property
<i>Significant noise disruption. Creaking and damage to walls</i>	Damage to property
<i>Significant structural damage!</i>	Damage to property
<i>Significant structural impairment which needs approx £20,000 work to repair.</i>	Damage to property
<i>Site flooding, leading to water damage. Cracks and subsidence throughout our property. Inability to get house fabric insurance from many insurance companies.</i>	Damage to property
<i>Slight cracking in party wall.</i>	Damage to property
<i>Slight cracks in one wall. Garden very much wetter in one corner.</i>	Damage to property
<i>Some cracking, but only very little.</i>	Damage to property
<i>Some cracks.</i>	Damage to property
<i>Some movement cracks even though works were not in the adjacent property. A huge amount of dust and dirt both airborne and as the result of dirt brought into the house on visitors shoes. Serious disruption from noise and vibration making it impossible to work at home. Serious problems with access by road and sometimes even by foot. Very poor indoor air quality from very dirty industrial diesel exhaust and fine dust containing large amount of fine cement dust.</i>	Damage to property

Appendix two: written comments

<i>Some slight sagging affecting some door openings - rectified by the neighbour.</i>	Damage to property
<i>Some structural effects which were rectified by the building contractor.</i>	Damage to property
<i>Some visible cracks on shared wall due to heavy drilling.</i>	Damage to property
<i>Subsidence cracks to walls.</i>	Damage to property
<i>Subsidence has cracked the corner of our building.</i>	Damage to property
<i>Subsidence, cracks, vermin.</i>	Damage to property
<i>Terrible noise - 90dband inside our house. Damage to house due to vibration.</i>	Damage to property
<i>The basement development next door to our property is ongoing and we are experiencing major cracks and subsidence.</i>	Damage to property
<i>The building works next door (removed) have not finished yet and there does not appear to be a completion date so as my house has no foundations the constant deep drilling will be effecting my property.</i>	Damage to property
<i>The construction site which is on for a year looks ugly and produces a lot of noise. Few years back similar work resulted in the road collapsing, the impact of which caused the large picture fall off the wall and shatter.</i>	Damage to property
<i>The construction work has only been going for ten weeks. I have several cracks in the walls on all levels adjoining the house where the work is being done.</i>	Damage to property
<i>The development had an enormous impact. The work was very noisy. There were clouds of dust, there was some internal damage due to the strong vibration and the work took exceeded two years. It was overall very intrusive.</i>	Damage to property
<i>The development is ongoing and so far we have escaped damage. My other neighbour whose flank wall is next to the property has cracks everywhere before the PWA was made, so will not get compensation. They had dug down and exposed her foundations without supporting it. Council were not interested.</i>	Damage to property
<i>The development took 18 months with ugly scaffolding prefab etc outside for the duration of the work. Cracks appeared in external elevation and the communal garden behind the property was destroyed during the works. Very dirty site and too much digging out of the external wall of the property.</i>	Damage to property
<i>The excavation caused structural damage to our home as the sinking of piling into the ground hit an unexpected layer of gravel (despite their taking bore hole samples). Our home was moved and twisted and we had cracks, some 15mm in width, throughout our home and floors were broken and became disjointed from walls. The damage was extensive and serious and required 20 weeks of work on our home (and we had to vacate it) in order to repair it. It took four years to settle the party wall claim, which never would have been possible if not for our home being monitored for movement, which is not typically allowed for in the party wall protocol.</i>	Damage to property
<i>The property is 20 feet lower and the garden the same not yet finished, cracks in outside walls.</i>	Damage to property
<i>The substructure of our garden was damaged, making it unusable for 12 months. The party wall needs redecoration</i>	Damage to property

Appendix two: written comments

<i>from the basement up to the second floor</i>	
<i>The tools used caused cracking in our property and we were unable to use the room for nearly one year as repairs were made. We are still waiting for compensation via a party wall award.</i>	Damage to property
<i>The vibration caused cracks in our walls inside and out, it was six months of misery living with the noise and dust.</i>	Damage to property
<i>There are two double basements and complete refit of housing shells taking place at numbers (removed). The householder at (removed) was driven out by the incompetent and anti social construction at (removed) which also caused the front of (removed) to drop. This work has been going nearly two years and is still not finished. It caused extreme dust in the air and grit on the pavement which was not adequately swept. I have been obliged to bring forward the painting of the front of my house by a year and now face yet more permissions that you are giving for major housing work in this small street. The longer term consequences are not yet visible and therefore impossible to comment on. But the tanking of two double basements running the full length of the gardens of two houses is bound to raise the water table in surrounding properties. Moreover the foundations of these little mid nineteenth century houses do not go down as far as the depth of a double basement and, while the associated piling may guarantee that the double basement houses do not fall in, there is no such guarantee for adjacent properties. My neighbours in (removed) are already reporting not being able to open the front door following the digging out of the second layer of basement at (removed). I await possible effects on my house with trepidation, especially in relation to basement damp on a house with a fairly primitive nineteenth century damp course.</i>	Damage to property
<i>There has been significant damage to our property!</i>	Damage to property
<i>There was no impact to my house but the house a few doors down from me was totally destabilised and the inhabitants had to move. The residents of the road had massive disruption for years. Then several other houses in the street began excavation work. Having moved away from the street, I now find myself immediately next door to someone who intends to do excavation work two storeys down to put in a pool. This location is very near the river, which is worrying given the soft ground here. And I am very concerned that my property will suffer much as my former neighbour's house did. I do not want to wait until the damage is done only to find I must move out while repairs are being done. This deep excavation work is illogical and ultimately with many being done in the same area can only lead to a very destabilising impact on the whole area. Why wait until there are cave-ins to put a stop to this?</i>	Damage to property
<i>This was a subterranean development that occurred ten metres from my house in the mews. When the excavation drills started pictures and mirrors fell off the wall and books and china fell out of their shelves. We charged the property company for damages but I dread to think what the effect the vibrations on this house's foundations must have had.</i>	Damage to property
<i>To the best of my knowledge, no immediate neighbour has had a basement conversion. I regard them as highly risky - *unclear* number (removed) in this street, when the house in question and the neighbours house, have been</i>	Damage to property

Appendix two: written comments

<i>practically damaged. These conversions are performed mainly for financial reasons and should, in my opinion, be stopped.</i>	
<i>Vermin, damp and flooding. Not to mention noise outside of permissible hours and vibrations which cracked the wall.</i>	Damage to property
<i>Very noisy, scaffolding outside, lots of drilling and dust. Has caused some cracks in the plaster on our side of the wall.</i>	Damage to property
<i>Vibration, small damage - cracks etc.</i>	Damage to property
<i>Vibrations and constant worry as their first attempt at putting in steel supports didn't fit, they had demolished huge amounts of front and rear walls. Also their *unclear* crane fractured the water main (which the operator denied).</i>	Damage to property
<i>Water coming through my ceiling. Worried about possible noise and vibration from lift being installed (which is part of basement development).</i>	Damage to property
<i>We are still awaiting repairs to our building that under the party wall act has not been done we have been *unclear* against our wishes and still suffer the damage and blight to our buildings. If you want any more information please contact me (contact details removed).</i>	Damage to property
<i>We are two houses operating as one unit of flats. The basement flat in one of the houses suffered from severe damp.</i>	Damage to property
<i>We believe the kitchen tiles shattered because of it and the roof is suddenly a bit dodgy.</i>	Damage to property
<i>We had a subsidence *unclear* as had no choice but to do the work.</i>	Damage to property
<i>We had extensive noise and dirt which was very irritating. In addition, there was also damage to some tiles.</i>	Damage to property
<i>We had severe cracking to the inside and outside of our house. Extreme amount of dust/debris went into our house as well as front and rear gardens.</i>	Damage to property
<i>We had to make lots of repairs and nothing was said by them, awful! Nasty work.</i>	damage to property
<i>We have a lot of cracking in the front masonry. A beam was put through our basement wall. Plants in the front garden died and a tree is noticeably worse off. The work was noisy, dusty, and wholly disturbing with constant pounding on the walls.</i>	Damage to property
<i>We have acquired a number of cracks on the walls of our property</i>	Damage to property
<i>We have had significant large cracks appear throughout the building, on the facade and on the walls.</i>	Damage to property
<i>We have had terrible cracking in our property - decorative we think only, but next door's suffered reasonably severe structural damage. We are still waiting for the damage to be made good. It is unclear to us at this point how much of the necessary works will be paid for by the developer who caused the damage!</i>	Damage to property
<i>We have two basement works - one immediately behind and one next door. Apart from dirt, dust etc I am very concerned re: subsidence, water table etc - all of which are potential long term issues. I do not feel the Council has been diligent enough or professional in its approach to the engineering and safety issues. You do not have any 'presence' in the process to assure the short and long term issues are properly commanded.</i>	Damage to property

Appendix two: written comments

<i>Work not yet started. Building severely dilapidated and yes it has had an impact - damage to our building (damp penetration), difficult to let.</i>	Damage to property
<i>Works next door may or may not because of cracking walls in house.</i>	Damage to property
<i>Wrought iron post on the front steps broken and removed.</i>	Damage to property
<i>(1) Dirt, dust. (2) Traffic. (3) Damage to property (lorries parked on our parking place as cracked surface).</i>	Dirt and dust
<i>1) Dirt from building works. 2) Noise from building works. 3) Vibration from works.</i>	Dirt and dust
<i>1) Excessive noise and dust during the development. 2) After the development:- unpleasant smell due to reaching the water table - extra noise from the occupants as an extension over the basement was close to our house - our house may have suffered a reduction in value - reduction in neighbour friendship and community cooperation.</i>	Dirt and dust
<i>A great deal of internal and external damage - cracking of walls on all sides, windows especially at the back of the house, no longer opening, same with some doors - not fitting properly. Dust has ruined curtains, plants are choked with dust. Garden areas unusable for nearly 18 months now.</i>	Dirt and dust
<i>A huge amount of dust.</i>	Dirt and dust
<i>A lot of dirt on the inside and outside. Had to repaint and the noise was terrible and the road blocked. Deliveries before 8am of building supplies.</i>	Dirt and dust
<i>A lot of noise, very annoying if trying to concentrate, a lot of dust. Car parking often made harder due to skips and truck access. Generally disruptive. Have had a succession of basements in last two to three years.</i>	Dirt and dust
<i>Absolutely catastrophic impact. Blocking pavements and road, comm cracking, door frames dropping so much could not gain entry on two occasions into my own home. Dust, dirt, filth. Contractors totally oblivious to neighbours needs. Numerous breaches of party wall agreement.</i>	Dirt and dust
<i>Appalling noise and disruption and dirt for over two years - made life intolerable for nearby residents. Impossible to live normally. I was driven insane by the perpetual huge noise (due to deep basement excavate) (seven metres I think) *unclear* (address removed). Unable to use my living room easily for two years. Noise appalling and destructive. Please no more basement excavations round here. Destructive and selfish and damaging to neighbours and the environment generally.</i>	Dirt and dust
<i>As there was no adjoining party wall, the impact related to dirt, noise, shaking of the building and traffic and parking disruption.</i>	Dirt and dust
<i>Building noise and dust, traffic disruption, building rubbish left on the pavement.</i>	Dirt and dust
<i>Constant dust, noise of drilling, excavating etc. Traffic nuisance from construction vehicles.</i>	Dirt and dust
<i>Constant noise and dirt six days a week.</i>	Dirt and dust
<i>Constant noise and dirt in front and construction equipment.</i>	Dirt and dust

Appendix two: written comments

<i>Constant noise and vibration, filth from the excavation on road and dust in the house. Ten years of basement excavations in my small mews has reduced our lives to living hell</i>	Dirt and dust
<i>Constant noise nuisance. Four years of noise, swearing, shouting, traffic, building rubble in street, res parking suspended, dirty windows, car covered with dust etc.</i>	Dirt and dust
<i>Constant noise, disruption to traffic, concerns of flooding. Apart from terrible disruption with five spaces suspended, noise every day, dust - filthy windows and breathing problems, long term concerns about water drainage and flood plain remain unanswered. We are very near the Thames so it didn't seem sensible.</i>	Dirt and dust
<i>Constant noise, dust and vibration coming through broken window due to inadequate tarpaulin and men working after hours even on Saturdays, the front of houses may be protected but the rear of buildings like a construction site.</i>	Dirt and dust
<i>Constant voice, power drilling, lorries, dirt, smell - unbearable; no more decamped.</i>	Dirt and dust
<i>Constantly cleaning exterior. Large trucks parked outside - making my property dark and have vibrations.</i>	Dirt and dust
<i>Continuous construction noise, dust, cracking of plaster work and security issues for 18 month period.</i>	Dirt and dust
<i>Continuous noise - including evenings and weekend, dust excessive, not able to sit in garden during work days.</i>	Dirt and dust
<i>Contractors have been on site for many months. During this period there has been noise at some times (drills etc), lorry traffic continuously and dust and dirt for months making our garden virtually unusable during the summer. The house concerned is one away from us, but if it were our neighbour we would be very worried about them causing movement to our house and foundations and to the water table.</i>	Dirt and dust
<i>Cracked front walls, repeated invasions of mice, my car covered thickly with dust, builders broke car headlamps and refused to pay.</i>	Dirt and dust
<i>Cracked pavement, extremely dusty and dirty, noise at no safe level. I have COPD, and was hospitalised several times because of dirt and dust.</i>	Dirt and dust
<i>Cracking/disrupted weekends/dirt/unreal noise pollution/ drain smells/traffic impossibility/blockages.</i>	Dirt and dust
<i>Cracking in party walls. Huge amounts of dust and dirt, penetrating my property. Constant noise and vibration. Builders mess and rubbish. Trucks and white vans - broke pavements outside my house and disruption and blocked entrance. Constant illegal parking in resident spaces.</i>	Dirt and dust
<i>Cracks in the walls. Ingrained dust. Severe damage to my garden.</i>	Dirt and dust
<i>Cracks in wall and ceilings, dust, noise vibration.</i>	Dirt and dust
<i>Cracks in wall. Constant dust and debris falling into our property.</i>	Dirt and dust
<i>Cracks in walls, coal dust coming down chimneys, mostly slowly, but on two occasions in a flash 'cloud' that covered a room with dust.</i>	Dirt and dust
<i>Cracks in walls, dust, noise, pollution, constant disruption.</i>	Dirt and dust

Appendix two: written comments

<i>Cracks in walls, subsidence, tiles came off walls due to subsidence. Dirt, dust, mud on road. Noise from trucks and dumper trucks when arriving and reversing (electronic beeping warnings and recorded voice signals) was too much to bear at times! Our property shook when pile driving was taking place!</i>	Dirt and dust
<i>Cracks, constant noise, dust and vibrations. 12 months of hell!</i>	Dirt and dust
<i>Cracks, general noise, nuisance, dust and parking restrictions for lengthy periods.</i>	Dirt and dust
<i>Damage to party wall, severe noise, dust and water ingress.</i>	Dirt and dust
<i>Debris and dirt, noise, blocked access because of builders vans.</i>	Dirt and dust
<i>Debris down chimney.</i>	Dirt and dust
<i>Dirt and dust.</i>	Dirt and dust
<i>Dirt collects all over the front of my house - windows, sills, ledges, front area and railings, pavement. Number (removed), between me and the site has obvious damage outside. Noise has been unbearable. Q3. Number (removed) was a shell, no back wall, floors or stairs or ceilings, front of house covered by scaffolding. It has been impossible to say how the house or garden look. Despite contact with local Ladbroke Association. My local MP. And the Mayor Boris Johnson and the RBKC planning office and the company doing the building (Guernsey) we can get no relief. This should never happen in a terrace house, the implications are obvious.</i>	Dirt and dust
<i>Dirt, dust and noise.</i>	Dirt and dust
<i>Dirt, dust, cracking in the walls.</i>	Dirt and dust
<i>Dirt, dust, noise and no attempt by house owner to apologise, placate or commiserate with all near his scheme.</i>	Dirt and dust
<i>Dirt, dust, shouting, traffic, skips, endless hassle. Particularly traffic blocking the road at crucial times.</i>	Dirt and dust
<i>Dirt, dust, plant damage.</i>	Dirt and dust
<i>Dirt, noise and disruption, trucks and heavy machinery in front of own property, parking suspensions for several weeks.</i>	Dirt and dust
<i>Dirt, noise, disruption, length of time.</i>	Dirt and dust
<i>Dirt, noise, vibration, traffic, stress.</i>	Dirt and dust
<i>Dirt/dust during work.</i>	Dirt and dust
<i>Dirty, duty for over two years.</i>	Dirt and dust
<i>Disruption of everyday conditions, dust noise, rubbish, vermin etc.</i>	Dirt and dust
<i>Don't know exactly. Lots of noise from early morning machinery, tools, engines and men talking loudly. Unbelievable amounts of dust - all the time.</i>	Dirt and dust
<i>Drainage problems, road surfacing problems, road temporarily closed at a whim to all residents and passing traffic, noise, dust, pollution. This road and area historically has two major factors to be considered: two reservoirs were here</i>	Dirt and dust

Appendix two: written comments

<i>and a natural spring runs under the road - this making any excavation/basement work high risk re the water table.</i>	
<i>Dreadful noise and constant dirt and dust. Noise all day from 8am. Dust and dirt make it impossible to keep my house clean, especially in summer with open windows. Congestion in my street.</i>	Dirt and dust
<i>During work - we were frequently denied access to our car in our garage, endless dirt and dust, endless noise and vibration, very unhelpful developer. Over the past year there have been five or six basements dug out in our road. Two are current. P.S. basements for the increase of amenities for owner occupiers is one thing, but the developers frequently just build for their profit, regardless of the impact on other residents. I speak from experience.</i>	Dirt and dust
<i>Dust - noise pollution - parking restrictions - water infiltration - pest.</i>	Dirt and dust
<i>Dust/noise/parking.</i>	Dirt and dust
<i>Dust and dirt from the building works settled on our property making it necessary to re-decorate much earlier than normal. Trucks and lorries damaged the pavement area outside requiring repairs and mud had to be cleaned up every night from the pavement and road areas.</i>	Dirt and dust
<i>Dust and noise pollution for long time.</i>	Dirt and dust
<i>Dust and cracks.</i>	Dirt and dust
<i>Dust and more cracks in walls.</i>	Dirt and dust
<i>Dust and noise.</i>	Dirt and dust
<i>Dust around the property and on the cars - but the property is quite far away.</i>	Dirt and dust
<i>Dust in the whole building! Life (electricity) is not working until now! Basement flat did not give access to his apartment.</i>	Dirt and dust
<i>Dust on and through our windows, our cars covered in dust, constant noise from the removal of debris and soil then from delivery of cement trucks and building materials.</i>	Dirt and dust
<i>Dust was everywhere.</i>	Dirt and dust
<i>Dust, cracks in walls (covered upper party wall agreement).</i>	Dirt and dust
<i>Dust, dirt and noise.</i>	Dirt and dust
<i>Dust, loud noise and vibration.</i>	Dirt and dust
<i>Dust, more workers around. More noise in morning when work commenced.</i>	Dirt and dust
<i>Dust, noise for more than a year! Still going on!</i>	Dirt and dust
<i>Dust, noise, adverse effect on outlook to rear of property to prolonged disfiguring boarding up and skips to front (next door).</i>	Dirt and dust
<i>Dust, noise, dirt, disturbance.</i>	Dirt and dust
<i>Dust, noise, lorries parking in front of our demise. Blocking off one lane of a two lane one-way system</i>	Dirt and dust

Appendix two: written comments

<i>Dust, noise, lorries, being parked across the drive.</i>	Dirt and dust
<i>Dust, noise, traffic obstruction, concerns about flooding, parking problem.</i>	Dirt and dust
<i>Dust, noise, vibrations.</i>	Dirt and dust
<i>Dust, rodents, builders closing the road without permission</i>	Dirt and dust
<i>Dust, vermin and vibrations unbearable. When I ask the workmen how much longer will this be going on I was told to 'take it up with the Council'. I work twelve hour shifts I don't have the time to complain!!</i>	Dirt and dust
<i>Endless dust, see q9.</i>	Dirt and dust
<i>Enormous amounts of dust and noise with builders relatively inconsiderate to the fact it is a residential area.</i>	Dirt and dust
<i>Enormous cracking in the party walls. The garden wall is leaning and had been propped up, the garden is choked with dust they are digging sub basement and the whole of two houses were demolished only leaving the facades. We have been unable to use the garden for two years, there is a crane next door and a cement mixer the noise is terrible and life is miserable.</i>	Dirt and dust
<i>Excessive dust and noise.</i>	Dirt and dust
<i>Excessive dust, dilapidation of front facade, cracking of walls, excessive noise, vibrating walls.</i>	Dirt and dust
<i>Excessive dust, rubbish and noise.</i>	Dirt and dust
<i>Excessive noise and dust from next door for 15 months - cracks all down part of wall. The house shook during process - plaster on front wall fell off.</i>	Dirt and dust
<i>Excessive noise, excessive dust, illegal parking in residents' bays in Inverness Gardens.</i>	Dirt and dust
<i>Existing cracks became more extensive. New cracks started to appear. Drilling and excavating contributed to power surge. Plants room units affected. Dust.</i>	Dirt and dust
<i>Extended periods of instructive noise and dust during the week and not infrequently on Saturdays after 1pm. Further most, the works caused appreciably higher levels of heavy lorry traffic and *unclear* caused localised congestion and even road blockages.</i>	Dirt and dust
<i>Filth and early morning rubble removal.</i>	Dirt and dust
<i>Filth, noise, cracks.</i>	Dirt and dust
<i>From the noise and constant lorries also dust and blocking of the road. Very intrusive for the area of road near the dwelling.</i>	Dirt and dust
<i>Front of house covered in red dust - tar smoke entered house - lorries parked on front path - windows and paintwork filthy all the time - house trembles with pile divers and diggers.</i>	Dirt and dust
<i>Great amounts of dust in the air, noise from the contractors, scaffolders, skip lorries. On Saturdays unable to use the garden as much as would like due to continuous noise from the building site (there are actually three basement works</i>	Dirt and dust

Appendix two: written comments

<i>going on within 75 metres of my property). The Council should look at prohibiting external works on Saturdays to give the residents an opportunity to enjoy peace and quiet from building noise.</i>	
<i>Health issues with my daughter. Dust, pollution. My daughter has an allergy to saw dust.</i>	Dirt and dust
<i>High level of dust and cracks appearing on the wall facade and the roofing. Noises and poor street cleaning.</i>	Dirt and dust
<i>Horrendous noise daily, dust, mice, noise 8-6. The owner told me and the Council the work would only be 'for a week or two'. It continued six months from June to Christmas eve! He did not apply for planning permission. Planning Dept and Building Control believed "only a week or two". A year or more later apparently retrospective planning permission was given!</i>	Dirt and dust
<i>Horrendous noise, dust, dirt. Lack of privacy and vibrations.</i>	Dirt and dust
<i>Horrible dust - all my curtains which have been made one year before have to be changed. There used to be a beautiful and old plant: a wisteria, they cut and which died.</i>	Dirt and dust
<i>House shifted slightly - front door had to be adjusted. Dust led to illness on two occasions.</i>	Dirt and dust
<i>House trembling, debris and dust in and on my property, unbearable noise level.</i>	Dirt and dust
<i>Huge amounts of dust, especially on my windows.</i>	Dirt and dust
<i>Huge noise levels ten hours a day Mon-Fri. 8-2 Sat. Unable to work at home, had to go to library. Very dusty/muddy.</i>	Dirt and dust
<i>I had the buildings on either side dig down at the same time. More than a year of filthy mud all over my doorstep and one builder on one side has flooded me (and has agreed to pay). Nightmare!</i>	Dirt and dust
<i>I live in the basement of the adjoining property. Considerable work had to be done in my property over the best part of two and a half years. We were given a sum of money by the owner of the adjoining property, but the noise and dust pollution was very disturbing.</i>	Dirt and dust
<i>Impact on own property is the same as for any major building works i.e. noise and dust during development.</i>	Dirt and dust
<i>Incessant noise, dust etc in course of construction.</i>	Dirt and dust
<i>Increased levels of dirt, dust and continual noise.</i>	Dirt and dust
<i>Incredible dust in my property which is not healthy - I have an eight year old son. He has to stop playing outside due to cement/concrete trucks. The noise is unbearable 8am-5pm. I had to leave home as I'm a full time mother. Doing homework after school is impossible.</i>	Dirt and dust
<i>Inordinate noise, disruption of traffic and parking availability, exorbitant dust and debris.</i>	Dirt and dust
<i>Intolerable noise, constant gridlock on roads due to lorries carrying away soil/clay, no parking spaces, dirt on property, cars and property filthy, windows in particular.</i>	Dirt and dust
<i>Invasion of vermin, noise and dirt. Noise is terrible, and for years on end. Parking problems, blocked street which Council ignored when phoned. Flat invaded by vermin, huge increase in dirt and dust and as soon as one finishes</i>	Dirt and dust

Appendix two: written comments

<i>another one starts. Living hell and no Council help.</i>	
<i>It has been an absolute nightmare for me and my family. In addition, I haven't been able to fulfil my diplomatic duties due to the number of lorries running about, as well as the dust and noise in the area. This issue has been going on for way too long for us to stand. Two years.</i>	Dirt and dust
<i>It is still ongoing after more than one and a half years! Dirty, noisy, cracked steps etc.</i>	Dirt and dust
<i>Just dust and noise pollution during the works.</i>	Dirt and dust
<i>Large dust, severe cracks on walls and ceiling, surveyor has been notified, noise from early pre 8am, severe vibration.</i>	Dirt and dust
<i>Living on the (address removed) of a block near the development, no direct structural impact on my property (on the (address removed) elevation of a block) but noise, vibrations, dust, traffic were all at times highly unpleasant particularly for anyone at home during the day. The frequent presence of large skips, concrete mixers etc is disruptive in a normally quiet residential (conservation) area. A party of rats was visible in the early stages of the work.</i>	Dirt and dust
<i>Longstanding disruption. This is a small one way street and since 2010, the number of basement developments finished and ongoing are nine out of a total of 22 small terraced properties, i.e. Victoria Grove and Albert Mews. We constantly endure, skips, arrival of huge lorries, scaffolding which affects our privacy, constant streams of workmen, vermin, noise, dirt and dust. For those living next door to these developments, there is the concern of walls cracking either immediately or in the future. Terrific problems with parking and also those using garages in the mews are constantly affected.</i>	Dirt and dust
<i>Loss of water supply. Increase dust. Noise levels very high. Impassable pavement.</i>	Dirt and dust
<i>Lots and lots of dust and dirt and mice and terribly noisy. We avoid our own home now and feel less safe and much more stressed.</i>	Dirt and dust
<i>Lots of dirt and mess and an increase of nails on the road resulting in several burst tyres.</i>	Dirt and dust
<i>Lots of dust and debris on slip area around.</i>	Dirt and dust
<i>Lots of dust and noise, suspension of resident's parking.</i>	Dirt and dust
<i>Lots of dust from dirt dug out, contractors wash down dirt on the property and wet mud flows down street onto our cars.</i>	Dirt and dust
<i>Lots of noise and dirty and disruption.</i>	Dirt and dust
<i>Lots of rubbish, noise and took many months to return to normal after the work was finished.</i>	Dirt and dust
<i>Major cracks, damage and dirt. Huge disruption to our quality of life - how can you measure that? Constant noise and dirt. Unable to work from home anymore. Unable to have windows open due to noise and dirt.</i>	Dirt and dust
<i>Many cracked walls. Unbearable noise and dust during the three years.</i>	Dirt and dust
<i>Many cracks have appeared all over the outside, both back and front of house. Apparently in plaster work. House and</i>	Dirt and dust

Appendix two: written comments

<i>windows, including all carpets and curtains are absolutely filthy. This will cost me a lot of money to replace/repair.</i>	
<i>Many months of excess noise and dirt which could, with proper protection, have been minimised.</i>	Dirt and dust
<i>Many small plaster cracks, the outside covered in dust etc.</i>	Dirt and dust
<i>Many wall cracks and damage to fireplace *unclear*, a great deal of dust and dirt and car tyres punctured because of nails.</i>	Dirt and dust
<i>Massive amounts of dust and noise were generated. We could not use our garden for a prolonged period of time as we were unable to open our rear windows.</i>	Dirt and dust
<i>Massive disruption to daily life, noise levels incredibly high, drilling, vibration, dust, disturbed sleep, huge drop in quality of life.</i>	Dirt and dust
<i>Massive dust pollution! Traffic congestion! Too much noise. The basement work has been done three houses down the road. (Address removed).</i>	Dirt and dust
<i>Material cracking to interior of our house on all floors. Significant dirt/dust inside our house. Rats and mice in our house and garden. Dangerous falling objects on our property.</i>	Dirt and dust
<i>Mice and rubbish, traffic jam created by lorries who carries soil and materials, noise and pollution.</i>	Dirt and dust
<i>More cracks in paintwork/plaster work, leaks in roof, but difficult to know exactly how much of this was directly attributable to basement build two doors away. The house became more dusty, especially when you opened windows in summer. The noise at times was untenable. The litter in the street was worse, there was dust on the pavement which I walked into my own house and got into my carpets.</i>	Dirt and dust
<i>More dust, dirt and builders debris on the road and street pavements. Had to call Council to stop builders using circular drills and kanga drill without wetting down caused unbearable breathing conditions.</i>	Dirt and dust
<i>More mice/rats/garbage/disruption on the street.</i>	Dirt and dust
<i>More noisy, heavy goods, lorries, dust and dirt.</i>	Dirt and dust
<i>Much lower rent, much less rental interest, noise, unsightly pavement disruption, dirt, dust, smells, more basements is not what London needs most. Stop the madness, and at least make permitting sensible (damage to trees, to neighbours etc) and transparent (Council has cried 'impotence' to most neighbourhood challenges).</i>	Dirt and dust
<i>Much more airborne dirt and vermin intrusion from the ground up.</i>	Dirt and dust
<i>My property has had a lot of dust during the works.</i>	Dirt and dust
<i>Needs redecorating, water in our basement and nasty smell. Noise was unbearable - builders vans and deliveries blocked our very small street all the time, parking bays suspended - house made dirty by all the dust - these small houses are not suitable for basements especially sub basements.</i>	Dirt and dust
<i>(Address removed) was a complete redevelopment of a supposedly unsafe house. The developers took the</i>	Dirt and dust

Appendix two: written comments

<i>opportunity to create a new basement level and a sub-basement. The excavation of these two levels over much of the building footprint and garden involved piling the perimeter and digging down circa 30 feet. The excavation and piling was very disturbing for the surrounding residents over a 15 month period both in terms of noise and dirt. For those immediately adjacent to the development, it made their lives impossible. The damage to the houses adjoining was considerable. The only positive is that the resultant new house is very attractive and in keeping with its 19th century neighbours.</i>	
<i>No one knows what the immediate short or long term effect will be on our property. It can best be described as living in hell with several basement excavations going on simultaneously in the neighbourhood. In summer time our homes have been turned into closed prisons, living with all the windows shut, with the constant loud noise, vibration, dust and pollution, obstruction of traffic with skips and trucks - all recognised characteristics of a long term 'construction site' some lovely trees have disappeared with its toll on the fauna and wild life and the tranquillity which once oozed in this area.</i>	Dirt and dust
<i>No problems as yet. The various basement works in this section of (address removed) continue to cause a mess and a disturbance. It's not fair!</i>	Dirt and dust
<i>No subsidence etc although several nearer neighbours have done so - but disturbance, mess, noise, dust, pollution etc excessive.</i>	Dirt and dust
<i>No, but the whole street was affected by noise, dust, extra heavy traffic, parking restrictions and general annoyance.</i>	Dirt and dust
<i>Noise and dust and lack of privacy. Workmen on scaffolding seeing into my house! (Poor thing!)</i>	Dirt and dust
<i>Noise and dust.</i>	Dirt and dust
<i>Noise/dirt/mice.</i>	Dirt and dust
<i>Noise/vibration, dust, pollution.</i>	Dirt and dust
<i>Noise and dirt in our garden. Unable to sit out when weather permitted.</i>	Dirt and dust
<i>Noise and dust.</i>	Dirt and dust
<i>Noise and dust. I have not been able to have my windows cleaned for nearly two yrs very noisy with heavy machinery, residential parking impossible. There were three other basement developments near me in (address removed).</i>	Dirt and dust
<i>Noise six days per week for three years!! Plaster falling down in living room. Filthy water sprayed over all my windows front and back - which I had to pay to clean!</i>	Dirt and dust
<i>Noise and dirt.</i>	Dirt and dust
<i>Noise and dust in the street every day. Huge lorries blocking the road. Our area (address removed) looks in general unsightly and like a building site.</i>	Dirt and dust
<i>Noise and dust, cranes/earth moving equipment, I did complain to Council over noise levels.</i>	Dirt and dust

Appendix two: written comments

<i>Noise daily, dust, dirt, disruption, traffic problems, parking problems. Once my car covered in dust, builder would not accept responsibility.</i>	Dirt and dust
<i>Noise disruption constant for months, dust, considered moving home.</i>	Dirt and dust
<i>Noise from 7am all day. Dirt and dust on my property, large vehicles outside my *unclear* frequently street blocked (one way). Damage to footway.</i>	Dirt and dust
<i>Noise of drilling for two to three weeks 8am - 3pm unpleasant. Mess of materials on the pavement and road plus dust was also unpleasant. The obstruction by delivery vans and materials was difficult as I am disabled.</i>	Dirt and dust
<i>Noise, constant noise. Dust and dirt on all windows and if you left windows open the dust travelled throughout my property.</i>	Dirt and dust
<i>Noise, dirt - multiple suspension of resident parking spaces. Possible displacement of water at basement level.</i>	Dirt and dust
<i>Noise, dirt and flat tyres through nails left in street.</i>	Dirt and dust
<i>Noise, dirt and heavy traffic.</i>	Dirt and dust
<i>Noise, dirt and inconvenience. Where does it all end! (Address removed) has dug to Australia and back!! We have been here nearly 35 years!</i>	Dirt and dust
<i>Noise, dirt, clogged sewage, damage sidewalk, cracks in my walls.</i>	Dirt and dust
<i>Noise, dirt, dust everywhere in the home. Impossible to use our terrace. Over looked from morning to night.</i>	Dirt and dust
<i>Noise, dirt, endless lorry traffic, damage cause to my car as a result.</i>	Dirt and dust
<i>Noise, dirt, traffic, vibration, anxiety - owner!</i>	Dirt and dust
<i>Noise, dust and debris - front and back, cracks appeared in walls (terrace built around 1840).</i>	Dirt and dust
<i>Noise, dust, droves of white vans and heavy plant deliveries at all hours.</i>	Dirt and dust
<i>Noise, dust, general mess, no res parking. Lack of access, vibration from pile driving, traffic jam - trucks everywhere. three years of noise, dust and general lack of amenity.</i>	Dirt and dust
<i>Noise, dust, increased damp.</i>	Dirt and dust
<i>Noise, dust, pest infestations, and some internal damage (damp and cracking).</i>	Dirt and dust
<i>Noise, dusty and our building has developed more cracks since. This is of great concern to me.</i>	Dirt and dust
<i>Noise, massive dust (from machinery and work people).</i>	Dirt and dust
<i>Noise, mess, dust, lack of access, less parking.</i>	Dirt and dust
<i>Noise, traffic/parking disruption - roads messy - debris left on road punctured one car tyre - necessitating replacement.</i>	Dirt and dust
<i>Noise, vibration and dust during the week and weekend and beyond permitted working times. The total conversion of house and basement development was planned to last a year and 12 months into the job there is no sign of it ending – ‘a year of hell’ as a tenant in our building says.</i>	Dirt and dust

Appendix two: written comments

<i>Noise. Parking difficulties. Difficulty in getting down my road. Much dust.</i>	Dirt and dust
<i>Noise. Ugly boarding on both sides. Dust and dirt over house and car.</i>	Dirt and dust
<i>Not noticeable except the rubbish outside the site occasionally and the noise of the work.</i>	Dirt and dust
<i>Not yet on the actual building. two years of dreadful noise, dust, traffic congestion, residents parking, suspended constantly. Constant oppressive noise and dust.</i>	Dirt and dust
<i>Obvious noise, dust, dirt. Wrong brocks used. Wrong size windows inserted. Wrong mortar works on bricks. Should have a wren bricked in window.</i>	Dirt and dust
<i>On us as neighbours. Long term noise and mess over many months together with obstruction of pavement with overhead conveyor.</i>	Dirt and dust
<i>Only disturbance/dirt during construction.</i>	Dirt and dust
<i>Our property is at (address removed), the property being extended is at (removed). Our property experienced external cracking to the exterior both front and to the rear. Internal cracking to the walls in all three flats. Windows and doors got jammed and we were unable to open them. Additionally, before the windows became stuck it was impossible to open windows during working hours due to the noise and dust and my windows were constantly dirty.</i>	Dirt and dust
<i>Parking difficulties as they had two/three bays restricted parking. Increased dirt and dust and parking difficulties.</i>	Dirt and dust
<i>Perpetual noise, dirt, blocked road - a nightmare.</i>	Dirt and dust
<i>Prolonged periods of vibration, noise, dust. Predictable disturbance/nuisance from deliveries, traffic, workmen noise Some damage to property.</i>	Dirt and dust
<i>Rat problems: noise; dust.</i>	Dirt and dust
<i>Road dustier and noisier.</i>	Dirt and dust
<i>Severe cracks in cornices. Limestone flooring in basement lifting in one corner by French windows. Ingrained grime on previously recently painted stucco .High levels of dust and at several stages soot throughout all rooms on party wall, despite chimneys openings blocked off, albeit in an unsightly way. Very high and at many times quite intolerable levels of noise in our home, necessitating children who are studying for public and university exams, retreating to libraries etc outside the house to work.</i>	Dirt and dust
<i>Severe levels of dust on windows and exterior paintwork which we could not address until the development was completed (after four years of work and delay caused by both multiple planning applications and severe damage to its neighbouring property). By then our exterior redecoration had deteriorated badly and cost more to redress than it would have done if carried out at normal cycle.</i>	Dirt and dust
<i>Severe noise, dust and constant disturbance to the road. Harsh vibration outside agreed working hours. The character of the street has been changed for the worse.</i>	Dirt and dust

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<i>Significant access problems to my property including blockages of the street being used by the contractor as a work surface and parking area, and dispatch area, dust, continuous noise which must exceed EC limits, drainage problems</i>	Dirt and dust
<i>Significant cracks appeared in the walls of my house. These required expensive work to put right and redecorate. The work has gone on for three years and is still going on! There has been substantial dust, noise and mess to put up with.</i>	Dirt and dust
<i>Since may 2011 other than weekends and holidays, the noise of street digging machines has been unbearable, and the vibrations b/w 8:15 am till 6pm intolerable. The bad dirt and much on street pavement outside my door.</i>	Dirt and dust
<i>Some movement cracks even though works were not in the adjacent property. A huge amount of dust and dirt both airborne and as the result of dirt brought into the house on visitors shoes. Serious disruption from noise and vibration making it impossible to work at home. Serious problems with access by road and sometimes even by foot. Very poor indoor air quality from very dirty industrial diesel exhaust and fine dust containing large amount of fine cement dust.</i>	Dirt and dust
<i>Substantial amounts of dust and noise for over a year and vibration together with rat infestation and broken drains.</i>	Dirt and dust
<i>Terrible dust and noise.</i>	Dirt and dust
<i>The amount of dust generated was unacceptable.</i>	Dirt and dust
<i>The building work was very noisy and messy. My property has been covered in debris and thick builders dust at all points.</i>	Dirt and dust
<i>The building works create noise, dirt. One has to employ party wall surveyors. During construction a total eye sore - but once completed visually ok but what is going to happen in the future? (Removed) has a swimming pool two levels down constant flow of technical engineers looking at mechanics.</i>	Dirt and dust
<i>The development had an enormous impact. The work was very noisy. There were clouds of dust, there was some internal damage due to the strong vibration and the work took exceeded two years. It was overall very intrusive.</i>	Dirt and dust
<i>The development took 18 months with ugly scaffolding prefab etc outside for the duration of the work. Cracks appeared in external elevation and the communal garden behind the property was destroyed during the works. Very dirty site and too much digging out of the external wall of the property.</i>	Dirt and dust
<i>The entire street is now buckled and the dust, noise and inconvenience was almost unbearable.</i>	Dirt and dust
<i>The impact included an unacceptable noise level, an enormous amount of dirt, a lack of privacy (two builders standing doing nothing outside our house all day for five months) and finally burglary as a consequence of this activity in the street.</i>	Dirt and dust
<i>The impact on my property and quality of life has been dreadful. The dirt and noise is continual from 8am - 5pm Mon - Fri and on Saturday 'til 12. It is simply horrendous.</i>	Dirt and dust
<i>The level of noise and dust made it impossible for us to stay in our property during the hours of work. We asked for protection from dust but it was not forthcoming. It happened five to six years ago. We noticed that more recent basement developments have been carried out with more protection and care but they are still very disruptive.</i>	Dirt and dust

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<i>The main impact was during the works - the noise, dirt, dust from early in the morning until late in the evening and on Saturdays too.</i>	Dirt and dust
<i>The noise and disruption plus presence of builders lorries blocking the road for at least an hour at a time, nails causing repeated tyre punctures - those are all the result of very long basement digging procedures. Our neighbourhood is up in arms about it. Normal building works usually take up to a year. With the added basement digging this has tripled, in one case it lasted four years. What was once a quiet neighbourhood has turned into a large building site.</i>	Dirt and dust
<i>The noise was considerable and there was a great deal of dust.</i>	Dirt and dust
<i>The noise, dirt and dust all day long.</i>	Dirt and dust
<i>The rubbish left by the tenants on the pavement. No rubbish area built by owners (address removed).</i>	Dirt and dust
<i>The same as with any other building works i.e. much needed parking spaces constantly suspended, noise, dust etc.</i>	Dirt and dust
<i>The usual builders dust and dirt associated with these kind of works. Also parking suspensions in place for their skips/vans etc.</i>	Dirt and dust
<i>The vibration caused cracks in our walls inside and out, it was six months of misery living with the noise and dust.</i>	Dirt and dust
<i>The work next door is ongoing. They started just before the summer around June and the impact on my house is horrendous and they still have a long way to go. The builders are cowboys. They have already taken out two chimney breasts without party wall agreements being in place. This has resulted in my entire house being covered in dust and debris. What is even worse is that there is nothing I can do about it. They have also on several occasions started work before 7.30am. It's intensely noisy, dusty and disruptive as I work from home and have two children.</i>	Dirt and dust
<i>There are two double basements and complete refit of housing shell taking place at numbers (removed). The householder at (removed) was driven out by the incompetent and anti social construction at (removed) which also caused the front of (removed) to drop. This work has been going nearly two years and is still not finished. It caused extreme dust in the air and grit on the pavement which was not adequately swept. I have been obliged to bring forward the painting of the front of my house by a year and now face yet more permissions that you are giving for major housing work in this small street. The longer term consequences are not yet visible and therefore impossible to comment on. But the tanking of two double basements running the full length of the gardens of two houses is bound to raise the water table in surrounding properties. Moreover the foundations of these little mid nineteenth century houses do not go down as far as the depth of a double basement and, while the associated piling may guarantee that the double basement houses do not fall in, there is no such guarantee for adjacent properties. My neighbours in number (removed) are already reporting not being able to open the front door following the digging out of the second layer of basement at number (removed). I await possible effects on my house with trepidation, especially in relation to basement damp on a house with a fairly primitive nineteenth century damp course.</i>	Dirt and dust
<i>There are two such diggings. 1/ close. 2/ further away. 1/ This one required almost a compete re doing that added to</i>	Dirt and dust

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<i>the inconvenience noise, and dirt. 2/ This carried for several years with various building material stored on the street and closure of the street without warning for deliveries etc.</i>	
<i>There is a hugely increased amount of dirt and grime in the air throughout the building work. This had led to a premature deterioration in the exterior paintwork of my property, necessitating early redecoration with the obvious extra costs involved.</i>	Dirt and dust
<i>There was noise, dust and general disturbance during the work.</i>	Dirt and dust
<i>Traffic problems over a long period, my basement was flooded, noise and dust.</i>	Dirt and dust
<i>Traffic, parking problems, dirt on roads, noise, unhelpful builders.</i>	Dirt and dust
<i>Two houses down from development. My house plus surrounding properties covered in consistent dirt and dust for 13 months.</i>	Dirt and dust
<i>Two years of constant noise, heavy vibration, chaos, dust, dust and more dust, unsightly view directly opposite, Digging down to accommodate a swimming pool BELOW basement level !!!!! Heaven knows how deep the excavation!!!! Meanwhile owners living peacefully elsewhere, not affected by this enormous disruption.</i>	Dirt and dust
<i>Unable to open windows on account of dust/noise. Unable to use garden on account of dust/noise. Often unable to access property/elsewhere on account of blocked roads. Vibration from heavy equipment.</i>	Dirt and dust
<i>Unbearable noise, dust. No improvement for neighbourhood.</i>	Dirt and dust
<i>Vermin, dust, plus noise throughout and access issues due to illegal double parking by the builders.</i>	Dirt and dust
<i>Very difficult to let. The noise and dust together with all the vehicular movements has made tenants leave.</i>	Dirt and dust
<i>Very noisy too early in the morning - creating a lot of dust.</i>	Dirt and dust
<i>Very noisy, scaffolding outside, lots of drilling and dust. Has caused some cracks in the plaster on our side of the wall.</i>	Dirt and dust
<i>Very noisy, very dusty, constant cars/vans parked outside my property.</i>	Dirt and dust
<i>Vibration, excess noise, dust, contractors taking parking spaces (residents) and double parking. Second development started concurrently.</i>	Dirt and dust
<i>We had severe cracking to the inside and outside of our house. Extreme amount of dust/debris went into our house as well as front and rear gardens.</i>	Dirt and dust
<i>We have a lot of cracking in the front masonry. A beam was put through our basement wall. Plants in the front garden died and a tree is noticeably worse off. The work was noisy, dusty, and wholly disturbing with constant pounding on the walls.</i>	Dirt and dust
<i>We have been affected by both the house immediately opposite, the house next door but one, and the enormous block of flats being built at the end of our road (removed). Number (removed) was an ongoing building site for at least four years, as one developer went bankrupt, then the second one did, then the third owner had to more or less rebuild</i>	Dirt and dust

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<i>it as, apparently, the whole of the newly formed basement was leaking, as was the glass roof over the new basement. The noise, dirt and vehicle nuisance was unbelievable. We now have incredible disruption from the building in (removed), backing onto the Mews, where lorries are going up and reversing back past our house approximately every half hour. They claim that they can't get round the top end of the mews and go into (removed). This is dangerous, frightening, and so noisy I can't open my windows. There is now an application in to turn the two houses immediately next to ours into a double basement swimming pool for the (removed) house backing onto them. This, as far as I can see, will render our house totally uninhabitable for a number of months. Obviously we'll get a party wall surveyor, but that won't really cover it. The ongoing worry for all of these developments is the safety of the adjoining houses, often old and fragile listed buildings.</i>	
<i>We have ongoing basements on each side of our house. Noise/vibration/dirt/access terrible. We have effectively been denied normal enjoyment of day time life and had to spend money on professional fees for no benefit.</i>	Dirt and dust
<i>We have two basement works - one immediately behind and one next door. Apart from dirt, dust etc I am very concerned re: subsidence, water table etc - all which are potential long term issues. I do not feel the Council has been diligent enough or professional in its approach to the engineering and safety issues. You do not have any 'presence' in the process to assure the short and long term issues are properly commanded.</i>	Dirt and dust
<i>While building we had to put up with terrible noise and dust. We had to go away for three weeks, it was unbearable.</i>	Dirt and dust
<i>Woodsford Square has mature trees and shrubs and great effort is made in the gardens. Two years of dust, vibration, stunted growth and prevented annuals.</i>	Dirt and dust
<i>Work lasts too long - starts too early on weekends - causes too much dust - noise – disturbance.</i>	Dirt and dust
<i>Work not finished. Some noise and dust. The work is not finished at number (removed).</i>	Dirt and dust
<i>Workers parking up to 11 vans and trucks, dust everywhere outside and inside the house , one company called RAF appointed by Architects Jonathon Dunn have done at least 11 basements in the last five years and there are currently four in progress at the moment causing traffic chaos . Note there are about 48 homes in Roland Way</i>	Dirt and dust
<i>Noise, disturbance, parking, dust. Loss of storage. Poor fire compartmentalisation.</i>	Fire regulations
<i>(1) The outside of the development is a load of rubbish and needs inspecting thoroughly. (2) Possibility of sewage going under my property. (3) Distinct crack between development wall and my outside flooring.</i>	Flooding and drainage
<i>1) Excessive noise and dust during the development. 2) After the development:- unpleasant smell due to reaching the water table - extra noise from the occupants as an extension over the basement was close to our house - our house may have suffered a reduction in value - reduction in neighbour friendship and community cooperation.</i>	Flooding and drainage
<i>As I live in a lower ground floor apartment my concern is the impact on the water table not only for my own apt but also for all the l/g floors of (removed).</i>	Flooding and drainage
<i>Complaints re flower pots on my balcony. Seems to be resolved now but the floor was damp and complaints re</i>	Flooding and

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<i>watering.</i>	drainage
<i>Constant noise, disruption to traffic, concerns of flooding. Apart from terrible disruption with five spaces suspended, noise every day, dust - filthy windows and breathing problems, long term concerns about water drainage and flood plain remain unanswered. We are very near the Thames so it didn't seem sensible.</i>	Flooding and drainage
<i>Contractors have been on site for many months. During this period there has been noise at some times (drills etc), lorry traffic continuously and dust and dirt for months making our garden virtually unusable during the summer. The house concerned is one away from us, but if it were our neighbour we would be very worried about them causing movement to our house and foundations and to the water table.</i>	Flooding and drainage
<i>Cracking/disrupted weekends/dirt/unreal noise pollution/drain smells/traffic impossibility/blockages.</i>	Flooding and drainage
<i>Damage to party wall, severe noise, dust and water ingress.</i>	Flooding and drainage
<i>Damp rising from ground due to *unclear* in drainage. Vermin!</i>	Flooding and drainage
<i>Disruptive digging and building work going on for close on two years. Remains to be seen what the impact would be on water drainage.</i>	Flooding and drainage
<i>Diverted underground river course compromising foundations. Seven basement excavations in eight years within 20 yards.</i>	Flooding and drainage
<i>Drainage problems, road surfacing problems, road temporarily closed at a whim to all residents and passing traffic, noise, dust, pollution. This road and area historically has two major factors to be considered: two reservoirs were here and a natural spring runs under the road - this making any excavation/basement work high risk re the water table.</i>	Flooding and drainage
<i>Dust - noise pollution - parking restrictions - water infiltration - pest.</i>	Flooding and drainage
<i>Dust, noise, traffic obstruction, concerns about flooding, parking problem.</i>	Flooding and drainage
<i>He blocked our sewer and caused a lot of inconvenience.</i>	Flooding and drainage
<i>I had the buildings on either side dig down at the same time. More than a year of filthy mud all over my doorstep and one builder on one side has flooded me (and has agreed to pay). Nightmare!</i>	Flooding and drainage
<i>It was over the road. Flooded their neighbours and themselves (address removed).</i>	Flooding and drainage
<i>Massive disruption used whole mews as heavy construction site - concrete mixers, crates, partitioned off large areas</i>	Flooding and

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<i>of public highway. The cobbles in the mews had been relaid and re-grouted shortly prior to 2003. This 'development' completely ruined the cobbling and its grouting. They broke the mains water and I do not think mended it properly as grass is growing in that area they flooded. Parking restrictions. Shook my house with their piling etc.</i>	drainage
<i>No structural implications but noise was significant. Water drainage is a major issue.</i>	Flooding and drainage
<i>Noise, dirt - multiple suspension of resident parking spaces. Possible displacement of water at basement level.</i>	Flooding and drainage
<i>Noise, dirt, clogged sewage, damage sidewalk, cracks in my walls.</i>	Flooding and drainage
<i>Pulled down party walls (old walls). Cut down established trees in both their garden and ours. Water table has risen significantly in our garden flower beds.</i>	Flooding and drainage
<i>See q11 re underground lives probably removing between our *unclear* but exact location uncertain. No immediate *unclear* from *unclear* pipe leading to flooding but we are still worried that the pipe usage have been cracked/disturbed and we may suffer long term damp and damage to our foundations.</i>	Flooding and drainage
<i>Services affected/moved. Drains/services/disrupted/moved/re-sited.</i>	Flooding and drainage
<i>Several houses nearby both on our side and opposite have been 'basemented'. The activity has been reasonably controlled but there are usually gangs on the pavement. Our culverts have been blocked, paving cracked etc.</i>	Flooding and drainage
<i>Site flooding, leading to water damage. Cracks and subsidence throughout our property. Inability to get house fabric insurance from many insurance companies.</i>	Flooding and drainage
<i>Slight cracks in one wall. Garden very much wetter in one corner.</i>	Flooding and drainage
<i>The development is still on-going after 18 months. Our drainage has suffered from nowhere for rain water to go anymore, a unattractive concrete garden from our windows at the back and increased light and noise pollution.</i>	Flooding and drainage
<i>The drainage and plumbing system appears to be impacted. There is also evidence of a slowdown in the water clearing away from sink/bathtub in my property.</i>	Flooding and drainage
<i>There is an underground river and the pipe around the river could have been damaged with long term impact on foundation.</i>	Flooding and drainage
<i>Traffic problems over a long period, my basement was flooded, noise and dust.</i>	Flooding and drainage
<i>Vermin, damp and flooding. Not to mention noise outside of permissible hours and vibrations which cracked the wall.</i>	Flooding and drainage

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<i>We had floods onto the boiler house of the communal central heating. As a result 32 flats had continuous heating problems for many months until the real cause was discovered.</i>	Flooding and drainage
<i>We have been flooded three times. I live in a mansion block on corner of (address removed). Three buildings at junction of Westbourne Grove excavated basements to build garages.</i>	Flooding and drainage
<i>We spent £7000 to sink deeper an external drain as the water table changed and I had flooding in my conservatory.</i>	Flooding and drainage
<i>Cracked pavement, extremely dusty and dirty, noise at no safe level. I have COPD, and was hospitalised several times because of dirt and dust.</i>	Health problems
<i>Health issues with my daughter. Dust, pollution. My daughter has an allergy to saw dust.</i>	Health problems
<i>House shifted slightly - front door had to be adjusted. Dust led to illness on two occasions.</i>	Health problems
<i>Much lower rent, much less rental interest, noise, unsightly pavement disruption, dirt, dust, smells, more basements is not what London needs most. Stop the madness, and at least make permitting sensible (damage to trees, to neighbours etc) and transparent (Council has cried 'impotence' to most neighbourhood challenges).</i>	Impact on rental income
<i>Better division of space, better family house.</i>	Improvement
<i>Better looking entrance at staircase to the basement.</i>	Improvement
<i>Building looked smarter and more cared for development also prevented passers by dropping rubbish. Sorted out broken drain and rats.</i>	Improvement
<i>I find that the development of the neighbours' house basement enhances the mews street.</i>	Improvement
<i>Improved layout, new utility services. Better all round. Very positive.</i>	Improvement
<i>Improved the neighbourhood.</i>	Improvement
<i>Improvement.</i>	Improvement
<i>It has rather enhanced the use of property and its beauty.</i>	Improvement
<i>It looks much improved and a lovely place to be in. It makes a great impression to the service users and staff as well.</i>	Improvement
<i>Looked better.</i>	Improvement
<i>More space to enjoy - moving a lot of the boilers/various machines underground.</i>	Improvement
<i>More storage space for play equipment as we are an RBKC state school.</i>	Improvement
<i>Much pleasant to have a lovely lower ground floor flat than derelict storage areas.</i>	Improvement
<i>Party wall impact - but all agreed professionally. Improvement to property means will encourage more families to square.</i>	Improvement
<i>Price went up/looked better.</i>	Improvement
<i>The basement works carried out are part of a refurbishment programme the effect of which has been to greatly</i>	Improvement

Appendix two: written comments

<i>improve the appearance of the next door property. This has undoubtedly benefitted my property.</i>	
<i>The construction of a basement will allow more light in the existing basement and *unclear* for us to remain as a growing family in our family home.</i>	Improvement
<i>The general look of the mews improved.</i>	Improvement
<i>The impact is seeing the potential for my property.</i>	Improvement
<i>The refurbishment of the basement next to our address meant that its appearance now looks more modern and well kept. Plus there is now one new basement development just in front of our address which is causing a bit of noise - we hope it will look better when completed.</i>	Improvement
<i>The value of properties in this area has improved as basement space makes better use of the available site area. Houses in the right location are improved and have more facilities to suit their owners.</i>	Improvement
<i>Uplifted the whole area.</i>	Improvement
<i>Absolutely catastrophic impact. Blocking pavements and road, comm cracking, door frames dropping so much could not gain entry on two occasions into my own home. Dust, dirt, filth. Contractors totally oblivious to neighbours needs. Numerous breaches of party wall agreement.</i>	Inconsiderate builders
<i>Traffic, parking problems, dirt on roads, noise, unhelpful builders.</i>	Inconsiderate builders
<i>Increase in floor area and value of property.</i>	Increase in value
<i>Increase in value.</i>	Increase in value
<i>Increase in value due to the fact that potential buyers can increase the square footage of the property.</i>	Increase in value
<i>Increased value.</i>	Increase in value
<i>It raises the house prices on the street.</i>	Increase in value
<i>On the building insurance renewal. I was asked about development within a certain radius. I may have to pay increased charges.</i>	Insurance premiums
<i>Definitely - it starts at 8am - finishes at 5pm if we are lucky. Noise, can be tremendous - there are about 4 properties all going at once - for at least a year. I have a flat and my bedroom looks straight onto the latest noise plus flashing lights.</i>	Light pollution
<i>I live in a flat just above the basement and ground floor flat which carried out the basement works. The main rooms of my flat look over the garden, which is five metres below. The garden was a quiet space, rarely used and dark at night. Now the garden's tranquillity has been ruined. There is incessant noise from the air conditioning plant installed, and from the new family room which has French doors opening into a deep light well. The quiet character of the garden has been ruined for a TV room. Also there are numerous, large light wells set into the grass and so the garden is not</i>	Light pollution

Appendix two: written comments

<i>dark at night. This must have affected the use of the space by wildlife. I do not consider that this is appropriate. My neighbours have not increased the size of their family since they moved in. So this cannot qualify as a growing family, which is what basements can accommodate. If people want a certain size of house, then buy the right size property in the first place. There are plenty of larger properties available. What they have done is purely selfish and there was no way of stopping them, even though many objected. Basements should not be allowed in flats, where others are so close and their outlook and amenity value are destroyed, without any redress or compensation.</i>	
<i>The development is still on-going after 18 months. Our drainage has suffered from nowhere for rain water to go anymore, a unattractive concrete garden from our windows at the back and increased light and noise pollution.</i>	Light pollution
<i>Basements in houses in the Abbotsbury Road and Close have little impact. A basement/underground car park proposed at (address removed) would have major construction impact.</i>	Little or no impact
<i>A new rear conservatory was installed and the canopy above the corridor was re-configured and enlarged both initially without permission, causing a substantial invasion of our rights and privacy.</i>	Loss of privacy
<i>Basement windows now overlook my property.</i>	Loss of privacy
<i>Height of garden was raised so neighbours can now peer over wall. Air conditioners fitted - noisy.</i>	Loss of privacy
<i>Horrendous noise, dust, dirt. Lack of privacy and vibrations.</i>	Loss of privacy
<i>Less light, less privacy, unsightly view (mismatched bricks used on extensions), encroachment, has enclosed my property.</i>	Loss of privacy
<i>Less privacy as garden level raised.</i>	Loss of privacy
<i>Longstanding disruption. This is a small one way street and since 2010, the number of basement developments finished and ongoing are nine out of a total of 22 small terraced properties, i.e. Victoria Grove and Albert Mews. We constantly endure, skips, arrival of huge lorries, scaffolding which affects our privacy, constant streams of workmen, vermin, noise, dirt and dust. For those living next door to these developments, there is the concern of walls cracking either immediately or in the future. Terrific problems with parking and also those using garages in the Mews are constantly affected.</i>	Loss of privacy
<i>Noise and interference of privacy. Constant to and fro *unclear* of workmen - with scaffolding practically on my own balcony preventing me sitting on my own balcony.</i>	Loss of privacy
<i>Noise disruption, loss of privacy, garden now enclosed, basement development extend back right up to our garden wall.</i>	Loss of privacy
<i>Noise, dirt, dust everywhere in the home. Impossible to use our terrace. Over looked from morning to night.</i>	Loss of privacy
<i>Our patio at ground floor was overlooked because a second floor balcony had been allowed</i>	Loss of privacy
<i>The impact included an unacceptable noise level, an enormous amount of dirt, a lack of privacy (two builders standing doing nothing outside OUR house all day for five months) and finally burglary as a consequence of this activity in the</i>	Loss of privacy

Appendix two: written comments

<i>street.</i>	
<i>There is a large part of garden occupied by a conservatory and recently has been rebuilt and raised height which higher the planning permission agreed (my permission as well) also altered design of conservatory. (1) add a solid roof in the top of conservatory, (2) conservatory become very substantially taller and larger, affecting my privacy and intruding.</i>	Loss of privacy
<i>Unightly to look at from rear (our garden view). Mismatched/bolted on chequered effect. Loss of light and privacy. Loss of character of historical and protected buildings.</i>	Loss of privacy
<i>Cracks in our property, loss of rental income, disruption to the environment, i.e. loss of trees, noise, pollution. Overall, we are extremely concerned about the works being permitted in the borough at present which seem to display no regard for surrounding properties. The work took place in the basement or our building, we are on the first floor and an extensive basement redevelopment and extension under the garden took place.</i>	Loss of rental income
<i>We have lost two tenants who moved out whilst the basement was going through planning. The second tenant moved after the project was resurrected having been knocked back. Current tenant has negotiated large discount on the rent.</i>	Loss of rental income
<i>Noise, disturbance, parking, dust. Loss of storage. Poor fire compartmentalisation.</i>	Loss of storage
<i>A very tall wall from the road to the end of my garden which cuts out the light and sun from my house and garden has been in place for just short of a year. Many of my plants have died.</i>	Loss of trees and plants
<i>Before the front garden had green plants now it has been left with no plants at all.</i>	Loss of trees and plants
<i>Cracks in our property, loss of rental income, disruption to the environment, i.e. loss of trees, noise, pollution. Overall, we are extremely concerned about the works being permitted in the borough at present which seem to display no regard for surrounding properties. The work took place in the basement or our building, we are on the first floor and an extensive basement redevelopment and extension under the garden took place.</i>	Loss of trees and plants
<i>Damage to trees on the (removed) - I own property.</i>	Loss of trees and plants
<i>Dirt, dust and plant damage.</i>	Loss of trees and plants
<i>Horrible dust - all my curtains which have been made one year before have to be changed. There used to be a beautiful and old plant: a wisteria, they cut and which died.</i>	Loss of trees and plants
<i>In preparation for the basement work the builder damaged our aged fig tree by unsympathetic pruning of overhanging branches so badly that the tree had to be removed. And subsequently, a basketball hoop was put up against the boundary wall taking advantage of the hard standing in the garden which created noise (ball bouncing etc) and an eye sore.</i>	Loss of trees and plants

Appendix two: written comments

<i>More cracks on internal walls, garden needed re-planting (owner refused to contribute).</i>	Loss of trees and plants
<i>Much lower rent, much less rental interest, noise, unsightly pavement disruption, dirt, dust, smells, more basements is not what London needs most. Stop the madness, and at least make permitting sensible (damage to trees, to neighbours etc) and transparent (Council has cried 'impotence' to most neighbourhood challenges).</i>	Loss of trees and plants
<i>No one knows what the immediate short or long term effect will be on our property. It can best be described as living in hell with several basement excavations going on simultaneously in the neighbourhood. In summer time our homes have been turned into closed prisons, living with all the windows shut, with the constant loud noise, vibration, dust and pollution, obstruction of traffic with skips and trucks - all recognised characteristics of a long term 'construction site' some lovely trees have disappeared with its toll on the fauna and wild life and the tranquillity which once oozed in this area.</i>	Loss of trees and plants
<i>Part of view of communal garden obscured. Tree and foliage reduced.</i>	Loss of trees and plants
<i>Plants on our dividing fence all died.</i>	Loss of trees and plants
<i>Pulled down party walls (old walls). Cut down established trees in both their garden and ours. Water table has risen significantly in our garden flower beds.</i>	Loss of trees and plants
<i>Resulted in felling of important tree against the advice of your arboriculture advisor.</i>	Loss of trees and plants
<i>We have a lot of cracking in the front masonry. A beam was put through our basement wall. Plants in the front garden died and a tree is noticeably worse off. The work was noisy, dusty, and wholly disturbing with constant pounding on the walls.</i>	Loss of trees and plants
<i>(1) Noise and pollution not stop (ten and a half hrs per day) - impossible to use garden. On consultation with architects, we were informed that RBKC gave them permission to start work at 8pm - Monday to Saturday and to stop work at 6:30pm - mostly delayed to 6:45pm. (2) Mice invading house. (3) Ceiling fittings falling on our heads. (4) House badly shaken.</i>	Noise and vibration
<i>(1)The house shakes with the vibrations of the heavy machinery. (2) Overrun by mice throughout the house, told by pest control people. (3) Noise - constant during the day.</i>	Noise and vibration
<i>10 Dirt from building works. 2) Noise from building works. 3) Vibration from works.</i>	Noise and vibration
<i>1) Excessive noise and dust during the development 2) After the development - unpleasant smell due to reaching the water table - extra noise from the occupants as an extension over the basement was close to our house - our house may have suffered a reduction in value - reduction in neighbour friendship and community cooperation.</i>	Noise and vibration

Appendix two: written comments

<i>1. Noise during works. 2. Cracks in adjoining walls. However, I understand that in the longer term things will look and get better.</i>	Noise and vibration
<i>Two years of contractors pile driving, removing over 4000 tons of soil and thereafter building work with hundreds of heavy lorries to-ing and fro-ing and ALSO extensive drilling within the neighbour's house which made my flat uninhabitable for weeks at a time during the day.</i>	Noise and vibration
<i>Seven months worth of noise, drilling, skips etc. Disturbance/noise for the seven months the work took.</i>	Noise and vibration
<i>A great deal of construction noise. Work lasts in excess of two years. Pavement blocked and broken.</i>	Noise and vibration
<i>A lot of dirt on the inside and outside. Had to repaint and the noise was terrible and the road blocked. Deliveries before 8am of building supplies.</i>	Noise and vibration
<i>A lot of noise, very annoying if trying to concentrate, a lot of dust. Car parking often made harder due to skips and truck access. Generally disruptive. Have had a succession of basements in last two to three years.</i>	Noise and vibration
<i>A noisy ventilation unit was installed which can be heard in my property.</i>	Noise and vibration
<i>A totally unacceptable level of inconvenience and noise pollution over the period of the works of approx. three years as well as damage to our property which was settled under the party wall dispute procedures.</i>	Noise and vibration
<i>Although the builders were considerate, during the development there were days when our residence shook to its foundations. Cracks have since appeared in walls and ceilings.</i>	Noise and vibration
<i>Appalling noise and disruption and dirt for over two years - made life intolerable for nearby residents. Impossible to live normally. I was driven insane by the perpetual huge noise (due to deep basement excavate) (seven metres I think) *unclear* (address removed) house. Unable to use my living room easily for two years. Noise appalling and destructive. Please no more basement excavations round here. Destructive and selfish and damaging to neighbours and the environment generally.</i>	Noise and vibration
<i>Appalling noise, disruption and inconvenience. Months and months of drilling, digging, awful noise and disruption. Two adjoining houses are being done, plus several more in our own street.</i>	Noise and vibration
<i>As there was no adjoining party wall, the impact related to dirt, noise, shaking of the building and traffic and parking disruption.</i>	Noise and vibration
<i>Building noise and dust, traffic disruption, building rubbish left on the pavement.</i>	Noise and vibration
<i>Building work was done on *unclear* as possible, but machinery noise was intrusive.</i>	Noise and vibration
<i>But the noise element was somewhat disturbing between 08:00am until 18:00 six days a week!</i>	Noise and vibration
<i>Causing noise, access was sometimes blocked by materials *unclear*. Safety was all concerned.</i>	Noise and vibration
<i>Considerable noise and disruption</i>	Noise and vibration
<i>Constant drilling, then raising garden level to view from my garden. This building work has now been going for three</i>	Noise and vibration

Appendix two: written comments

<i>years. Victoria Road W8 has been closed by heavy equipment blocking the road on several occasions.</i>	
<i>Constant dust, noise of drilling, excavating etc. Traffic nuisance from construction vehicles.</i>	Noise and vibration
<i>Constant noise - disruption. Electricity in whole area bombed for some hours after dark.</i>	Noise and vibration
<i>Constant noise and dirt six days a week.</i>	Noise and vibration
<i>Constant noise and vibration. Never again, but still goes on every day!</i>	Noise and vibration
<i>Constant noise and appearance of cracks.</i>	Noise and vibration
<i>Constant noise and dirt in front and construction equipment.</i>	Noise and vibration
<i>Constant noise and vibration, filth from the excavation on road and dust in the house. Ten years of basement excavations in my small mews has reduced our lives to living hell.</i>	Noise and vibration
<i>Constant noise nuisance. Four years of noise, swearing, shouting, traffic, building rubble in street, residents' parking suspended, dirty windows, car covered with dust etc.</i>	Noise and vibration
<i>Constant noise of trucks and workmen and suspended parking bays for protracted periods.</i>	Noise and vibration
<i>Constant noise, disruption to traffic, concerns of flooding. Apart from terrible disruption with five spaces suspended, noise every day, dust - filthy windows and breathing problems, long term concerns about water drainage and flood plain remain unanswered. We are very near the Thames so it didn't seem sensible.</i>	Noise and vibration
<i>Constant noise, dust and vibration coming through broken window due to inadequate tarpaulin and men working after hours even on Saturdays, the front of houses may be protected but the rear of buildings like a construction site.</i>	Noise and vibration
<i>Constant noise, the quality of the supporting steels going into the basement was poor, and the workmen are living on the property.</i>	Noise and vibration
<i>Constant noise. Workmen starting early - the one on Christchurch Street was a dreadful noise. I was told it would take two yrs!</i>	Noise and vibration
<i>Constant sound of drilling and excavation works for approximately three months.</i>	Noise and vibration
<i>Constant voice, power drilling, lorries, dirt, smell - unbearable; no more decamped.</i>	Noise and vibration
<i>Constantly cleaning exterior. Large trucks parked outside - making my property dark and have vibrations.</i>	Noise and vibration
<i>Continual noisy disruption.</i>	Noise and vibration
<i>Continuous construction noise, dust, cracking of plaster work and security issues for 18 month period.</i>	Noise and vibration
<i>Continuous noise - including evenings and w/e, dust excessive, not able to sit in garden during work days.</i>	Noise and vibration
<i>Contractors have been on site for many months. During this period there has been noise at some times (drills etc), lorry traffic continuously and dust and dirt for months making our garden virtually unusable during the summer. The house concerned is one away from us, but if it were our neighbour we would be very worried about them causing movement to our house and foundations and to the water table.</i>	Noise and vibration

Appendix two: written comments

<i>Cracked pavement, extremely dusty and dirty, noise at no safe level. I have COPD, and was hospitalised several times because of dirt and dust</i>	Noise and vibration
<i>Cracking/disrupted weekends/dirt/unreal noise pollution/drain smells/traffic impossibility/blockages.</i>	Noise and vibration
<i>Cracking in party walls. Huge amounts of dust and dirt, penetrating my property. Constant noise and vibration. Builders mess and rubbish. Trucks and white vans - broke pavements outside my house and disruption and blocked entrance. Constant illegal parking in resident spaces.</i>	Noise and vibration
<i>Cracks in our property, loss of rental income, disruption to the environment, i.e. loss of trees, noise, pollution. Overall, we are extremely concerned about the works being permitted in the borough at present which seem to display no regard for surrounding properties. The work took place in the basement or our building, we are on the first floor and an extensive basement redevelopment and extension under the garden took place.</i>	Noise and vibration
<i>Cracks in our walls, ceilings, window sills. Every time the massive cracks and earth. Moving equipment is close, our house vibrates, so obviously cracks are appearing and our alarms go off.</i>	Noise and vibration
<i>Cracks in the main pillars of the portico of the building. Constant noise, pollution, fumes (diesel).</i>	Noise and vibration
<i>Cracks in wall and ceilings, dust, noise vibration.</i>	Noise and vibration
<i>Cracks in walls which have been repaired and a lot of noise.</i>	Noise and vibration
<i>Cracks in walls, consistent, massive noise disturbance.</i>	Noise and vibration
<i>Cracks in walls, dust, noise, pollution, constant disruption.</i>	Noise and vibration
<i>Cracks in walls, subsidence, tiles came off walls due to subsidence. Dirt, dust, mud on road. Noise from trucks and dumper trucks when arriving and reversing (electronic beeping warnings and recorded voice signals) was too much to bear at times! Our property shook when pile driving was taking place!</i>	Noise and vibration
<i>Cracks, conservatory shattered, incessant terrible noise and shaking. Our glass conservatory roof shattered due to vibrations, pictures fell off walls, minor cracking on shared walls and incessant intolerable noise and shaking due to drilling even on weekends. Also my landscape features (conservation district) were destroyed.</i>	Noise and vibration
<i>Cracks, constant noise, dust and vibrations. 12 months of hell!</i>	Noise and vibration
<i>Cracks, general noise, nuisance, dust and parking restrictions for lengthy periods.</i>	Noise and vibration
<i>Cracks, unacceptable level of noise pollution during digging.</i>	Noise and vibration
<i>Damage to party wall, severe noise, dust and water ingress.</i>	Noise and vibration
<i>Debris and dirt, noise, blocked access because of builders vans.</i>	Noise and vibration
<i>Definitely - it starts at 8am - finishes at 5pm if we are lucky. Noise, can be tremendous - there are about four properties all going at once - for at least a year. I have a flat and my bedroom looks straight onto the latest noise plus flashing lights.</i>	Noise and vibration

Appendix two: written comments

<i>Development still ongoing - will take many years to complete. Constant noise all day Mon-Fri and Sat mornings.</i>	Noise and vibration
<i>Dirt collects all over the front of my house - windows, sills, ledges, front area and railings, pavement. Number (removed), between me and the site has obvious damage outside. Noise has been unbearable. Q3. Number (removed) was a shell, no back wall, floors or stairs or ceilings, front of house covered by scaffolding. It has been impossible to say how the house or garden look. Despite contact with local Ladbroke Association. My local MP. And the Mayor Boris Johnson and the RBKC planning office and the company doing the building (Guernsey) we can get no relief. This should never happen in a terrace house, the implications are obvious.</i>	Noise and vibration
<i>Dirt, dust and noise.</i>	Noise and vibration
<i>Dirt, dust, noise and no attempt by house owner to apologise, placate or commiserate with all near his scheme.</i>	Noise and vibration
<i>Dirt, dust, shouting, traffic, skips, endless hassle. Particularly traffic blocking the road at crucial times.</i>	Noise and vibration
<i>Dirt, noise and disruption, trucks and heavy machinery in front of own property, parking suspensions for several weeks.</i>	Noise and vibration
<i>Dirt, noise, disruption, length of time.</i>	Noise and vibration
<i>Dirt, noise, vibration, traffic, stress.</i>	Noise and vibration
<i>Disruption of everyday conditions, dust noise, rubbish, vermin etc.</i>	Noise and vibration
<i>Disturbances to peace and quiet. Day and night.</i>	Noise and vibration
<i>Don't know exactly. Lots of noise from early morning machinery, tools, engines and men talking loudly. Unbelievable amounts of dust - all the time.</i>	Noise and vibration
<i>Drainage problems, road surfacing problems, road temporarily closed at a whim to all residents and passing traffic, noise, dust, pollution. This road and area historically has two major factors to be considered: two reservoirs were here and a natural spring runs under the road - this making any excavation/basement work high risk re the water table.</i>	Noise and vibration
<i>Dreadful noise and constant dirt and dust. Noise all day from 8am. Dust and dirt make it impossible to keep my house clean, especially in summer with open windows. Congestion in my street.</i>	Noise and vibration
<i>Drilling took a long time.</i>	Noise and vibration
<i>During the drilling the house shook considerably. They went down two floors.</i>	Noise and vibration
<i>During work - we were frequently denied access to our car in our garage, endless dirt and dust, endless noise and vibration, very unhelpful developer. Over the past year there have been five or six basements dug out in our road. Two are current. P.S. basements for the increase of amenities for owner occupiers is one thing, but the developers frequently just build for their profit, regardless of the impact on other residents. I speak from experience.</i>	Noise and vibration
<i>Dust - noise pollution - parking restrictions - water infiltration - pest.</i>	Noise and vibration
<i>Dust/noise/parking.</i>	Noise and vibration

Appendix two: written comments

<i>Dust and noise.</i>	Noise and vibration
<i>Dust, dirt and noise.</i>	Noise and vibration
<i>Dust, loud noise and vibration.</i>	Noise and vibration
<i>Dust, more workers around. More noise in morning when work commenced.</i>	Noise and vibration
<i>Dust, noise for more than a year! Still going on!</i>	Noise and vibration
<i>Dust, noise, adverse effect on outlook to rear of property to prolonged disfiguring boarding up and skips to front (next door).</i>	Noise and vibration
<i>Dust, noise, dirt, disturbance.</i>	Noise and vibration
<i>Dust, noise, lorries parking in front of our demise. Blocking off one lane of a two lane one-way system</i>	Noise and vibration
<i>Dust, noise, lorries, being parked across the drive.</i>	Noise and vibration
<i>Dust, noise, traffic obstruction, concerns about flooding, parking problem.</i>	Noise and vibration
<i>Dust, noise, vibrations.</i>	Noise and vibration
<i>Dust, vermin and vibrations unbearable. When I ask the workmen how much longer will this be going on I was told to 'take it up with the Council'. I work twelve hour shifts. I don't have the time to complain!!</i>	Noise and vibration
<i>Enormous amounts of dust and noise with builders relatively inconsiderate to the fact it is a residential area.</i>	Noise and vibration
<i>Enormous cracking in the party walls. The garden wall is leaning and had been propped up, the garden is choked with dust they are digging sub basement and the whole of two houses were demolished only leaving the facades. We have been unable to use the garden for two years, there is a crane next door and a cement mixer the noise is terrible and life is miserable.</i>	Noise and vibration
<i>Even though we are quite a distance away the noise and vibration was discernable - see comments at end.</i>	Noise and vibration
<i>Excessive dust and noise.</i>	Noise and vibration
<i>Excessive dust, dilapidation of front facade, cracking of walls, excessive noise, vibrating walls.</i>	Noise and vibration
<i>Excessive dust, rubbish and noise</i>	Noise and vibration
<i>Excessive noise and damp entering through adjoining wall (on two separate occasions).</i>	Noise and vibration
<i>Excessive noise and dust from next door for 15 months - cracks all down part of wall. The house shook during process - plaster on front wall fell off.</i>	Noise and vibration
<i>Excessive noise, excessive dust, illegal parking in residents' bays in Inverness Gardens.</i>	Noise and vibration
<i>Extended periods of instructive noise and dust during the week and not infrequently on Saturdays after 1pm. Further most, the works caused appreciably higher levels of heavy lorry traffic and *unclear* caused localised congestion and even road blockages.</i>	Noise and vibration
<i>Filth, noise, cracks.</i>	Noise and vibration

Appendix two: written comments

<i>For two years:- cracks in my walls, noise of horrific proportions, parking badly affected, access was limited, dust and dirt, with soil being transported from their garden to a lorry in the street.</i>	Noise and vibration
<i>From the noise and constant lorries also dust and blocking of the road. Very intrusive for the area of road near the dwelling.</i>	Noise and vibration
<i>front of house covered in red dust - tar smoke entered house - lorries parked on front path - windows and paintwork filthy all the time - house trembles with pile drivers and diggers.</i>	noise and vibration
<i>General background noise during construction. Construction noise and parking restrictions</i>	Noise and vibration
<i>Glazed area extended further at rear (address removed) so less garden and a great deal of noise while it was going on. I'm over 80 and have been here 54 years.</i>	Noise and vibration
<i>Great amounts of dust in the air, noise from the contractors, scaffolders, skip lorries. On Saturdays unable to use the garden as much as would like due to continuous noise from the building site (there are actually three basement works going on within 75 metres of my property). The Council should look at prohibiting external works on Saturdays to give the residents an opportunity to enjoy peace and quiet from building noise.</i>	Noise and vibration
<i>Height of garden was raised so neighbours can now peer over wall. Air conditioners fitted - noisy.</i>	Noise and vibration
<i>High level of dust and cracks appearing on the wall facade and the roofing. Noises and poor street cleaning.</i>	Noise and vibration
<i>High wall erected. Whole development is huge - extension and conservatory. The owners agreed to restore point of the communal garden, the high wall may contribute to noise from children's playground reflecting across.</i>	Noise and vibration
<i>Horrendous noise daily, dust, mice, noise 8am-6pm. The owner told me and the Council the work would only be "for a week or two". It continued six months from June to Christmas eve! He did not apply for planning permission. Planning dept and Building Control believed "only a week or two". A year or more later apparently retrospective planning permission was given!</i>	Noise and vibration
<i>Horrendous noise, and endless lorries and workmen outside from all hours. Half of the road taken out for skips so we couldn't park - and as soon as one basement finishes, another starts. Hugely disruptive - and must affect the water table. Also people in our street illegally cut down a tree overnight, so that their swimming pool could go under the pavement where the trees roots were. No one did anything about that!!!</i>	Noise and vibration
<i>Horrendous noise, dust, dirt. Lack of privacy and vibrations.</i>	Noise and vibration
<i>House trembling, debris and dust in and on my property, unbearable noise level.</i>	Noise and vibration
<i>However, the basement development was two houses away, Shortly a basement development will be starting next door and I am not sure how that will impact my property. There will definitely be a lot of noise.</i>	Noise and vibration
<i>Huge noise levels 10 hours a day Mon-Fri. 8-2 Sat. Unable to work at home, had to go to library. Very dusty/muddy.</i>	Noise and vibration
<i>Huge vibrations, when they were digging which resulted in tiny cracks in adjacent wall.</i>	Noise and vibration

Appendix two: written comments

<i>I am the other side of the proposed basement in (address removed). The noise would be terrible as it has been in the past. I am the other side of the wall. I am 80 yrs old, have lived here over 40 years, and have a serious heart problem so am in my flat really all the time. Last time they had work done I was overrun by mice which I was told by Council was due to work next door. Please don't let this go ahead. My front room or bedroom go along the rooms of (address removed).</i>	Noise and vibration
<i>I live in a flat just above the basement and ground floor flat which carried out the basement works. The main rooms of my flat look over the garden, which is five metres below. The garden was a quiet space, rarely used and dark at night. Now the garden's tranquillity has been ruined. There is incessant noise from the air conditioning plant installed, and from the new family room which has French doors opening into a deep light well. The quiet character of the garden has been ruined for a TV room. Also there are numerous, large light wells set into the grass and so the garden is not dark at night. This must have affected the use of the space by wildlife. I do not consider that this is appropriate. My neighbours have not increased the size of their family since they moved in. So this cannot qualify as a growing family, which is what basements can accommodate. If people want a certain size of house, then buy the right size property in the first place. There are plenty of larger properties available. What they have done is purely selfish and there was no way of stopping them, even though many objected. Basements should not be allowed in flats, where others are so close and their outlook and amenity value are destroyed, without any redress or compensation.</i>	Noise and vibration
<i>I live in the basement of the adjoining property. Considerable work had to be done in my property over the best part of two and a half years. We were given a sum of money by the owner of the adjoining property, but the noise and dust pollution was very disturbing.</i>	Noise and vibration
<i>I will be unable to work from home - which, as a writer, I normally do -- during the day for the duration of the major earth moving activities, once they start. The developer's architect forecast that these would last 18 months. Already there is a good deal of noise and vibration from machinery and the construction team when they are on site. The property is immediately behind my house and the intention is to sink a basement room under the back garden of 30 feet or so.</i>	Noise and vibration
<i>Impact on own property is the same as for any major building works i.e. noise and dust during development.</i>	Noise and vibration
<i>Incessant noise, dust etc in course of construction.</i>	Noise and vibration
<i>Increased awareness of neighbouring occupation/proximity i.e. noises, sounds, voices. Too soon to be sure of full impact.</i>	Noise and vibration
<i>Increased levels of dirt, dust and continual noise</i>	Noise and vibration
<i>Incredible dust in my property which is not healthy – I have an eight year old son. He has to stop playing outside due to cement/concrete trucks. The noise is unbearable 8am-5pm. I had to leave home as I'm a full time mother. Doing homework after school is impossible.</i>	Noise and vibration

Appendix two: written comments

<i>Inordinate noise, disruption of traffic and parking availability, exorbitant dust and debris.</i>	Noise and vibration
<i>Intolerable noise, constant gridlock on roads due to lorries carrying away soil/clay, no parking spaces, dirt on property, cars and property filthy, windows in particular.</i>	Noise and vibration
<i>Intolerable noise. We had to frequently get out of the property because of noise. There should be a way of sufferers to obtain compensation.</i>	Noise and vibration
<i>Invasion of vermin, noise and dirt. Noise is terrible, and for years on end. Parking problems, blocked street which Council ignored when phoned. Flat invaded by vermin, huge increase in dirt and dust and as soon as one finishes another one starts. Living hell and no Council help.</i>	Noise and vibration
<i>It has been an absolute nightmare for me and my family. In addition, I haven't been able to fulfil my diplomatic duties due to the number of lorries running about, as well as the dust and noise in the area. This issue has been going on for way too long for us to stand. Two years.</i>	Noise and vibration
<i>It has been extremely noisy, the pavement has been damaged. It had no impact, physically on my property, but impacted on the quality of our lives.</i>	Noise and vibration
<i>It is still ongoing after more than one and a half years! Dirty, noisy, cracked steps etc.</i>	Noise and vibration
<i>It was next door (address removed). The drilling noise was horrific and went on for months - I was constantly staying with friends to escape. No one could have worked from home here while it lasted.</i>	Noise and vibration
<i>Just dust and noise pollution during the works.</i>	Noise and vibration
<i>Large dust, severe cracks on walls and ceiling, surveyor has been notified, noised fro early pre 8am, severe vibration.</i>	Noise and vibration
<i>Living on the (address removed) of a block near the development, no direct structural impact on my property (on the (removed) of a block) but noise, vibrations, dust, traffic were all at times highly unpleasant particularly for anyone at home during the day. The frequent presence of large skips, concrete mixers etc is disruptive in a normally quiet residential (conservation) area. A party of rats was visible in the early stages of the work.</i>	Noise and vibration
<i>Long period of works - noise, vibration. Some minor cracking.</i>	Noise and vibration
<i>Long term upheaval, our peace completely destroyed.</i>	Noise and vibration
<i>Longstanding disruption. This is a small one way street and since 2010, the number of basement developments finished and ongoing are nine out of a total of 22 small terraced properties, i.e. Victoria Grove and Albert Mews. We constantly endure, skips, arrival of huge lorries, scaffolding which affects our privacy, constant streams of workmen, vermin, noise, dirt and dust. For those living next door to these developments, there is the concern of walls cracking either immediately or in the future. Terrific problems with parking and also those using garages in the mews are constantly affected.</i>	Noise and vibration
<i>Loss of water supply. Increase dust. Noise levels very high. Impassable pavement.</i>	Noise and vibration
<i>Lots and lots of dust and dirt and mice and terribly noisy. We avoid our own home now and feel less safe and much</i>	Noise and vibration

Appendix two: written comments

<i>more stressed.</i>	
<i>Lots of dust and noise, suspension of resident's parking.</i>	Noise and vibration
<i>Lots of noise and dirty and disruption.</i>	Noise and vibration
<i>Lots of rubbish, noise and took many months to return to normal after the work was finished.</i>	Noise and vibration
<i>Major cracks, damage and dirt. Huge disruption to our quality of life - how can you measure that? Constant noise and dirt. Unable to work from home anymore. Unable to have windows open due to noise and dirt.</i>	Noise and vibration
<i>Major impact to the quiet enjoyment of our house from tools and builders who frequently worked after time allotted and at weekends. Concern caused as to long term consequences (drainage, subsidence).</i>	Noise and vibration
<i>Major power outage. Road blocked by construction vehicles. Long term res parking suspensions. Comments above relate to nearest development. One around the corner is finally finished and we face the noise and disruption of one opposite imminently.</i>	Noise and vibration
<i>Many cracked walls. Unbearable noise and dust during the three years.</i>	Noise and vibration
<i>Many months of excess noise and dirt which could, with proper protection, have been minimised.</i>	Noise and vibration
<i>Many cracks. Throughout the upper wall which gave onto the area where basement and sub basement was excavated. Dreadful noise during building works.</i>	Noise and vibration
<i>Massive amounts of dust and noise were generated. We could not use our garden for a prolonged period of time as we were unable to open our rear windows.</i>	Noise and vibration
<i>Massive disruption to daily life, noise levels incredibly high, drilling, vibration, dust, disturbed sleep, huge drop in quality of life.</i>	Noise and vibration
<i>Massive dust pollution! Traffic congestion! Too much noise. The basement work has been done three houses down the road. (Address removed).</i>	Noise and vibration
<i>Mice and rubbish, traffic jam created by lorries who carries soil and materials, noise and pollution.</i>	Noise and vibration
<i>Mismatched bricks. Wall moved further back enclosing our garden. Noise and disruption for two years. Loss of character and loss of light and privacy.</i>	Noise and vibration
<i>More cracks in paintwork/plaster work, leaks in roof, but difficult to know exactly how much of this was directly attributable to basement build two doors away. The house became more dusty, especially when you opened windows in summer. The noise at times was untenable. The litter in the street was worse, there was dust on the pavement which I walked into my own house and got into my carpets.</i>	Noise and vibration
<i>More noisy, heavy goods, lorries, dust and dirt.</i>	Noise and vibration
<i>Much lower rent, much less rental interest, noise, unsightly pavement disruption, dirt, dust, smells, more basements is not what London needs most. Stop the madness, and at least make permitting sensible (damage to trees, to</i>	Noise and vibration

Appendix two: written comments

<i>neighbours etc) and transparent (Council has cried 'impotence' to most neighbourhood challenges)</i>	
<i>My house now shaken and rattled for the past five years, there has been endless basements during my immediate vicinity.</i>	Noise and vibration
<i>My party wall was shaking. At the present moment these are two basement developments going - the noise is very loud. Two years ago my next door neighbours did theirs - for six months the noise was intolerable.</i>	Noise and vibration
<i>Needs redecorating, water in our basement and nasty smell. Noise was unbearable - builders vans and deliveries blocked our very small street all the time, parking bays suspended - house made dirty by all the dust - these small houses are not suitable for basements especially sub basements.</i>	Noise and vibration
<i>(Address removed) was a complete redevelopment of a supposedly unsafe house. The developers took the opportunity to create a new basement level and a sub-basement. The excavation of these two levels over much of the building footprint and garden involved piling the perimeter and digging down circa 30 feet. The excavation and piling was very disturbing for the surrounding residents over a 15 month period both in terms of noise and dirt. For those immediately adjacent to the development, it made their lives impossible. The damage to the houses adjoining was considerable. The only positive is that the resultant new house is very attractive and in keeping with its 19th century neighbours.</i>	Noise and vibration
<i>No building of this age (100 plus years) can be shaken as ours was without some damage.</i>	Noise and vibration
<i>No one knows what the immediate short or long term effect will be on our property. It can best be described as living in hell with several basement excavations going on simultaneously in the neighbourhood. In summer time our homes have been turned into closed prisons, living with all the windows shut, with the constant loud noise, vibration, dust and pollution, obstruction of traffic with skips and trucks - all recognised characteristics of a long term 'construction site' some lovely trees have disappeared with its toll on the fauna and wild life and the tranquillity which once oozed in this area.</i>	Noise and vibration
<i>No structural implications but noise was significant. Water drainage is a major issue.</i>	Noise and vibration
<i>No subsidence etc although several nearer neighbours have done so - but disturbance, mess, noise, dust, pollution etc excessive.</i>	Noise and vibration
<i>No tangible impact but noise level and disruptions. Quality of life impaired.</i>	Noise and vibration
<i>No, but the whole street was affected by noise, dust, extra heavy traffic, parking restrictions and general annoyance.</i>	Noise and vibration
<i>Noise.</i>	Noise and vibration
<i>Noise - resulting from development works: that could i.e. should have been better managed.</i>	Noise and vibration

Appendix two: written comments

<i>Noise and dust and lack of privacy. Workmen on scaffolding seeing into my house! (Poor thing!)</i>	Noise and vibration
<i>Noise and dust.</i>	Noise and vibration
<i>Noise/dirt/mice.</i>	Noise and vibration
<i>Noise/vibration, dust, pollution.</i>	Noise and vibration
<i>Noise and dirt in our garden. Unable to sit out when weather permitted.</i>	Noise and vibration
<i>Noise and disruption from builders lorries and piling operations.</i>	Noise and vibration
<i>Noise and dust.</i>	Noise and vibration
<i>Noise and dust. I have not been able to have my windows cleaned for nearly two yrs very noisy with heavy machinery, residential parking impossible. There were three other basement developments near me (removed).</i>	Noise and vibration
<i>Noise six days per week for three years!! Plaster falling down in living room. Filthy water sprayed over all my windows front and back - which I had to pay to clean!</i>	Noise and vibration
<i>Noise and also access to the dustbins. Bins were not emptied because the builders used the bin passageway to store their gear.</i>	Noise and vibration
<i>Noise and dirt.</i>	Noise and vibration
<i>Noise and disruption of normal life in a narrow mews.</i>	Noise and vibration
<i>Noise and disturbance from the generator powering the digging machine and some increase in settlement.</i>	Noise and vibration
<i>Noise and dust in the street every day. Huge lorries blocking the road. Our area (around Phillimore Gardens) looks in general unsightly and like a building site.</i>	Noise and vibration
<i>Noise and dust, cranes/earth moving equipment, I did complain to Council over noise levels.</i>	Noise and vibration
<i>Noise and interference of privacy. Constant to and fro *unclear* of workmen - with scaffolding practically on my own balcony preventing me sitting on my own balcony.</i>	Noise and vibration
<i>Noise and nuisance but hopefully no long term damage.</i>	Noise and vibration
<i>Noise and parking disruption from builders. Traffic disruption from trucks.</i>	Noise and vibration
<i>Noise and vibration. Work stopped for five months leaving the demolished building open to the elements. There was a four hour electricity power cut as a cable was rerouted around the basement under the pavement.</i>	Noise and vibration
<i>Noise daily, dust, dirt, disruption, traffic problems, parking problems. Once my car covered in dust builder would not accept responsibility.</i>	Noise and vibration
<i>Noise disruption constant for months, dust, considered moving home.</i>	Noise and vibration
<i>Noise disruption, loss of privacy, garden now enclosed, basement development extend back right up to our garden wall.</i>	Noise and vibration
<i>Noise during work.</i>	Noise and vibration

Appendix two: written comments

<i>Noise etc during construction work.</i>	Noise and vibration
<i>Noise from 7am all day. Dirt and dust on my property, large vehicles outside my *unclear* frequently street blocked (one way). Damage to footway.</i>	Noise and vibration
<i>Noise from the construction work and dirt.</i>	Noise and vibration
<i>Noise going on now for over a year.</i>	Noise and vibration
<i>Noise levels have greatly increased due to design of renovations.</i>	Noise and vibration
<i>Noise of digging, a constant risk to my garden wall falling, so shed etc all threatened. Party wall agreement lots of hassle and stress for elderly neighbours. My dogs also super upset and barking due to noise.</i>	Noise and vibration
<i>Noise of drilling and digging increased dust and dirt both inside and outside. Damp in our basement became worse.</i>	Noise and vibration
<i>Noise of drilling for two to three weeks 8am - 3pm unpleasant. Mess of materials on the pavement and road plus dust was also unpleasant. The obstruction by delivery vans and materials was difficult as I am disabled.</i>	Noise and vibration
<i>Noise pollution even on a Saturday. Constant disruption to parking and pavement.</i>	Noise and vibration
<i>Noise, builders disruption, vibration.</i>	Noise and vibration
<i>Noise, constant noise. Dust and dirt on all windows and if you left windows open the dust travelled throughout my property.</i>	Noise and vibration
<i>Noise, dirt - multiple suspension of resident parking spaces. Possible displacement of water at basement level.</i>	Noise and vibration
<i>Noise, dirt and flat tyres through nails left in street.</i>	Noise and vibration
<i>Noise, dirt and heavy traffic.</i>	Noise and vibration
<i>Noise, dirt and inconvenience. Where does it all end! Drayton gardens has dug to Australia and back!! We have been here nearly 35 years!</i>	Noise and vibration
<i>Noise, dirt, clogged sewage, damage sidewalk, cracks in my walls.</i>	Noise and vibration
<i>Noise, dirt, dust everywhere in the home. Impossible to use our terrace. Over looked from morning to night.</i>	Noise and vibration
<i>Noise, dirt, endless lorry traffic, damage cause to my car as a result.</i>	Noise and vibration
<i>Noise, dirt, traffic, vibration, anxiety - owner!</i>	Noise and vibration
<i>Noise, disturbance, parking, dust. Loss of storage. Poor fire compartmentalisation.</i>	Noise and vibration
<i>Noise, dust and debris - front and back, cracks appeared in walls (terrace built around 1840).</i>	Noise and vibration
<i>Noise, dust, droves of white vans and heavy plant deliveries at all hours.</i>	Noise and vibration
<i>Noise, dust, general mess, no res parking. Lack of access, vibration from pile driving, traffic jam - trucks everywhere. three years of noise, dust and general lack of amenity.</i>	Noise and vibration
<i>Noise, dust, increased damp.</i>	Noise and vibration
<i>Noise, dust, pest infestations, and some internal damage (damp and cracking).</i>	Noise and vibration

Appendix two: written comments

<i>Noise, dusty and our building has developed more cracks since. This is of great concern to me.</i>	Noise and vibration
<i>Noise, increased traffic.</i>	Noise and vibration
<i>Noise, less enjoyment of garden, vermin and bad for eco system. You may not see straight away as the main problem would be subsidence and the sinking of nearby buildings sinking of our building.</i>	Noise and vibration
<i>Noise, massive dust (from machinery and work people).</i>	Noise and vibration
<i>Noise, mess, dust, lack of access, less parking.</i>	Noise and vibration
<i>Noise, no parking!</i>	Noise and vibration
<i>Noise, rodents and damp through the walls.</i>	Noise and vibration
<i>Noise, scaffolding, parking restrictions, consistent work - awful!</i>	Noise and vibration
<i>Noise, traffic/parking disruption - roads messy - debris left on road punctured one car tyre - necessitating replacement.</i>	Noise and vibration
<i>Noise, traffic during two to three years works</i>	Noise and vibration
<i>Noise, vibration and dust during the week and weekend and beyond permitted working times. The total conversion of house and basement development was planned to last a year and 12 months into the job there is no sign of it ending - "a year of hell" as a tenant in our building says.</i>	Noise and vibration
<i>Noise, vibration, excessive disturbance during construction.</i>	Noise and vibration
<i>Noise. Parking difficulties. Difficulty in getting down my road. Much dust.</i>	Noise and vibration
<i>Noise. Ugly boarding on both sides. Dust and dirt over house and car.</i>	Noise and vibration
<i>Noisy in the square gardens.</i>	Noise and vibration
<i>Not in keeping with neighbourhood. Noise, traffic congestion - street closed.</i>	Noise and vibration
<i>Not noticeable except the rubbish outside the site occasionally and the noise of the work.</i>	Noise and vibration
<i>Not yet on the actual building. Two years of dreadful noise, dust, traffic congestion, residents parking, suspended constantly. Constant oppressive noise and dust.</i>	Noise and vibration
<i>Obvious noise, dust, dirt. Wrong bricks used. Wrong size windows inserted. Wrong mortar works on bricks. Should have a wren bricked in window.</i>	Noise and vibration
<i>Ok after work was finished. Very noisy during construction. About four properties of the 30 with 100 feet under construction mathematically.</i>	Noise and vibration
<i>On us as neighbours. Long term noise and mess over many months together with obstruction of pavement with overhead conveyor.</i>	Noise and vibration
<i>Only disturbance/dirt during construction.</i>	Noise and vibration
<i>Only the noise and activity outside our gate.</i>	Noise and vibration
<i>Our property is at (address removed), the property being extended is at (removed). Our property experienced external</i>	Noise and vibration

Appendix two: written comments

<i>cracking to the exterior both front and to the rear. Internal cracking to the walls in all three flats. Windows and doors got jammed and we were unable to open them. Additionally, before the windows became stuck it was impossible to open windows during working hours due to the noise and dust and my windows were constantly dirty.</i>	
<i>Our property vibrates during drilling and breaking up of concrete. The work is ongoing so we cannot say what the final impact will be.</i>	Noise and vibration
<i>Overall look and noise is not super attractive.</i>	Noise and vibration
<i>Party wall used to support scaffolding continuous noise and disruption.</i>	Noise and vibration
<i>Perpetual noise, dirt, blocked road - a nightmare.</i>	Noise and vibration
<i>Prolonged drilling noise on the other side of a party wall.</i>	Noise and vibration
<i>Prolonged periods of vibration, noise, dust. Predictable disturbance/nuisance from deliveries, traffic, workmen noise Some damage to property.</i>	Noise and vibration
<i>Rat problems: noise; dust</i>	Noise and vibration
<i>Road dustier and noisier</i>	Noise and vibration
<i>Settling house, vermin, dirt, dust, lack of parking, blocked street, noise.</i>	Noise and vibration
<i>Severe noise disturbance but within permitted hours.</i>	Noise and vibration
<i>Severe noise, dust and constant disturbance to the road. Harsh vibration outside agreed working hours. The character of the street has been changed for the worse.</i>	Noise and vibration
<i>Severe vibrations when excavation works were being conducted.</i>	Noise and vibration
<i>Shaking and rattling during digging. We have damp problems in basement level since project.</i>	Noise and vibration
<i>Significant access problems to my property including blockages of the street being used by the contractor as a work surface and parking area, and dispatch area, dust, continuous noise which must exceed EC limits, drainage problems</i>	Noise and vibration
<i>Significant disruption due to noise over course of works. Builders frequently worked outside of approved hours. Noticed significantly more cracks in property - works just completed so unsure of long term effect.</i>	Noise and vibration
<i>Significant noise and disruption all day, every day, which with young children makes life difficult. Drilling directly by adjoining property wall. Worrying seeing a large hole next door.</i>	Noise and vibration
<i>Significant noise disruption. Creaking and damage to walls.</i>	Noise and vibration
<i>Significantly reduced amount of light as party garden wall raised and noise from next door house was discernable.</i>	Noise and vibration
<i>Since may 2011 other than weekends and holidays, the noise of street digging machines has been unbearable, and the vibrations b/w 8:15 am till 6pm intolerable. The bad dirt and much on street pavement outside my door.</i>	Noise and vibration
<i>Slight worsening of subsidence due to vibration during digging.</i>	Noise and vibration
<i>Substantial amounts of dust and noise for over a year and vibration together with rat infestation and broken drains.</i>	Noise and vibration

Appendix two: written comments

<i>Taken light, noise impossible, has disturbed the whole street, lorries etc.</i>	Noise and vibration
<i>Terrible dust and noise.</i>	Noise and vibration
<i>Terrible noise - 90dband inside our house. Damage to house due to vibration.</i>	Noise and vibration
<i>Terrible noise going on all day - impossible to go into my living room. Awful.</i>	Noise and vibration
<i>The basement work was not close enough to have a direct impact on my property. Noise and occasional disruption to pavement access were a nuisance.</i>	Noise and vibration
<i>The building work was very noisy and messy. My property has been covered in debris and thick builders dust at all points.</i>	Noise and vibration
<i>The building works create noise, dirt. One has to employ party wall surveyors. During construction a total eye sore - but once completed visually ok but what is going to happen in the future? Number (removed) has a swimming pool two levels down constant flow of technical engineers looking at mechanics.</i>	Noise and vibration
<i>The construction creates lots of noises that travel far, especially by the vehicles the workers are using.</i>	Noise and vibration
<i>The construction site which is on for a year looks ugly and produces a lot of noise. Few years back similar work resulted in the road collapsing, the impact of which caused the large picture fall off the wall and shatter.</i>	Noise and vibration
<i>The development had an enormous impact. The work was very noisy. There were clouds of dust, there was some internal damage due to the strong vibration and the work took exceeded two years. It was overall very intrusive.</i>	Noise and vibration
<i>The development is still on-going after 18 months. Our drainage has suffered from nowhere for rain water to go anymore, a unattractive concrete garden from our windows at the back and increased light and noise pollution.</i>	Noise and vibration
<i>The drilling involved in the process was so noisy and seemed to shake the foundations. Wouldn't like to go through it again.</i>	Noise and vibration
<i>The entire street is now buckled and the dust, noise and inconvenience was almost unbearable.</i>	Noise and vibration
<i>The house became uninhabitable for long periods of the day due to the excessive and relentless noise from the basement excavations, often commencing at what I would see as an unreasonably early hour. Access to our own property, including the ability to park our car in our garage, was made more difficult as a result of the extra traffic flow involved in taking heavy plant and building materials to the site, as well as the presence of traffic taking materials away from the site.</i>	Noise and vibration
<i>The impact included an unacceptable noise level, an enormous amount of dirt, a lack of privacy (two builders standing doing nothing outside OUR house all day for five months) and finally burglary as a consequence of this activity in the street.</i>	Noise and vibration
<i>The impact on my property and quality of life has been dreadful. The dirt and noise is continual from 8am - 5pm Monday to Friday and on Saturday 'til 12. It's simply horrendous.</i>	Noise and vibration

Appendix two: written comments

<i>The installation of an underground car parking space with an electric car stacker will add substantially to the noise levels in (address removed), and will be a nuisance at night in what was previously a very quiet mews.</i>	Noise and vibration
<i>The level of noise and dust made it impossible for us to stay in our property during the hours of work. We asked for protection from dust but it was not forthcoming. It happened five to six years ago. We noticed that more recent basement developments have been carried out with more protection and care but they are still very disruptive.</i>	Noise and vibration
<i>The main impact was during the works - the noise, dirt, dust from early in the morning until late in the evening and on Saturdays too.</i>	Noise and vibration
<i>The noise.</i>	Noise and vibration
<i>The noise and disruption plus presence of builders lorries blocking the road for at least an hour at a time, nails causing repeated tyre punctures - those are all the result of very long basement digging procedures. Our neighbourhood is up in arms about it. Normal building works usually take up to a year. With the added basement digging this has tripled, in one case it lasted four years. What was once a quiet neighbourhood has turned into a large building site.</i>	Noise and vibration
<i>The noise and disruption was so terrible that I was often unable to work at home (I run my own business from home). If I had meetings I had to take my clients out to a cafe as otherwise we could not concentrate or hear each other speak. I have often had to leave the house all day in order to avoid the noise. I never knew when the digging and carting out of soil was going to happen, so could not plan business or social meetings during the day. And these works went on for years and years - and after five years the building is still not finished.</i>	Noise and vibration
<i>The noise coming from the air conditioning units.</i>	Noise and vibration
<i>The noise has been unbearable as well as dust both inside and outside my flat.</i>	Noise and vibration
<i>The noise of the pile driving/drilling/rock-breaking was terrible. It was dreadful noise pollution.</i>	Noise and vibration
<i>The noise was considerable and there was a great deal of dust.</i>	Noise and vibration
<i>The noise was dreadful. I live in (address removed). I believe that most (or all) of the developments at the rear of the (removed) houses took place in garage space. Ground level gardens had already been cost.</i>	Noise and vibration
<i>The noise was horrendous for the better part of a year. Constant heavy duty drilling in the party wall week after week, month after month made life here not worth living. I rang the Council who could do nothing and it is allowed all day from early till after 6pm much too long. It is really unfair, also no notice was given. I would gladly have planned to go out when it was extremely noisy but the builder refused to communicate what was going on as a courtesy.</i>	Noise and vibration
<i>The noise was unbearable.</i>	Noise and vibration
<i>The noise, dirt and dust all day long.</i>	Noise and vibration
<i>The refurbishment of the basement next to our address meant that its appearance now looks more modern and well kept. Plus there is now one new basement development just in front of our address which is causing a bit of noise - we hope it will look better when completed.</i>	Noise and vibration

Appendix two: written comments

<i>The roof level was raised and roof garden wall was raised. This means less light to our property. The property was sold to people who have no concern for the noise around our property and loud late parties disturb us. The changes put the property into a different category of occupant who only care about themselves. Changes to plans were submitted one week before the objection time elapsed and we were not informed by the Council leaving us helpless to object to changes which made things worse for us.</i>	Noise and vibration
<i>The same as with any other building works i.e. Much needed parking spaces constantly suspended, noise, dust etc.</i>	Noise and vibration
<i>The vibration caused cracks in our walls inside and out, it was six months of misery living with the noise and dust.</i>	Noise and vibration
<i>The work next door is ongoing. They started just before the summer around June and the impact on my house is horrendous and they still have a long way to go. The builders are cowboys. They have already taken out two chimney breasts without party wall agreements being in place. This has resulted in my entire house being covered in dust and debris. What is even worse is that there is NOTHING I can do about it. They have also on several occasions started work before 7.30am. It's intensely noisy, dusty and disruptive as I work from home and have two children.</i>	Noise and vibration
<i>There are two such diggings. 1/ close, 2/ further away. 1/ This one required almost a complete redoing that added to the inconvenience noise, and dirt. 2/ This carried for several years with various building material stored on the street and closure of the street without warning for deliveries etc etc.</i>	Noise and vibration
<i>There has been a huge amount of noise and disturbance as a result of the work carried out next door, and am unable to be in my house when digging work has been done, due to the noise.</i>	Noise and vibration
<i>There was a huge amount of noise and disruption. I regularly work from home and was unable to.</i>	Noise and vibration
<i>There was noise, dust and general disturbance during the work.</i>	Noise and vibration
<i>They only lowered the basement by 60cm but the noise was deafening as they drilled out the existing slab. Also the cut new slabs onsite - the noise was excruciating.</i>	Noise and vibration
<i>This was a sub basement development, much noisier than next door due to the extra staircase and landings created.</i>	Noise and vibration
<i>This was a subterranean development that occurred ten metres from my house in the mews. When the excavation drills started pictures and mirrors fell off the wall and books and china fell out of their shelves. We charged the property company for damages but I dread to think what the effect the vibrations on this house's foundations must have had.</i>	Noise and vibration
<i>Traffic problems over a long period, my basement was flooded, noise and dust.</i>	Noise and vibration
<i>Traffic, parking problems, dirt on roads, noise, unhelpful builders.</i>	Noise and vibration
<i>Tremendous demolition and digging noise daily from 8-4pm.</i>	Noise and vibration
<i>Two years of constant noise, heavy vibration, chaos, dust, dust and more dust, unsightly view directly opposite, Digging down to accommodate a swimming pool BELOW basement level !!!!! Heaven knows how deep the excavation!!!!!! Meanwhile owners living peacefully elsewhere, not affected by this enormous disruption.</i>	Noise and vibration

Appendix two: written comments

<i>Unbearable noise, dust. No improvement for neighbourhood.</i>	Noise and vibration
<i>Vermin, damp and flooding. Not to mention noise outside of permissible hours and vibrations which cracked the wall.</i>	Noise and vibration
<i>Vermin, dust, plus noise throughout and access issues due to illegal double parking by the builders.</i>	Noise and vibration
<i>Very difficult to let. The noise and dust together with all the vehicular movements has made tenants leave.</i>	Noise and vibration
<i>Very noisy too early in the morning - creating a lot of dust.</i>	Noise and vibration
<i>Very noisy, scaffolding outside, lots of drilling and dust. Has caused some cracks in the plaster on our side of the wall</i>	Noise and vibration
<i>Very noisy, very dusty, constant cars/vans parked outside my property.</i>	Noise and vibration
<i>Vibration when piles were being driven and constructed to support base.</i>	Noise and vibration
<i>Vibration, excess noise, dust, contractors taking parking spaces (residents) and double parking. Second development started concurrently.</i>	Noise and vibration
<i>Vibration, small damage - cracks etc.</i>	Noise and vibration
<i>Vibrations and constant worry as their first attempt at putting in steel supports didn't fit, they had demolished huge amounts of front and rear walls. Also their *unclear* crane fractured the water min (which the operator denied).</i>	Noise and vibration
<i>View of garden now worse, noise for six months.</i>	Noise and vibration
<i>Water coming through my ceiling. Worried about possible noise and vibration from lift being installed (which is part of basement development).</i>	Noise and vibration
<i>We are opposite and had a view of an incomplete development for a long time plus the increase in noise. Property was fire-bombed which did not help.</i>	Noise and vibration
<i>We cannot get in or out of our front door or garage because of constant huge cement lorries parked immediately outside our front door - the mews. The vibration is immense - we cannot hear ourselves speak when drilling/digging is going on. The whole thing is a nightmare thanks to RBKC.</i>	Noise and vibration
<i>We had extensive noise and dirt which was very irritating. In addition, there was also damage to some tiles.</i>	Noise and vibration
<i>We have a lot of cracking in the front masonry. A beam was put through our basement wall. Plants in the front garden died and a tree is noticeably worse off. The work was noisy, dusty, and wholly disturbing with constant pounding on the walls.</i>	Noise and vibration
<i>We have been affected by both the house immediately opposite, the house next door but one, and the enormous block of flats being built at the end of our road (address removed). Number (removed) was an ongoing building site for at least four years, as one developer went bankrupt, then the second one did, then the third owner had to more or less rebuild it as, apparently, the whole of the newly formed basement was leaking, as was the glass roof over the new basement. The noise, dirt and vehicle nuisance was unbelievable. We now have incredible disruption from the building in Pont Street, backing onto the Mews, where lorries are going up and reversing back past our house</i>	Noise and vibration

Appendix two: written comments

<i>approximately every half hour. They claim that they can't get round the top end of the mews and go into Pont Street. This is dangerous, frightening, and so noisy I can't open my windows. There is now an application in to turn the two houses immediately next to ours into a double basement swimming pool for the Lennox Gardens house backing onto them. This, as far as I can see, will render our house totally uninhabitable for a number of months. Obviously we'll get a party wall surveyor, but that won't really cover it. The ongoing worry for all of these developments is the safety of the adjoining houses, often old and fragile listed buildings.</i>	
<i>We have ongoing basements on each side of our house. Noise/vibration/dirt/access terrible. We have effectively been denied normal enjoyment of day time life and had to spend money on professional fees for no benefit</i>	Noise and vibration
<i>While building we had to put up with terrible noise and dust. We had to go away for three weeks, it was unbearable.</i>	Noise and vibration
<i>(Address removed) has mature trees and shrubs and great effort is made in the gardens. Two years of dust, vibration, stunted growth and prevented annuals.</i>	Noise and vibration
<i>Work at (address removed) has been going on for five years, it has been very noisy during day and has taken way too long.</i>	Noise and vibration
<i>Work lasts too long - starts too early on weekends - causes too much dust - noise – disturbance.</i>	Noise and vibration
<i>Work not finished. Some noise and dust. The work is not finished at number (removed).</i>	Noise and vibration
<i>Yes noise at weekends from workmen.</i>	Noise and vibration
<i>Yes, noise and general inconvenience of overlooked particularly during weekend (Saturday and Sunday) when works were done.</i>	Noise and vibration
<i>None.</i>	None
<i>A war zone permanently. You can figure out how you'd like to be surrounded back and front by constant basement invasions. Long live the rich and greedy.</i>	Other
<i>Already there. I was previously at number (removed) which preferred but back garden access.</i>	Other
<i>Although not started, the adjoining property is abandoned. All residents of (address removed), adjoining the proposed basement are concerned about the under pinning of old building.</i>	Other
<i>Basement not started but when started we have no objection but need party wall agreement.</i>	Other
<i>Basement was there already.</i>	Other
<i>But if it had been adjacent, any negative impact could take years to manifest itself.</i>	Other
<i>But we moved before the worst upheaval began - if we were living there now it would be ghastly.</i>	Other
<i>Demolition took place one year ago exposing the gable end of my house. Some other *unclear* has been done.</i>	Other
<i>Enormous disruption while work went on. Probable restriction on any such future development by ourselves. Long-term fears about subsidence so near the river</i>	Other

Appendix two: written comments

<i>General.</i>	Other
<i>I agreed that the party wall was pulled down and renewed. What I did not realise was that that process would take more than a year with the ensuing disarray of my garden.</i>	Other
<i>I assume property prices have increased as a result.</i>	Other
<i>I developed the basement in my own flat, which was previously derelict.</i>	Other
<i>I have no problem with the development. I do have huge problems with the place. Trees not being pollarded enough - and taking all the light!</i>	Other
<i>If I did rent it then probably I would have had a negative impact.</i>	Other
<i>If we notice any impact is too late! It is mad to dig under the over 100 year old houses!</i>	Other
<i>Impact on our pipes during initial *unclear*</i>	Other
<i>In adjacent street.</i>	Other
<i>In delving deep to construct this house? And may be a consequence was too appearance.</i>	Other
<i>Injury to our right to light.</i>	Other
<i>It became not possible for me to work in my living room or garden from 8-6 daily. Except Sunday.</i>	Other
<i>It is on the opposite side of the street.</i>	Other
<i>It was a two storey property and now is four storey with a garden not yet constructed at lower, lower basement level with a garden next door at street level!</i>	Other
<i>It was a nuisance.</i>	Other
<i>Lots of things have been refurbished and renovated.</i>	Other
<i>My building needs renovating to improve to standard of neighbours!</i>	Other
<i>My house was basically rendered unliveable for almost two years. It was horrendous. The owners basically 'stole' from me the use of my home with no compensation whatsoever. And the Council did nothing to make it fair.</i>	Other
<i>Nearest basement development not immediately adjacent</i>	Other
<i>No physical impact, but for those at home all day - self employed - like myself, it has been like a constant building site, here for four years. Enough!!</i>	Other
<i>No problem with proper basements.</i>	Other
<i>Our immediate neighbours at (address removed) are about to embark on a major basement works as they combine both houses. Given the appalling destructive results of the basement works at number (removed), we are extremely concerned that permission has been given to (removed). The party wall agreement has caused us inconvenience and taken up our time. There should be financial payment made to neighbours who are obliged to negotiate party wall agreements.</i>	Other

Appendix two: written comments

<i>Party wall agreement, builders' rubble through house to street.</i>	Other
<i>Patrol major re-development including rear extension. The fact that the basement itself will be invisible does not make the project less intrusive for the construction period. We have no doubt that the basement element* has influenced the scale of the rest of the project.</i>	Other
<i>Referred maintenance work on my property.</i>	Other
<i>Still waiting to see. Are they selling it - they are not doing much. Why is that they should hurry up the place needs renovating.</i>	Other
<i>The basement completely polarised the neighbourhood, the basement builder was in a minority of one, unanimous opinion around him was against him.</i>	Other
<i>The development adjacent was raised to the ground and rebuilt downwards and upwards and therefore the whole site is completely changed. Our property was underpinned in order for the adjacent development to dig downwards.</i>	Other
<i>The development was opposite, not adjacent, therefore the impact was less for us.</i>	Other
<i>The disruption.</i>	Other
<i>The problem with these works is that the contracting process is not project managed adequately - if at all. It is this that magnifies the disturbance for neighbours.</i>	Other
<i>There have been four to five basement developments in the and they all have had varying degrees of impact on our home and environment.</i>	Other
<i>Too much basement work being authorized.</i>	Other
<i>We have three basement projects in the area, and are therefore forced to live in the world's most expensive construction zone.</i>	Other
<i>We have suffered all sorts of problems in acquirable.</i>	Other
<i>We were immediately next door to the redevelopment of the adjoining ground (above us) and adjoining basement.</i>	Other
<i>Working next to construction was very inconvenient.</i>	Other
<i>(1) Noise and pollution not stop (ten and a half hour per day) - impossible to use garden. On consultation with architects, we were informed that RBKC gave them permission to start work at 8am - Monday to Saturday and to stop work at 6:30pm - mostly delayed to 6:45pm. (2) Mice invading house. (3) Ceiling fittings falling on our heads. (4) House badly shaken.</i>	Pests and vermin
<i>(1) The house shakes with the vibrations of the heavy machinery. (2)Overrun by mice throughout the house, told by pest control people. (3) Noise - constant during the day.</i>	Pests and vermin
<i>Appearance of rats in our own garden during the one year work being done.</i>	Pests and vermin
<i>Cracked front walls, repeated invasions of mice, my car covered thickly with dust, builders broke car headlamps and</i>	Pests and vermin

Appendix two: written comments

<i>refused to pay.</i>	
<i>Cracks in party wall, damp on party wall, we had rats and mice at one stage.</i>	Pests and vermin
<i>Damp rising from ground due to *unclear* in drainage. Vermin!</i>	Pests and vermin
<i>Displaced mice!</i>	Pests and vermin
<i>Disruption of everyday conditions, dust noise, rubbish, vermin etc.</i>	Pests and vermin
<i>Dust - noise pollution - parking restrictions - water infiltration - pest.</i>	Pests and vermin
<i>Dust, rodents, builders closing the road without permission</i>	Pests and vermin
<i>Dust, vermin and vibrations unbearable. When I ask the workmen how much longer will this be going on I was told to 'take it up with the Council'. I work twelve hour shifts I don't have the time to complain!!</i>	Pests and vermin
<i>Horrendous noise daily, dust, mice, noise 8-6. The owner told me and the Council the work would only be "for a week or two". It continued 6 months from June to Christmas eve! He did not apply for planning permission. Planning dept and building control believed "only a week or two". A year or more later apparently retrospective planning permission was given!</i>	Pests and vermin
<i>Huge problems with mice (that we had never had before).</i>	Pests and vermin
<i>I am the other side of the proposed basement in (address removed). The noise would be terrible as it has been in the past. I am the other side of the wall. I am 80 yrs old, have lived here over 40 years, and have a serious heart problem so am in my flat really all the time. Last time they had work done I was overrun by mice which I was told by Council was due to work next door. Please don't let this go ahead. My front room or bedroom go along the rooms of (address removed).</i>	Pests and vermin
<i>I have been locked out of my own property due to subsidence and my locks being unable to open and close creating the expense and need of a locksmith on several occasions. In addition other tenants have experienced the same problem, cracks in party walls, burst pipes, a rise in rodent infestation and more.</i>	Pests and vermin
<i>Infestation of rats - unconfirmed if this was due to building work.</i>	Pests and vermin
<i>Invasion of vermin, noise and dirt. Noise is terrible, and for years on end. Parking problems, blocked street which Council ignored when phoned. Flat invaded by vermin, huge increase in dirt and dust and as soon as one finishes another one starts. Living hell and no Council help.</i>	Pests and vermin
<i>It has been very disruptive and we believe has caused a mouse infestation in the house.</i>	Pests and vermin
<i>It was prep school adding an extended basement. We have noticed an increase in vermin.</i>	Pests and vermin
<i>Living on the (removed) elevation of a block near the development, no direct structural impact on my property (on the (removed elevation of a block) but noise, vibrations, dust, traffic were all at times highly unpleasant particularly for anyone at home during the day. The frequent presence of large skips, concrete mixers etc is disruptive in a normally</i>	Pests and vermin

Appendix two: written comments

<i>quiet residential (conservation) area. A party of rats was visible in the early stages of the work.</i>	
<i>Longstanding disruption. This is a small one way street and since 2010, the number of basement developments finished and ongoing are nine out of a total of 22 small terraced properties, i.e. Victoria Grove and Albert Mews. We constantly endure, skips, arrival of huge lorries, scaffolding which affects our privacy, constant streams of workmen, vermin, noise, dirt and dust. For those living next door to these developments, there is the concern of walls cracking either immediately or in the future. Terrific problems with parking and also those using garages in the mews are constantly affected.</i>	Pests and vermin
<i>Lots and lots of dust and dirt and mice and terribly noisy. We avoid our own home now and feel less safe and much more stressed.</i>	Pests and vermin
<i>Material cracking to interior of our house on all floors. Significant dirt/dust inside our house. Rats and mice in our house and garden. Dangerous falling objects on our property.</i>	Pests and vermin
<i>Mice and rats running around. Mice in our home!</i>	Pests and vermin
<i>Mice and rubbish, traffic jam created by lorries who carries soil and materials, noise and pollution.</i>	Pests and vermin
<i>More mice/rats/garbage/disruption on the street.</i>	Pests and vermin
<i>Much more airborne dirt and vermin intrusion from the ground up.</i>	Pests and vermin
<i>Noise/dirt/mice.</i>	Pests and vermin
<i>Noise, dust, pest infestations, and some internal damage (damp and cracking).</i>	Pests and vermin
<i>Noise, less enjoyment of garden, vermin and bad for eco system. You may not see straight away as the main problem would be subsidence and the sinking of nearby buildings sinking of our building.</i>	Pests and vermin
<i>Noise, rodents and damp through the walls.</i>	Pests and vermin
<i>Not yet - but we have seen our first rodents in broad daylight!!</i>	Pests and vermin
<i>Rat problems: noise; dust.</i>	Pests and vermin
<i>Settling house vermin dirt, dust lack of parking blocked street noise</i>	Pests and vermin
<i>Subsidence, cracks, vermin.</i>	Pests and vermin
<i>Substantial amounts of dust and noise for over a year and vibration together with rat infestation and broken drains.</i>	Pests and vermin
<i>Vermin</i>	Pests and vermin
<i>Vermin and pests.</i>	Pests and vermin
<i>Vermin, damp and flooding. Not to mention noise outside of permissible hours and vibrations which cracked the wall.</i>	Pests and vermin
<i>Vermin, dust, plus noise throughout and access issues due to illegal double parking by the builders.</i>	Pests and vermin
<i>We had an invasion of rats in our house at the time when my wife was pregnant of our second child and our first child was just over 12 months and crawling all over the floors.</i>	Pests and vermin

Appendix two: written comments

<i>We had mice infest the house and until now we have not been able to get rid of them.</i>	Pests and vermin
<i>Cracks in our property, loss of rental income, disruption to the environment, i.e. loss of trees, noise, pollution. Overall, we are extremely concerned about the works being permitted in the borough at present which seem to display no regard for surrounding properties. The work took place in the basement or our building, we are on the first floor and an extensive basement redevelopment and extension under the garden took place.</i>	Pollution
<i>Cracks in the main pillars of the portico of the building. Constant noise, pollution, fumes (diesel).</i>	Pollution
<i>Cracks in walls, dust, noise, pollution, constant disruption.</i>	Pollution
<i>Noise/vibration, dust, pollution</i>	Pollution
<i>Some movement cracks even though works were not in the adjacent property. A huge amount of dust and dirt both airborne and as the result of dirt brought into the house on visitors shoes. Serious disruption from noise and vibration making it impossible to work at home. Serious problems with access by road and sometimes even by foot. Very poor indoor air quality from very dirty industrial diesel exhaust and fine dust containing large amount of fine cement dust.</i>	Pollution
<i>Constant noise - disruption. Electricity in whole area bombed for some hours after dark.</i>	Power cuts
<i>Dust in the whole building! Life (electricity) is not working until now! Basement flat did not give access to his apartment.</i>	Power cuts
<i>Existing cracks became more extensive. New cracks started to appear. Drilling and excavating contributed to power surge. Plants room units affected. Dust.</i>	Power cuts
<i>Major power outage. Road blocked by construction vehicles. Long term res parking suspensions. Comments above relate to nearest development. One around the corner is finally finished and we face the noise and disruption of one opposite imminently.</i>	Power cuts
<i>Noise and vibration. Work stopped for 5 months leaving the demolished building open to the elements. There was a four hour electricity power cut as a cable was rerouted around the basement under the pavement.</i>	Power cuts
<i>Major impediment to sale.</i>	Prevent sale of property
<i>I think the area behind the property looks very cramped as there is no garden space at all which is a real shame.</i>	Reduction in outside space
<i>Loss of area for rubbish bins and bicycle.</i>	Reduction in outside space
<i>Noise, less enjoyment of garden, vermin and bad for eco system. You may not see straight away as the main problem would be subsidence and the sinking of nearby buildings sinking of our building.</i>	Reduction in outside space
<i>The development took 18 months with ugly scaffolding prefab etc outside for the duration of the work. Cracks appeared in external elevation and the communal garden behind the property was destroyed during the works. Very</i>	Reduction in outside space

Appendix two: written comments

<i>dirty site and too much digging out of the external wall of the property.</i>	
<i>The property development affected the enjoyment of the garden - but the basement when completed could not be seen or felt.</i>	Reduction in outside space
<i>Unable to open windows on account of dust/noise. Unable to use garden on account of dust/noise. Often unable to access property/elsewhere on account of blocked roads. Vibration from heavy equipment.</i>	Reduction in outside space
<i>The impact included an unacceptable noise level, an enormous amount of dirt, a lack of privacy (two builders standing doing nothing outside OUR house all day for five months)and finally burglary as a consequence of this activity in the street.</i>	Security
<i>We are opposite and had a view of an incomplete development for a long time plus the increase in noise. Property was fire-bombed which did not help.</i>	Security
<i>Continuous construction noise, dust, cracking of plaster work and security issues for 18 month period.</i>	Security issues
<i>(1) Dirt, dust. (2) Traffic. (3) Damage to property (lorries parked on our parking place as cracked surface).</i>	Traffic and parking problems
<i>*Unclear* to a massive double basement development on (address removed). Numerous residential bays were removed for two years, increased traffic, trucks, builders, and the entire street blocked for the arrival of trees.</i>	Traffic and parking problems
<i>A great deal of construction noise. Work lasts in excess of two years. Pavement blocked and broken.</i>	Traffic and parking problems
<i>A lot of buildings and traffic disruption with earth and debris being removed etc.</i>	Traffic and parking problems
<i>A lot of dirt on the inside and outside. Had to repaint and the noise was terrible and the road blocked. deliveries before 8am of building supplies.</i>	Traffic and parking problems
<i>A lot of noise, very annoying if trying to concentrate, a lot of dust. Car parking often made harder due to skips and truck access. Generally disruptive. Have had a succession of basements in last two to three years.</i>	Traffic and parking problems
<i>Absolutely catastrophic impact. Blocking pavements and road, comm cracking, door frames dropping so much could not gain entry on two occasions into my own home. Dust, dirt, filth. Contractors totally oblivious to neighbours needs. Numerous breaches of party wall agreement.</i>	Traffic and parking problems
<i>Actually, there have been and are several concurrent basement excavations in the adjacent streets. The first phase of these, on (addresses removed), are partially over. Now the activity has spread to (address removed). The main impact is the increase in traffic, but during the construction, the boarded gantries are an issue. This is increased by the length of time these projects take. The minimum period seems to be two years, but often more e.g. The one on the south side of (removed) has been on the go for some four years and continues to this day. The works, associated traffic, rubble skips, work force - all of these significantly impact just getting around the area, whether on foot, or by</i>	Traffic and parking problems

Appendix two: written comments

<i>road - even by bicycle. Last summer, during the week (removed) was peppered with digs and almost impassable during working hours. A significant part of the problem was that so many projects were on the go at the same time.</i>	
<i>As there was no adjoining party wall, the impact related to dirt, noise, shaking of the building and traffic and parking disruption.</i>	Traffic and parking problems
<i>Building noise and dust, traffic disruption, building rubbish left on the pavement.</i>	Traffic and parking problems
<i>Causing noise, access was sometimes blocked by materials *unclear*. Safety was all concerned.</i>	Traffic and parking problems
<i>Constant drilling, then raising garden level to view from my garden. This building work has now been going for three years. (Removed) has been closed by heavy equipment blocking the road on several occasions.</i>	Traffic and parking problems
<i>Constant dust, noise of drilling, excavating etc. Traffic nuisance from construction vehicles.</i>	Traffic and parking problems
<i>Constant noise nuisance. Four years of noise, swearing, shouting, traffic, building rubble in street, res parking suspended, dirty windows, car covered with dust etc.</i>	Traffic and parking problems
<i>Constant noise of trucks and workmen and suspended parking bays for protracted periods.</i>	Traffic and parking problems
<i>Constant noise, disruption to traffic, concerns of flooding. Apart from terrible disruption with five spaces suspended, noise every day, dust - filthy windows and breathing problems, long term concerns about water drainage and flood plain remain unanswered. We are very near the Thames so it didn't seem sensible.</i>	Traffic and parking problems
<i>Constantly cleaning exterior. Large trucks parked outside - making my property dark and have vibrations.</i>	Traffic and parking problems
<i>Contractors have been on site for many months. During this period there has been noise at some times (drills etc), lorry traffic continuously and dust and dirt for months making our garden virtually unusable during the summer. The house concerned is one away from us, but if it were our neighbour we would be very worried about them causing movement to our house and foundations and to the water table.</i>	Traffic and parking problems
<i>Cracking/disrupted weekends/dirt/unreal noise pollution/drain smells/traffic impossibility/blockages.</i>	Traffic and parking problems
<i>Cracking in party walls. Huge amounts of dust and dirt, penetrating my property. Constant noise and vibration. Builders mess and rubbish. Trucks and white vans - broke pavements outside my house and disruption and blocked entrance. Constant illegal parking in resident spaces.</i>	Traffic and parking problems
<i>Cracks, general noise, nuisance, dust and parking restrictions for lengthy periods.</i>	Traffic and parking problems

Appendix two: written comments

<i>Debris and dirt, noise, blocked access because of builders vans.</i>	Traffic and parking problems
<i>Developers traffic on pavement opposite causing paving to be broken up, yet again.</i>	Traffic and parking problems
<i>Difficulty of access because of construction traffic.</i>	Traffic and parking problems
<i>Dirt, dust, shouting, traffic, skips, endless hassle. Particularly traffic blocking the road at crucial times.</i>	Traffic and parking problems
<i>Dirt, noise and disruption, trucks and heavy machinery in front of own property, parking suspensions for several weeks.</i>	Traffic and parking problems
<i>Dirt, noise, vibration, traffic, stress.</i>	Traffic and parking problems
<i>Disruption to pavement during works which went on for a long time, and general traffic congestion as a result of builder's lorries and vans.</i>	Traffic and parking problems
<i>Drainage problems, road surfacing problems, road temporarily closed at a whim to all residents and passing traffic, noise, dust, pollution. This road and area historically has two major factors to be considered: Two reservoirs were here and a natural spring runs under the road - this making any excavation/basement work high risk re the water table.</i>	Traffic and parking problems
<i>During work - we were frequently denied access to our car in our garage, endless dirt and dust, endless noise and vibration, very unhelpful developer. Over the past year there have been five or six basements dug out in our road. two are current. P.S. basements for the increase of amenities for owner occupiers is one thing, but the developers frequently just build for their profit, regardless of the impact on other residents. I speak from experience.</i>	Traffic and parking problems
<i>Dust - noise pollution - parking restrictions - water infiltration - pest.</i>	Traffic and parking problems
<i>Dust/noise/parking.</i>	Traffic and parking problems
<i>Dust, noise, lorries parking in front of our demise. Blocking off one lane of a two lane one-way system.</i>	Traffic and parking problems
<i>Dust, noise, lorries, being parked across the drive.</i>	Traffic and parking problems
<i>Dust, noise, traffic obstruction, concerns about flooding, parking problem.</i>	Traffic and parking problems
<i>Dust, rodents, builders closing the road without permission</i>	Traffic and parking

Appendix two: written comments

	problems
<i>Endless disruption in (removed) as result of almost daily filling and removal of skips - and numerous gigantic deliveries of building materials - which still continue even though the work has been ongoing for seemingly nearly a year.</i>	Traffic and parking problems
<i>Excessive noise, excessive dust, illegal parking in residents' bays in (removed).</i>	Traffic and parking problems
<i>Extended periods of instructive noise and dust during the week and not infrequently on Saturdays after 1pm. Further most, the works caused appreciably higher levels of heavy lorry traffic and *unclear* caused localised congestion and even road blockages.</i>	Traffic and parking problems
<i>Extra trade vehicles.</i>	Traffic and parking problems
<i>For two years:- cracks in my walls, noise of horrific proportions, parking badly affected, access was limited, dust and dirt, with soil being transported from their garden to a lorry in the street.</i>	Traffic and parking problems
<i>From the noise and constant lorries also dust and blocking of the road. Very intrusive for the area of road near the dwelling.</i>	Traffic and parking problems
<i>General background noise during construction. Construction noise and parking restrictions.</i>	Traffic and parking problems
<i>Hoardings blocked the pavement across the street from my house causing two parking spaces on the street to be suspended for over a year.</i>	Traffic and parking problems
<i>I had about two and a half years of parking problems with huge fines. This development has taken up years of parking space. On one occasion, a Friday night I accidentally parked in their area and got fined for Saturday morning as well, £320. That's a lot of money, and for no valid reason.</i>	Traffic and parking problems
<i>I live on the third floor of a block of flats, facing away from the basement development. Inconvenienced only by restricted pavement usage due to workmen movement and loss of residents parking bays.</i>	Traffic and parking problems
<i>Increased local traffic, road frequently blocked several times a day by earth removal.</i>	Traffic and parking problems
<i>Inordinate noise, disruption of traffic and parking availability, exorbitant dust and debris.</i>	Traffic and parking problems
<i>Intolerable noise, constant gridlock on roads due to lorries carrying away soil/clay, no parking spaces, dirt on property, cars and property filthy, windows in particular.</i>	Traffic and parking problems
<i>Invasion of vermin, noise and dirt. Noise is terrible, and for years on end. Parking problems, blocked street which Council ignored when phoned. Flat invaded by vermin, huge increase in dirt and dust and as soon as one finishes another one starts. Living hell and no Council help.</i>	Traffic and parking problems

Appendix two: written comments

<i>It has been an absolute nightmare for me and my family. In addition, I haven't been able to fulfil my diplomatic duties due to the number of lorries running about, as well as the dust and noise in the area. This issue has been going on for way too long for us to stand. Two years.</i>	Traffic and parking problems
<i>It has been extremely noisy, the pavement has been damaged. It had no impact, physically on my property, but impacted on the quality of our lives.</i>	Traffic and parking problems
<i>Living on the (removed) elevation of a block near the development, no direct structural impact on my property (on the (removed) elevation of a block) but noise, vibrations, dust, traffic were all at times highly unpleasant particularly for anyone at home during the day. The frequent presence of large skips, concrete mixers etc is disruptive in a normally quiet residential (conservation) area. A party of rats was visible in the early stages of the work.</i>	Traffic and parking problems
<i>Longstanding disruption. This is a small one way street and since 2010, the number of basement developments finished and ongoing are nine out of a total of 22 small terraced properties, i.e. Victoria Grove and Albert Mews. We constantly endure, skips, arrival of huge lorries, scaffolding which affects our privacy, constant streams of workmen, vermin, noise, dirt and dust. For those living next door to these developments, there is the concern of walls cracking either immediately or in the future. Terrific problems with parking and also those using garages in the Mews are constantly affected.</i>	Traffic and parking problems
<i>Lorries parked outside my house continually, broke branches of an overhanging tree. Working at weekend and Sundays. The Council is helpful in this respect when I telephoned.</i>	Traffic and parking problems
<i>Loss of water supply. Increase dust. Noise levels very high. Impassable pavement.</i>	Traffic and parking problems
<i>Lots of dust and noise, suspension of resident's parking.</i>	Traffic and parking problems
<i>Major power outage. Road blocked by construction vehicles. Long term res parking suspensions. Comments above relate to nearest development. One around the corner is finally finished and we face the noise and disruption of one opposite imminently.</i>	Traffic and parking problems
<i>Massive disruption used whole mews as heavy construction site - concrete mixers, crates, partitioned off large areas of public highway. The cobbles in the mews had been re-laid and re-grouted shortly prior to 2003. This "development" completely ruined the cobbling and its grouting. They broke the mains water and I do not think mended it properly as grass is growing in that area they flooded. Parking restrictions. Shook my house with their piling etc</i>	Traffic and parking problems
<i>Massive dust pollution! Traffic congestion! Too much noise. The basement work has been done three houses down the road. (Address removed).</i>	Traffic and parking problems
<i>Mice and rubbish, traffic jam created by lorries who carries soil and materials, noise and pollution.</i>	Traffic and parking problems

Appendix two: written comments

<i>More noisy, heavy goods, lorries, dust and dirt.</i>	Traffic and parking problems
<i>Much heavier traffic in small roads not designed for it. Very long time to do the works - parking suspension much, much longer than I suspected necessary. Multiple basement development in the same street - four at the same time in (address removed) (not possibly all needs permission) caused massive problems.</i>	Traffic and parking problems
<i>Needs redecorating, water in our basement and nasty smell. Noise was unbearable - builders vans and deliveries blocked our very small street all the time, parking bays suspended - house made dirty by all the dust - these small houses are not suitable for basements especially sub basements.</i>	Traffic and parking problems
<i>No one knows what the immediate short or long term effect will be on our property. It can best be described as living in hell with several basement excavations going on simultaneously in the neighbourhood. In summer time our homes have been turned into closed prisons, living with all the windows shut, with the constant loud noise, vibration, dust and pollution, obstruction of traffic with skips and trucks - all recognised characteristics of a long term 'construction site' some lovely trees have disappeared with its toll on the fauna and wild life and the tranquillity which once oozed in this area</i>	Traffic and parking problems
<i>No, but the whole street was affected by noise, dust, extra heavy traffic, parking restrictions and general annoyance.</i>	Traffic and parking problems
<i>Noise and dust, drilling etc. Lorries causing obstruction, skips etc.</i>	Traffic and parking problems
<i>Noise and dust. I have not been able to have my windows cleaned for nearly two years very noisy with heavy machinery, residential parking impossible. There were three other basement developments near me in (address removed).</i>	Traffic and parking problems
<i>Noise and dust in the street every day. Huge lorries blocking the road. Our area (around (address removed)) looks in general unsightly and like a building site.</i>	Traffic and parking problems
<i>Noise and parking disruption from builders. Traffic disruption from trucks.</i>	Traffic and parking problems
<i>Noise daily, dust, dirt, disruption, traffic problems, parking problems. Once my car covered in dust builder would not accept responsibility.</i>	Traffic and parking problems
<i>Noise from 7am all day. Dirt and dust on my property, large vehicles outside my *unclear* frequently street blocked (one way). Damage to footway.</i>	Traffic and parking problems
<i>Noise of drilling for two to three weeks 8am - 3pm unpleasant. Mess of materials on the pavement and road plus dust was also unpleasant. The obstruction by delivery vans and materials was difficult as I am disabled.</i>	Traffic and parking problems
<i>Noise pollution even on a Saturday. Constant disruption to parking and pavement.</i>	Traffic and parking

Appendix two: written comments

	problems
<i>Noise, dirt and heavy traffic.</i>	Traffic and parking problems
<i>Noise, dirt, endless lorry traffic, damage cause to my car as a result.</i>	Traffic and parking problems
<i>Noise, dirt, traffic, vibration, anxiety - owner!</i>	Traffic and parking problems
<i>Noise, disturbance, parking, dust. Loss of storage. Poor fire compartmentalisation.</i>	Traffic and parking problems
<i>Noise, dust, droves of white vans and heavy plant deliveries at all hours.</i>	Traffic and parking problems
<i>Noise, dust, general mess, no res parking. Lack of access, vibration from pile driving, traffic jam - trucks everywhere. Three years of noise, dust and general lack of amenity.</i>	Traffic and parking problems
<i>Noise, increased traffic.</i>	Traffic and parking problems
<i>Noise, mess, dust, lack of access, less parking.</i>	Traffic and parking problems
<i>Noise, no parking!</i>	Traffic and parking problems
<i>Noise, scaffolding, parking restrictions, consistent work - awful!</i>	Traffic and parking problems
<i>Noise, traffic/parking disruption - roads messy - debris left on road punctured one car tyre - necessitating replacement</i>	Traffic and parking problems
<i>Noise, traffic during two to three years works.</i>	Traffic and parking problems
<i>Noise. Parking difficulties. Difficulty in getting down my road. Much dust.</i>	Traffic and parking problems
<i>Not in keeping with neighbourhood. Noise, traffic congestion - street closed.</i>	Traffic and parking problems
<i>Not on our property but for those nearer of course the impact is greater. Inconvenience road closures, loss of business, damage to cars etc.</i>	Traffic and parking problems

Appendix two: written comments

<i>Obligated to walk in the street as footpath was consistently in use by builders.</i>	Traffic and parking problems
<i>On us as neighbours. Long term noise and mess over many months together with obstruction of pavement with overhead conveyor.</i>	Traffic and parking problems
<i>Parking became a problem</i>	Traffic and parking problems
<i>Parking difficulties as they had two or three bays restricted parking. Increased dirt and dust and parking difficulties.</i>	Traffic and parking problems
<i>Perpetual noise, dirt, blocked road - a nightmare</i>	Traffic and parking problems
<i>Prolonged periods of vibration, noise, dust Predictable disturbance/nuisance from deliveries, traffic, workmen noise Some damage to property.</i>	Traffic and parking problems
<i>Q8 - disruption to traffic in this area is very noticeable with all building work taking place. Skips, trucks etc all should be arranged outside peak rush hours!!! (Address removed) is causing absolute mayhem!!</i>	Traffic and parking problems
<i>Quite a lot of superficial damage as a result of extra heavy traffic which is far greater than in a normal refurbishment.</i>	Traffic and parking problems
<i>Settling house vermin, dirt, dust, lack of parking, blocked street, noise.</i>	Traffic and parking problems
<i>Significant access problems to my property including blockages of the street being used by the contractor as a work surface and parking area, and dispatch area, dust, continuous noise which must exceed EC limits, drainage problems.</i>	Traffic and parking problems
<i>Some movement cracks even though works were not in the adjacent property. A huge amount of dust and dirt both airborne and as the result of dirt brought into the house on visitors shoes. Serious disruption from noise and vibration making it impossible to work at home. Serious problems with access by road and sometimes even by foot. Very poor indoor air quality from very dirty industrial diesel exhaust and fine dust containing large amount of fine cement dust.</i>	Traffic and parking problems
<i>Taken light, noise impossible, has disturbed the whole street, lorries etc.</i>	Traffic and parking problems
<i>The basement work was not close enough to have a direct impact on my property. Noise and occasional disruption to pavement access were a nuisance.</i>	Traffic and parking problems
<i>The entire street is now buckled and the dust, noise and inconvenience was almost unbearable.</i>	Traffic and parking problems
<i>The house became uninhabitable for long periods of the day due to the excessive and relentless nose from the</i>	Traffic and parking

Appendix two: written comments

<i>basement excavations, often commencing at what I would see as an unreasonably early hour. Access to our own property, including the ability to park our car in our garage, was made more difficult as a result of the extra traffic flow involved in taking heavy plant and building materials to the site, as well as the presence of traffic taking materials away from the site.</i>	problems
<i>The road was blocked on many occasions (address removed).</i>	Traffic and parking problems
<i>The same as with any other building works i.e. much needed parking spaces constantly suspended, noise, dust etc.</i>	Traffic and parking problems
<i>The size of lorries used to deliver to and from the property was completely inappropriate for the area. The builders did not adhere to the traffic plan and blocked the road very often.</i>	Traffic and parking problems
<i>The usual builders dust and dirt associated with these kind of works. Also parking suspensions in place for their skips/vans etc.</i>	Traffic and parking problems
<i>There are two such diggings. 1/ close. 2/ further away 1/ This one required almost a complete re doing that added to the inconvenience noise, and dirt. 2/ This carried for several years with various building material stored on the street and closure of the street without warning for deliveries etc etc.</i>	Traffic and parking problems
<i>Traffic made much worse - large skip - many large lorries - very noisy.</i>	Traffic and parking problems
<i>Traffic problems over a long period, my basement was flooded, noise and dust.</i>	Traffic and parking problems
<i>Traffic, parking problems, dirt on roads, noise, unhelpful builders.</i>	Traffic and parking problems
<i>Two years of constant noise, heavy vibration, chaos, dust, dust and more dust, unsightly view directly opposite, digging down to accommodate a swimming pool BELOW basement level!!!! Heaven knows how deep the excavation!!!! Meanwhile owners living peacefully elsewhere, not affected by this enormous disruption.</i>	Traffic and parking problems
<i>Unable to open windows on account of dust/noise. Unable to use garden on account of dust/noise. Often unable to access property/elsewhere on account of blocked roads. Vibration from heavy equipment.</i>	Traffic and parking problems
<i>Vermin, dust, plus noise throughout and access issues due to illegal double parking by the builders</i>	Traffic and parking problems
<i>Very difficult to let. The noise and dust together with all the vehicular movements has made tenants leave.</i>	Traffic and parking problems
<i>Very noisy, very dusty, constant cars/vans parked outside my property.</i>	Traffic and parking problems

Appendix two: written comments

<i>Vibration, excess noise, dust, contractors taking parking spaces (residents) and double parking. Second development started concurrently.</i>	Traffic and parking problems
<i>Visibility of light wells. More traffic – e.g. more visitors to neighbourhood staying in new bedroom in conversion.</i>	Traffic and parking problems
<i>We cannot get in or out of our front door or garage because of constant huge cement lorries parked immediately outside our front door - the mews. The vibration is immense - we cannot hear ourselves speak when drilling/digging is going on. The whole thing is a nightmare thanks to RBKC.</i>	Traffic and parking problems
<i>We have been affected by both the house immediately opposite, the house next door but one, and the enormous block of flats being built at the end of our road (address removed). Number (removed) was an ongoing building site for at least four years, as one developer went bankrupt, then the second one did, then the third owner had to more or less rebuild it as, apparently, the whole of the newly formed basement was leaking, as was the glass roof over the new basement. The noise, dirt and vehicle nuisance was unbelievable. We now have incredible disruption from the building in (address removed), backing onto the Mews, where lorries are going up and reversing back past our house approximately every half hour. They claim that they can't get round the top end of the mews and go into (removed). This is dangerous, frightening, and so noisy I can't open my windows. There is now an application in to turn the two houses immediately next to ours into a double basement swimming pool for the (removed) house backing onto them. This, as far as I can see, will render our house totally uninhabitable for a number of months. Obviously we'll get a party wall surveyor, but that won't really cover it. The ongoing worry for all of these developments is the safety of the adjoining houses, often old and fragile listed buildings.</i>	Traffic and parking problems
<i>We lost our water supply. The pavement was closed.</i>	Traffic and parking problems
<i>Workers parking up to 11 vans and trucks, dust everywhere outside and inside the house, one company (details provided) have done at least 11 basements in the last five years and there are currently four in progress at the moment causing traffic chaos . Note there are about 48 homes in (address removed).</i>	Traffic and parking problems
<i>It does not look the same as the other buildings. They started to put wooden storage in the garden which does not look nice at all.</i>	Visual impact of development
<i>Less light, less privacy, unsightly view (mismatched bricks used on extensions), encroachment, has enclosed my property.</i>	Visual impact of development
<i>Mismatched bricks. Wall moved further back enclosing our garden. Noise and disruption for two years. Loss of character and loss of light and privacy.</i>	Visual impact of development
<i>Not in keeping with neighbourhood. Noise, traffic congestion - street closed.</i>	Visual impact of development

Appendix two: written comments

<i>Obvious noise, dust, dirt. Wrong brocks used. Wrong size windows inserted. Wrong mortar works on bricks. Should have a wren bricked in window.</i>	Visual impact of development
<i>Overall look and noise is not super attractive.</i>	Visual impact of development
<i>Severe noise, dust and constant disturbance to the road. Harsh vibration outside agreed working hours. The character of the street has been changed for the worse.</i>	Visual impact of development
<i>St. Links street is an attractive, high value street. The building site, surrounded by ugly boards has detracted from its appearance and ambience for over two years and counting.</i>	Visual impact of development
<i>The extension above basement impaired our view. The out-of-character design of the extension above was wrongly permitted despite a large number of Abbotsbury Estate residents objecting. It should be importantly noted that the Ilchester Estate management did nothing to stop this happening.</i>	Visual impact of development
<i>The facing bricks of the new rear extension were not the standard London bricks. I complained to the Council and received a reply but nothing was done about it. It seems that there is no strict ruling or enforcement of brick type on rear basement extensions. Happy to send you my photographs which I've sent previously to the planning dept. The sub basement building works themselves were disturbing during the construction phase but the problem has been loose enforcement of more standard planning issues, not the sub basement.</i>	Visual impact of development
<i>The gardens are mess.</i>	Visual impact of development
<i>The garden next door is now higher.</i>	Visual impact of development
<i>Unsightly extension. The basement also comes above ground and is unsightly.</i>	Visual impact of development
<i>Unsightly to look at from rear (our garden view). Miss matched/bolted on chequered effect. Loss of light and privacy. Loss of character of historical and protected buildings.</i>	Visual impact of development

Do you have any other specific comments with regard to this basement development?

	Theme
<i>It is ongoing. I moved from (address removed) in June. There were three developments - one finished, one nearly finished and our immediate neighbour's just beginning. The latter affected our house sale detrimentally - the others disrupted the locality.</i>	Ability to sell home
<i>I am fully in favour of people being allowed - even encouraged - to improve their properties! Do not use this to stop</i>	Allow development

Appendix two: written comments

<i>basement improvements.</i>	
<i>I am in favour of allowing the development of people's property without external interference let individuals put their own stamp on their homes.</i>	Allow development
<i>I am strongly in favour of basement and other residential improvements.</i>	Allow development
<i>I find basement developments clever and correct ways of improving homes without disrupting life of others.</i>	Allow development
<i>I see no reason to disallow basement construction as long as it is properly handled. I have no vested interest since I live in a flat.</i>	Allow development
<i>I support them in our area.</i>	Allow development
<i>I think people should be allowed to dig basements if they keep disruption to a minimum and repair/restore damage to the highest degree.</i>	Allow development
<i>I think this is an important way to extend properties and provide much needed homes.</i>	Allow development
<i>I was happy to consent, and would do so again if my other neighbour requested.</i>	Allow development
<i>If managed correctly, 'basement developments' provide a fantastic additional living space.</i>	Allow development
<i>It must continue to be allowed. This is a capital city and Kensington is a prime area. Our housing stock is limited. If owners want modern facilities the Victorians didn't, like home cinema, swimming pools, gyms, wine cellars it is better underground than another Hyde Park!! Let owners do what they wish inside their homes.</i>	Allow development
<i>My address is a flat so have no experience. I am not opposed to basement developments as long as they are closely monitored.</i>	Allow development
<i>My feeling is that as long as the prudent policy on planning of RBKC is maintained, basements are not a problem.</i>	Allow development
<i>My neighbour is currently *unclear*. I see nothing wrong with this and question why K and C should be wasting its time probing *unclear* when few really exist.</i>	Allow development
<i>No it is fine! As long as builders adhere to agreements.</i>	Allow development
<i>Really good idea to go down rather than change sky line.</i>	Allow development
<i>Space is limited in central London and if growing families are to remain in our borough rather than move to the country we must tolerate it. Thank you.</i>	Allow development
<i>The reasons for basement excavation are clear -the cost to move house are extremely high, and get higher as stamp duty increases -current planning law allows almost zero scope to increase the current property size. Basements are the only option. Basements have become the only option for people/families with small homes.</i>	Allow development
<i>There have been three basement extensions close to my house in the past three years. These works have provided a lot of employment. Anything that provides extra living space in this extremely crowded part of London must be a good thing.</i>	Allow development

Appendix two: written comments

<i>This entire questionnaire seems designed to give people a chance to moan. Everybody should have the right to carry out improvements to their home - of course that will cause disruption but that's life.</i>	Allow development
<i>We agree with current regulations for basement and do not wish to see them removed. *unclear* on space = basement necessary.</i>	Allow development
<i>We live opposite of the construction site and apart from heavy drilling noise for about three evenings and a flat tyre when we had our car parked in front of the respective house (so not sure if it was related) but people should really be able to renovate or redevelop their house if they wish to, adhering to regulation.</i>	Allow development
<i>We see no major problem with basement development.</i>	Allow development
<i>We support basements of only one storey under the footprint of the house in residential areas.</i>	Allow development
<i>We support basements that are not visible when extended above ground also. Also, they must not impact drainage. Why do they not have to pay to improve this when given consent?</i>	Allow development
<i>With so little space in London, it makes sense to have basements.</i>	Allow development
<i>Within reasonable planning controls I have no problem with people enhancing their homes in this way.</i>	Allow development
<i>Yes. It's a matter of degree. I'm in favour of people improving their property and increasing the volume of living space in their house. I'm not in favour when the whole thing gets out of hand and the increase underground can amount to more than 100, 200 or 300 per cent! With consequent disruption to traffic, noise, etc. In what is essentially a quiet residential community.</i>	Allow development
<i>1. Basement development is VAT free and should not be. 2. Repairs to damaged (adjacent properties not vat free conservation) 3. Council's failing to inform neighbouring property of continual amendments to planning permission that do not go through public consultation - and are detrimental and cause damage to adjacent buildings. Ex: amendments (unpublished) to allow additional six meter depth below the permitted 12 meters and within party wall space - developers fought and never signed PWA!</i>	Basement development policy
<i>1. I do fear about environmental impact very much. 2. We need some protection that only one basement development in two to five years in vicinity to avoid one complete and another next neighbour to start. 3. Conservation area should be conserved including existing over ground and under.</i>	Basement development policy
<i>A major concern is how does one ensure that a basement is constructed within property boundaries? Given that it is hidden, it is impossible to judge.</i>	Basement development policy
<i>After the basement development, the owners have sought by successive planning applications to reverse some of the pre-conditions permitting the development that were imposed by the planning department. Fortunately both these applications have been refused, but there remains the possibility that every seven months or so, the owners will seek to apply to make the "garden" development independent of their main house. This has become a burden to the neighbourhood, ensuring that conditions precedent are respected. I objected to the basement development because</i>	Basement development policy

Appendix two: written comments

<i>of the close proximity of three ash trees in an adjacent garden (within the Holland Park conservation area). Already one of the trees is showing signs of gradual loss of bark and foliage. Over time it is likely that there will be a loss of trees and greenery in gardens that form a strategic part of a conservation area. That loss cannot easily be reversed.</i>	
<i>All basement applications should be rejected, they cause endless nuisance, legal costs and loss of neighbourly feeling.</i>	Basement development policy
<i>All basement development should be turned down. The second reading to stop the developments has gone through the house of lords. The Council should not give any further permission.</i>	Basement development policy
<i>All development is disruptive. B/f development is better than *unclear* or rear-extension development and should be tolerated in normal working hours.</i>	Basement development policy
<i>All sub basement work anywhere in Kensington and Chelsea is unnecessary.</i>	Basement development policy
<i>Allowing owners to expand the living space to accommodate new ways of living is a vital part of modern planning - the ability for owners to park cars underground, sometimes expensive cars, to locate gym or cinema or other household facilities is something planners need to accommodate within their guidelines especially where the properties might be listed or in conservation areas where the preference must be to preserve and enhance the current built environment - allowing owners to dig down and create space for their needs is vital to modern living and unobtrusive, and the temporary disbenefit to local inhabitants is only a passing issue compared with the improvement in the quality and usefulness of modern residential buildings. I strongly hope that you make no changes to current policy and continue to permit proper development below the current building line.</i>	Basement development policy
<i>Anyone who considers the system to be working has not had to live through what we have been through. The planning department should be fined for putting in place such as woeful approach.</i>	Basement development policy
<i>As direct/adjacent neighbour, there have been only negative outcomes. Supervision from RBKC has been poor. The beneficiaries of the development have been abusive. There has been no sign of appropriate care and supervision.</i>	Basement development policy
<i>As long as it is legal, been approved, agreed to repair any damage and keep disruption to a minimum, go ahead, I say.</i>	Basement development policy
<i>As long as modification to layouts in basement has no severe consequence on the stability of the rest of the building above ground level then I have no objection. Although I find it hard that the stability would be the same.</i>	Basement development policy
<i>As this *unclear* the complete destruction and rebuilding and huge excavation. This development should never have been allowed. A disgraceful *unclear* of the rights of nearby residents in between (address removed) for over two years.</i>	Basement development policy
<i>Basement build was over entire underground floor area of house two doors away. It caused great stress, noise, pavement obstructions, builders sitting around on walls of neighbouring property during their breaks dropping litter,</i>	Basement development policy

Appendix two: written comments

<p><i>parking restrictions for many months, near neighbour suffered considerably with stress, worry, noise etc. Despite mounting strong objection and many long established neighbours opposite and around (who'd already suffered from basement builds in road behind (address removed) over two year period who joined together and wrote to the owner of house, and to planning department, there was nothing whatsoever that could be done to stop this or modify size of basement. I went as far as attending and speaking at the planning hearing but nothing could be done, this was deemed permissible development. The worst thing was that a complete stranger came in, purchased the property, undertook the work (whilst he returned to his foreign home) and came back when it was all finished. No consideration or compensation given to long established neighbours. Also lack of information. Only one or two properties either side of house where basement was being built were informed that planning permission for light well/excavation under front garden, had been applied for, houses/flats opposite were not informed. Other street behind (address removed) were informed but they were considerable distance away and not going to be affected.</i></p>	
<p><i>Basement build was over entire underground floor area of house two doors away. It caused great stress, noise, pavement obstructions, builders sitting around on walls of neighbouring property during their breaks dropping litter, parking restrictions for many months, near neighbour suffered considerably with stress, worry, noise etc. Despite mounting strong objection and many long established neighbours opposite and around (who'd already suffered from basement builds in road behind (address removed) over two year period who joined together and wrote to the owner of house, and to planning department, there was nothing whatsoever that could be done to stop this or modify size of basement. I went as far as attending and speaking at the planning hearing but nothing could be done, this was deemed permissible development. The worst thing was that a complete stranger came in, purchased the property, undertook the work (whilst he returned to his foreign home) and came back when it was all finished. No consideration or compensation given to long established neighbours. Also lack of information. Only one or two properties either side of house where basement was being built were informed that planning permission for light well/excavation under front garden, had been applied for, houses/flats opposite were not informed. Other street behind (address removed) were informed but they were considerable distance away and not going to be affected.</i></p>	Basement development policy
<p><i>Basement development is a fact of local life. However, more should be done to minimise disruption to surrounding properties.</i></p>	Basement development policy
<p><i>Basement development needs to be better confined!</i></p>	Basement development policy
<p><i>Basement development of reasonable size is fine. Enormous basements harm living conditions for many houses for a long time and should not be allowed.</i></p>	Basement development policy
<p><i>Basement development should be halted until the long term implications of excavation can be properly assessed. If someone buys a house they know the size when they buy it!</i></p>	Basement development policy

Appendix two: written comments

<i>Basement development should not be allowed. They only cause damage and disruption. If people need more space people should move out of central London!</i>	Basement development policy
<i>Basement developments need to be restricted and better controls need to be imposed on those developments which are permitted.</i>	Basement development policy
<i>Basement developments seem to be increasing, and without planning permission or listed building consent. I have checked a number of basement developments in our area and many of them have no permission. It seems that the Council does not have a handle on this or control over these developments, or control over the behaviour of the builders involved.</i>	Basement development policy
<i>Basement developments should not be allowed. Pure greed and selfish.</i>	Basement development policy
<i>Basement should not be allowed especially sub basements.</i>	Basement development policy
<i>Beautiful Kensington and Chelsea has become a horrific construction site which could threaten the stability of the whole area. These houses were not originally built on sound foundations. There should be planning permission required for any basement development and compulsory soil samples necessary as the base beds are vulnerable London clay.</i>	Basement development policy
<i>Care should be taken when giving consent that other structures are not "slipped in" under guise of general renovation.</i>	Basement development policy
<i>Considerable damage occurred to our property and unbearable noise and vibration. The party wall agreement was useless since unenforceable. The surveyors mostly ignored our phone calls or said they could do nothing. We were told we would have to pursue our neighbours in court to pay for our damage. Dear sirs: please find enclosed the requested neighbours survey of a basement development in this case taking place at (address removed). Beyond the form for the survey we would like to highlight our frustration with the current practices and processes within RBKC in relation to the current state of practices in the borough: in spite of a very well documented campaign of neighbourhood opposition to the planned development, the RBKC planning office proceeded to extend the permits without much investigation into the matter. The party wall agreement is flawed and skewed in favour of the interests of the party initiating the works, the entire process is biased against the opposing party(ies), the burden of proof is always on them, the surveyors representing the neighbouring party are passive, write letters with little enforceability. In our case, the works caused a collapse of our glass conservatory. Death(s) could have easily resulted and we documented and directed the evidence of the damage to both RBKC department and our party wall surveyor. Nice words with not even an attempt to halt the works and again, the burden of proof of establishing direct cause and effect on this collapse was on the affected party, not the one conducting to works. The indifference of the RBKC coupled with the callousness of</i>	Basement development policy

Appendix two: written comments

<p><i>the absent owners at (address removed) all have contributed to a very stressful and frustrating experience that will cause us to move away from the borough. We sincerely hope that even though our bad experience is already water under the bridge, that your survey does end up making your planning office realise that you have a big problem in the borough with these rampant basement permit concessions, lack of restrictive powers, and indifference to well documented protests by residents, all of which have been exacerbated by your borough's passive, incompetent and biased approach to this practice. Best regard (address removed).</i></p>	
<p><i>Considerable damage occurred to our property and unbearable noise and vibration. The party wall agreement was useless since unenforceable. The surveyors mostly ignored our phone calls or said they could do nothing. We were told we would have to pursue our neighbours in court to pay for our damage. Dear sirs: please find enclosed the requested neighbours survey of a basement development in this case taking place at (address removed). Beyond the form for the survey we would like to highlight our frustration with the current practices and processes within RBKC in relation to the current state of practices in the borough: in spite of a very well documented campaign of neighbourhood opposition to the planned development, the RBKC planning office proceeded to extend the permits without much investigation into the matter. The party wall agreement is flawed and skewed in favour of the interests of the party initiating the works, the entire process is biased against the opposing party(ies), the burden of proof is always on them, the surveyors representing the neighbouring party are passive, write letters with little enforceability. In our case, the works caused a collapse of our glass conservatory. Death(s) could have easily resulted and we documented and directed the evidence of the damage to both RBKC department and our party wall surveyor. Nice words with not even an attempt to halt the works and again, the burden of proof of establishing direct cause and effect on this collapse was on the affected party, not the one conducting to works. The indifference of the RBKC coupled with the callousness of the absent owners at (address removed) all have contributed to a very stressful and frustrating experience that will cause us to move away from the borough. We sincerely hope that even though our bad experience is already water under the bridge, that your survey does end up making your planning office realise that you have a big problem in the borough with these rampant basement permit concessions, lack of restrictive powers, and indifference to well documented protests by residents, all of which have been exacerbated by your borough's passive, incompetent and biased approach to this practice. Best regard (address removed).</i></p>	Basement development policy
<p><i>Consideration ought to be taken into account on the actual undertaking of the party intending to develop a basement before approval is given. The undertaking of regular inspections, progress report of the development and the possibility of providing a work programme which affects the party wall are the four considerations to be taken into account.</i></p>	Basement development policy
<p><i>Control is needed on method and timescale of such development to minimise disruption to neighbours.</i></p>	Basement development policy
<p><i>Developer seemed able to *unclear* all rules and regulations.</i></p>	Basement

Appendix two: written comments

	development policy
<i>Firmly believe the developer should pay some form of compensation for the massive disruption, noise, dust and general inconvenience to neighbours. Also there is no person to complain to at the Council who specifically monitors this type of development.</i>	Basement development policy
<i>Flagrant disregard of party wall agreement, plus other consent issues regarding building regulations. 1) Building was commenced without a PWA. And building broke through to our property. 2) The Council offers no protection at all against rogue developers who are rife in this area and insists on civil nature of such matters.</i>	Basement development policy
<i>Four major sub-basement developments currently being built on our street. The disruption is traffic, parking and appalling dust has been intolerable. It is about time the Council had a re-think of their planning policies.</i>	Basement development policy
<i>Good idea but not more than one basement floor.</i>	Basement development policy
<i>Happy to talk about this further. RBKC needs extra powers to prevent undue delay and dilapidation. Non development is as important as development. My address is (address removed).</i>	Basement development policy
<i>Houses that share party walls or are in close proximity to others should a) be given strict 9-12 week deadlines for basement construction or b) should not be allowed to create super basements.</i>	Basement development policy
<i>I am delighted that Council is reviewing its policy. Only through constant diligence did we reduce the impact on our property. Greater consideration should be given by RBKC before allowing such developments.</i>	Basement development policy
<i>I am not against it but I think there should be a limit to how many can be done within a year. My neighbourhood seems to be a constant huge construction site!! (Address removed). Also, I do not think people should dig more than one storey deep (water pollution, party wall issues, length of work....).</i>	Basement development policy
<i>I am of the view that basement developments should be discouraged.</i>	Basement development policy
<i>I am strongly against the Council permitting further basement developments.</i>	Basement development policy
<i>I do not approve of deep basement developments. I believe they inflate prices, turn family houses into mansions occupied by non-residents, and are generally a bad idea!</i>	Basement development policy
<i>I do not know which development this specifically refers to, as there are so many, but I am very glad you are re-visiting your policy, development has been too aggressive.</i>	Basement development policy
<i>I generally am upset about the amount of building works that are constantly going on. Another basement is about to begin opposite my house causing disruption. A house opposite has been under works for years. I am fed up with all these builders - I also called regarding railings that were painted white at (address removed). They have painted them grey - they should be black. Where is your control about these matters?</i>	Basement development policy

Appendix two: written comments

<i>I hope that it is time to put stop to this basement business which causes all neighbours a lot of inconvenience.</i>	Basement development policy
<i>I think Council should look at the extension applications with sympathy and needs of the local people.</i>	Basement development policy
<i>I think it would be a good idea for the developer to be asked to place a financial bond with RBKC, which should be paid to the neighbours if there were problems.</i>	Basement development policy
<i>I tried my best to warn RBKC against allowing the contractor to carry out such major works but no one listened to me. I wrote many letters to express my concerns and worries regarding the works. It was a complete waste of time as RBKC granted permission even though the same contractor was still in an ongoing dispute regarding damage he had caused to drainage facilities at another property in the same street. The massive structural damage to my home has still not been resolved and at the age of 76 I will have to move out of my home while the full extent of damage to my home is assessed. Before planning permission is granted it may make sense and also help preserve the listed buildings in the borough if RBKC visited the adjoining properties to view for themselves, rather than read information completed by contractors and highly paid architects who know how to word planning applications to hood wink the Council. All to benefit their commercial activities without consideration for the building preservation and the heritage of the area.</i>	Basement development policy
<i>I will deliver six photos of the most recent basement development in my mews tomorrow. You may choose to ignore them; however they certainly give you a picture. There are five significant aspects of the massive basement approvals which should be considered: 1.) There appears to be no or no adequate review of access on such a development in a narrow street such as a mews. The massive trucks/cement vehicles etc. Completely block the street. Surely this cannot be acceptable. The planning committee inspection of (address removed) should have noticed this as they squeezed beside the blockade of vehicles at (address removed); 2.) The level of noise is significant and in a narrow street such as a mews the echo factor is significant, serious, and must exceed all statutory noise levels; 3.) There is no vermin control. In this most recent ongoing basement project, the rat problem (exacerbated by rubbish collection reductions) has materially increased; 4.) There is no enforcement by the Council in relation to any of these problems; 5.) This is not an employment generator for the UK. I have yet to hear one site worker speak anything other than an east European language.</i>	Basement development policy
<i>I wonder how and who allows these not just, does not happen anywhere else in the world, criminal. Matter to be raised with our MP in the parliament. This time we are serious.</i>	Basement development policy
<i>If basement development results in additional dwelling then not keen on this "over-development" of the area.</i>	Basement development policy
<i>If basement developments are to be allowed they should be staggered (we have several going on all around us) and regulations should be more heavily policed. My own view is that if house holders want to manage an 4,000 sq ft house</i>	Basement development policy

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<i>they should buy a new one rather than subject their neighbours to months of disruption at no cost.</i>	
<i>If people insist on basements, the impact on neighbours must be completely contained or compensated. It should not be the "bad-luck" lottery it is now.</i>	Basement development policy
<i>It defies common sense to permit basement extensions to terraced properties.</i>	Basement development policy
<i>It is a pity the government is so slow in legislating about having to have planning permission for sub-basements. Our old buildings are a wee bit fragile. My neighbours either side suffered great inconvenience from cracking (and noise).</i>	Basement development policy
<i>It is most horrible disruption to the neighbours and should not be allowed in Kensington.</i>	Basement development policy
<i>It is not possible to plan for the changes to the sub soil and drainage by doing these excavations. If it is not possible to predict this, then such development should not be allowed, as if damage to a non digging property nearby occurs it will not be possible to prove the cause of the fault is that digging. We are therefore taking decision on the basis of ignorance, and allowing some people to act without recourse to their actions. What is sensible about that? Most certainly this should not be allowed in a conservation area.</i>	Basement development policy
<i>It is unnecessary, selfish, disruptive and above all, is likely to undermine adjoining properties, whatever assurances are given.</i>	Basement development policy
<i>It is very big, affects a listed house, and should not have been permitted.</i>	Basement development policy
<i>It needs to be stopped or it all has to be the same.</i>	Basement development policy
<i>It should be made more difficult to obtain planning permission for major basement developments.</i>	Basement development policy
<i>It took two years to complete and was a nightmare for all of us within the area. We tried to petition against the development but were overruled. Not happy about the number of basement dev. In our area.</i>	Basement development policy
<i>It went on for far too long. It was a huge disruption in the street. Please discourage any more of these developments.</i>	Basement development policy
<i>It's a ridiculous, expensive, megalomaniac project! My question is: how the Council agreed to such a project???</i>	Basement development policy
<i>It's a scandal that RBKC gave planning permission in the first place. The work has been going on for two years now.</i>	Basement development policy
<i>Local authority should limit the total of basement excavations in any given area.</i>	Basement development policy

Appendix two: written comments

<p><i>Local residents were told in writing that no development of the kind that took place would ever be allowed, nevertheless when new plans were submitted they were passed. There remain questions to be answered concerning this.</i></p>	<p>Basement development policy</p>
<p><i>Major basement developments (e.g. double storey, swimming pools etc) should be banned. Otherwise live and let live.</i></p>	<p>Basement development policy</p>
<p><i>Neighbours survey. This survey poses a number of pertinent questions but, in my new, ignores some others, and in view of the volume of applications for basement development mentioned - 850 in three years - I am sending this letter by way of attention. My approach to these issues has also changed recently as I reached full retirement last year and so spend more time at home rather than in an office. 1. RBKC should *unclear* the number of projects being worked on in an area at any one time. In the case of a mews house owner, there may be several houses being worked on in the mews, as well as major refurbishment projects on the houses in (address removed) which back on to the mews. This must apply to many other houses in the RBKC. RBKC should be fine it has some control over those basement developments which do not require planning permission. Who controls the three metre limit beyond the rear wall of the home? Who determines what is in effect the rear wall of the house? 3. In all cases, particular attention needs to be paid to the effect of development on the foundations of adjacent houses. The foundation of mews houses are generally of a much less high standard than would be required today and this needs to be taken into account. In general, I think the RBKC needs to be fine it is fully taking into account the rights to existing residents to enjoy their properties, and that on occasion it should be prepared to say, regarding a major development (as opposed to refurbishment), that the proposer should consider buying another house and leave the existing house as it is.</i></p>	<p>Basement development policy</p>
<p><i>No more basement development please!</i></p>	<p>Basement development policy</p>
<p><i>Not necessary. Ban it here as other Councils have.</i></p>	<p>Basement development policy</p>
<p><i>Note the works are still in progress. The basement work is, I believe, substantially complete but the building itself has been gutted and is being rebuilt to a seemingly poor standard. The party wall agreement is in two parts - basement and rest of building. Both are in force until the works are completed in 2013. In principle, our objection in this instance is not with the concept of a deeper basement but the way in which it has been managed. I believe the Council should have stronger powers to enforce regulation compliance.</i></p>	<p>Basement development policy</p>
<p><i>Permission for such an extensive basement should never have been allowed. There were several applications with each one seeking a large, large question of space underground. A mature tree in the garden, which was to have been preserved, was deliberately poisoned by the then owner so he could get permission to dig out the whole garden! Even then, the extent of excavation exceeded that which had been allowed.</i></p>	<p>Basement development policy</p>

Appendix two: written comments

<i>Permission should have never been granted. Digging nine metres down and creating havoc for neighbours is not acceptable. Relying on the party wall legislation is a joke!</i>	Basement development policy
<i>Planning law seems to cover noise of newly installed plant not exceeding certain limits after construction. There seems inadequate control over noise, vibration, dust during construction. What cannot the construction method statement stipulate that the developer/builder shall: install noise meter before work begins, monitor noise during construction, stop all construction if noise exceeds agreed noise level? Similarly for vibration and dust.</i>	Basement development policy
<i>Planning laws need to be tightened to prevent all the basements which are making RBKC streets into permanent building sites.</i>	Basement development policy
<i>Planning permission not sought. Cellar excavated as a permitted development right.</i>	Basement development policy
<i>Please do not allow any more large basement developments.</i>	Basement development policy
<i>Prohibition of basement development is vital. The condition of drains has been greatly affected. We understand from Thames water workers that the houses in future will be affected. Please will the Council instruct strongly the Ilchester Estate as managers at (address removed) to require builders to remedy consequential damage to roads and pavements caused by their heavy vehicles used by their workers. This has not happened and the estate is becoming dilapidated. Also the estate is wrongly expecting residents to pay for these repairs, which belong to the estate and they are not carrying out their management duties.</i>	Basement development policy
<i>Property in Earls Court is over developed and very densely populated with regard to occupation in a small area. Stop further developments! Build somewhere else! There aren't enough facilities to support existing residents!!</i>	Basement development policy
<i>Q9 is hypothetical. The basement excavation is still going on and no one knows what the long term effects will be. Cannot answer q10 as the works are still going on. First the Council humiliates and wounds us by posting pretentious and a token planning application notice, knowing very well that it has already assumed that the application will be granted to the inconsiderate perpetrators who do not give a damn about the feelings of their neighbours and are entirely guided by their selfish needs, material motivation and greed satisfaction of their carnal desires. Now the Council is trying to rub salt on our wounds and bitterness in our feelings it has created. By most callously, and indeed criminally, ignoring multiple genuine objection and pleas of the neighbours the Council has displayed total disregard to the feelings of this peaceful community. This survey is not going to achieve anything and is a futile exercise as the Council has given too hoots to several self respecting neighbours who had vehemently objected to these monstrous projects from the very start. Perhaps the Council should be asking those from here who have locked up and gone away for the time being to live elsewhere, ask people with small children who could not bear the nuisance and agony much longer and decided to relocate. Ask those who live and work from home in this area about how they feel with</i>	Basement development policy

Appendix two: written comments

<p><i>pounding drilling starting at 8 am and continuing all day long with toxic fumes from drilling machine and frustrating road blocks with trucks rather than enjoying the summer with windows and doors open and breathing fresh air. As the relatives of an elderly man who recently died from a long standing terminal cancer and had to endure this neighbourhood of hell! It is too late for the Council to be sending this meaningless questionnaire. The damage has already been done I hope I have answered this survey to your entire satisfaction</i></p>	
<p><i>Quite unacceptable on every level. It really should be prevented. Apart from noise etc - what is it doing to the sub-soil under all the gardens??</i></p>	<p>Basement development policy</p>
<p><i>Regardless of the 'no change' ticked boxes I am strongly against these basement developments and am sure that long term damage is done. Please stop allowing them! Who seriously needs a personal cinema?</i></p>	<p>Basement development policy</p>
<p><i>Sir, please stop this madness. Royal borough of Kensington has become most unpleasant to live in not somewhere we want to be proud of.</i></p>	<p>Basement development policy</p>
<p><i>Stop the madness!</i></p>	<p>Basement development policy</p>
<p><i>Stop them! They are ruining the borough and they are against the spirit of the planning rules that are meant to protect and conserve these conservation areas.</i></p>	<p>Basement development policy</p>
<p><i>Thank you for conducting this survey which has been needed for a long time. I strongly disagree with basement development on the basis of disruption to the streetscape during works, noise, dust, greed to gain more square footage on already large houses. With thanks.</i></p>	<p>Basement development policy</p>
<p><i>Thank you for your letter of 31 august. Attached is your form, duly completed as best I can. Q2 - most basement excavation is part of a larger contract. Unless one is intimately involved in the management of the whole contract, then it is not possible to know how much of the work is attributable to the basement excavation element of the whole contract. In this particular case, it was just under six months. Q4 - if the work is managed by a competent contractor, site agent and structural engineer, then neighbouring properties will find it difficult to differentiate between this work and the more intrusive work to the remainder of the building. No one welcomes building work being carried out to a neighbouring property but the view tends to change for those who then want similar work carried out to their own property. Q5/q7 - a party wall award is a legally binding document which can be enforced through the court. Consequently, no one should not benefit from the terms of any award. Q8 - again, with a properly considerate contractor and site agent, then the management of this element of excavation work (as opposed to other contractual work) is perfectly manageable. The Planning Committee has already started to address these items by conditioning the employment of the responsible structural engineer during the course of the whole contract together with controlling hours of work, relationship with neighbours and traffic management. These conditions help control some property owners who try cut corners/costs as this is the usual source of well publicised problems. In my experience as a</i></p>	<p>Basement development policy</p>

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<i>chartered surveyor, if the actual excavation work is properly designed, properly managed with sensitive due regard to neighbours, then there is no reason why this type of work should be any more intrusive (in fact, less intrusive) than any other major restoration contract. If you require any further feedback then please let me know. Yours sincerely (removed).</i>	
<i>The additions provided wine cellars, gyms, small cinema - areas which are in our view totally not needed and in reality just pushed up the square footage for resale</i>	Basement development policy
<i>The amount of basement development in Kensington and Chelsea is out of hand. Greedy - disruptive to the residents and not of any value to the community - only to the developer!</i>	Basement development policy
<i>The basement development is - or will be is (address removed). Classic - appeared despite local and reasonable objections. The main *unclear* objections are *unclear* not capable of being listened to by Planning.</i>	Basement development policy
<i>The basement next door is in a small mews - there are no other basements and the disruption is immense. The building work is ongoing. RBKC should never have given permission as the whole mews was against planning consent but as usual residents are not taken into consideration by the planning department. Thanks a lot! Perhaps some of the Planning Committee who passed this application could try living here for a few weeks?</i>	Basement development policy
<i>The basement size was excessive relative to the size of the house, I strongly disagreed at the time of the planning application but was ignored. The law must change in relation to developments of this size and nature. It should be much more difficult to obtain planning permission. I am not in agreement that neighbours have automatic and pre-emptive rights to building at basement level.</i>	Basement development policy
<i>The builders were sloppy and disrespectful. Another basement development started just next door to this one is being handled much better. However the amount of disruption, noise, etc caused is still unacceptable. The Council should not approve these developments.</i>	Basement development policy
<i>The building in which I live is from ca 1850 and is a listed (grade two) property, as I believe is the first property in this row to which an additional basement level was added. I do not understand how this sort of comprehensive change can be in keeping with the mission to preserve these buildings. Furthermore, these are terraced houses. They're old and they lean on each other for support. When the basement work was undertaken to the property two doors up the hill on our street, in total four buildings were damaged: ours, the house between ours and the property being developed as well I understand the two houses further up from the property being developed. Granting planning permission for further basement development - as has since happened - seems downright irresponsible, and it is hard to understand how the Council allows such works to go ahead when neighbours are being inconvenienced, yes, by the works but also suffering damage and the consequent loss in value to their properties. Outrageous.</i>	Basement development policy
<i>The Council is allowing this to happen. They should be held responsible for own loss.</i>	Basement development policy

Appendix two: written comments

<i>The Council should not have approved the creation of an underground car park and electric car stacker. The potential damage to underground water courses should have been a sufficient enough reason to block this proposal, let alone the noise nuisance I mention above.</i>	Basement development policy
<i>The developer disregarded party wall rules, disregarded RBKC planning rules, took decisions on development (e.g. windows) had not been approved. There was no fines imposed on him by RBKC and there should have been and no remedial action despite my complaints to Council and your numerous visits to the site.</i>	Basement development policy
<i>The development adjoining over house was fortunately done by competent and helpful builders. This is not always the case. Each core should be looked at on its merits - overdevelopment should be prohibited at all costs.</i>	Basement development policy
<i>The development has continued more than two years with minimal results. I am astonished that the Council continues to permit these extreme developments. These properties were not designed to take such huge basements. This current obsession can only be detrimental to the area and environment.</i>	Basement development policy
<i>The development has not begun yet. We have lived in the same house for 13 years and do not want basement construction being done.</i>	Basement development policy
<i>The development of basements in a narrow mews with limited access and modestly sized houses is not appropriate. It has only come about because the Council refused a change of use for the ground floor from commercial to residential. It is unlikely that the basement will be used for commercial.</i>	Basement development policy
<i>The main impact at the rear was on the look of the upper and lower basement levels. This is now aggressively modern and I would resist any future development of other houses which take this further. This is a conservation area!</i>	Basement development policy
<i>The neighbours excavations might be tolerable if they were completed in, say, six months, but 12 months more is unacceptable - shame on Kensington and Chelsea Council for allowing residents to ruin the lives of existing house owners.</i>	Basement development policy
<i>The neighbours on the other side have out in an application to dig down and create a swimming pool and there is a likelihood that we will have to be underpinned again on their side. While I am not against basement creation per se it seems that if a neighbour wishes to underpin one's property he has little say in the matter as this is no grounds for planning objections. I do feel more legislation is necessary in relation to neighbour annoyance and in general as it seems that anyone can dig down with impunity.</i>	Basement development policy
<i>The neighbour's surveyors took advantage of our lack of knowledge of the process (or at least seemed to). Suggestion: planning department to provide a brochure or on-line advice about process and our rights to be sent with planning application.</i>	Basement development policy
<i>The planning acts were not designed to address issues arising from basement developments. There is no time limit on work carried out. The pavement slabs were broken, the street drains blocked on two occasions. It will take central government action to change things</i>	Basement development policy

Appendix two: written comments

<i>The Planning Dept and Building Control naively accepted the owner's false information.</i>	Basement development policy
<i>The planning offices should have consulted with me before granting consent, as my garden adjoins the development (address removed and my home is (address removed)).</i>	Basement development policy
<i>The process of construction is not taken into account in the planning process and this is wrong. My flat became uninhabitable for seven months. I work from home and that was impossible given the noise and vibration. I had to move out and was not given any compensation for this by my neighbours. They have again acted entirely selfishly and it will never be the same living in this house. In this area there is constant refurbishment of property and other significant maintenance. Today I can see five houses under some form of major renovation - two are shrouded in plastic from top to bottom. There is already plenty of noise, dust, vehicles and litter without adding to this by allowing basement works for no good reason. I really think that the Council needs to rethink this policy. It is not right that there is so much disruption and permanent damage to the housing stock for the reasons of wanting a bigger TV watching space. People have to make compromises in life, including living somewhere that is suitable for their needs, not just wanting to live at a particular, smart address. The balance of power seems to be entirely skewed in favour of the developer, even though the development is for no good purpose. The stress that this development has caused is enormous. So the impact of the new basement on living in this property has been, from start to finish, entirely detrimental. Please stop basement developments in divided houses and where the impact on neighbours is so large due to confined space.</i>	Basement development policy
<i>The short and long term implications of inappropriate basement excavations are being ignored, in non-basement residential streets in Chelsea. Such basements are a fire and flood hazard to occupiers and neighbours, often no rear safety exit is provided, contrary to building regulations. Long term the water-table will be affected, street flooding risk increased. Basement development threatens the stability of neighbouring small terrace houses.</i>	Basement development policy
<i>The whole house developed - work was started before planning office approval. Your planning officer visited me and neighbours but gave the impression he was not interested in our problems.</i>	Basement development policy
<i>The whole scenario with (address removed) being knocked down to gain access to (address removed) was an absolute disgrace.</i>	Basement development policy
<i>The work causes pollution and noise which is way above the tolerable limit. Although there was strong objection from the neighbours the permission for this basement work was granted. These are many families with young children living in the immediate neighbourhood. This permission should not have been granted.</i>	Basement development policy
<i>The work has yet to finish. We live perpendicular to site, but given the look of the building site certainly want to be living either side. Firmly believe that all basement digging should be prohibited. Houses in Kensington are large enough to accommodate your average family. Most of these basements are used for gyms/swimming pools etc not really</i>	Basement development policy

Appendix two: written comments

<i>essential in your average terrace house. Huge disruption to everyone in area and significant long term risks to foundations if continue to be granted permission at the current pace.</i>	
<i>The work was poorly executed and the occupants have had to spend a lot more money on it. The Council took no further interest once they had given planning permission</i>	Basement development policy
<i>There are two separate issues: 1) where a basement or underground vault already exists, I am generally in favour of refurbishment/improvement, despite the disruption caused in the short term. But 2) where a new basement is to be excavated under an existing house or garden, I believe this causes terrible future problems and should be prohibited.</i>	Basement development policy
<i>There is virtually no control or protection for residents. I think I am a particularly unfortunate victim of these earthworks, but it was and still is a nightmare - and no compensation.</i>	Basement development policy
<i>There should be a change of policy of no basement anymore in the royal borough. The old residents are the victim of this greedy newcomers, who do not stop until they get what they want. Who allows this and why?? There should be investigation.</i>	Basement development policy
<i>There should be a limit imposed in the area to restrict how much addition to an existing house is permitted.</i>	Basement development policy
<i>These projects go on way too long and cause too much disruption on narrow streets. They also cause damage to adjacent properties. They should not be allowed.</i>	Basement development policy
<i>They should be banned. *unclear* values of neighbouring properties decrease. Why should I pay rates to live on a construction site? It's all about greedy developers and corruption in the *unclear*.</i>	Basement development policy
<i>They should not be allowed if construction is so major it takes two years!</i>	Basement development policy
<i>This and all other basement developments in London should stop. They are hugely disruptive to residents' lives and simply not fair to other owners/tenants in the building. You move in and suddenly you get constant dust and noise as well as drainage problems later and others as yet undiscovered ones.</i>	Basement development policy
<i>This huge project should have never happened. We all suspect the connections that the family in question had made a difference in getting permission. The noise, drilling, parking suspension, mess on the pavement (wet cement etc). It is time to stop. We never had mice and we had to spend £1600 with Rentokil to get rid of them. When we asked how it comes we have them all of a sudden, we have been answered "have you seen the hole in the ground down the road". We also got numerous problems parking the car for now more than one year given the almost continuous and large parking suspensions.</i>	Basement development policy
<i>This is the second basement excavation. We are 300 yards from Thames. What are the planners thinking about?</i>	Basement development policy
<i>This must have impact on water table and also the stability of the terrace – it's nearly always carried out by developers</i>	Basement

Appendix two: written comments

<i>- the owners have sold after one year! We would support a ban on these developments - the house number (removed) was bought by developers after the 18 months of chaos they have sold and are moving on to do another similar scheme in (address removed).</i>	development policy
<i>This was started in 2006 and is not finished today. Such a development in an area where most houses are Grade II should never have been allowed. I objected to the development but planning was granted regardless. Such developments have no consideration for others! RBKC should have more consideration for established Council Tax payers.</i>	Basement development policy
<i>This work was really a refurbishment of an existing 'coal-hole'. Excavation, as currently being undertaken elsewhere is totally abhorrent!</i>	Basement development policy
<i>To q10 - basement not completed yet. Q11 - basement development should not be allowed any more. It is not only disruptive but changes the neighbourhood, ground water levels etc.</i>	Basement development policy
<i>Too much building work in the area of Kensington and Chelsea and London in general.</i>	Basement development policy
<i>Underground developments are proving very popular and are spreading through the borough, the Council must keep a closer observation on these developments.</i>	Basement development policy
<i>Unless there is a good objection on planning grounds, it should be approved. However, there should be strict rules regarding time to complete, working hours, noise, damage to roads etc</i>	Basement development policy
<i>Very poor site management/control. Poor workmanship and execution. Poor design and no account taken of ground conditions. All our objections raised during planning process were ignored by Council/engineers.</i>	Basement development policy
<i>Very strongly object to the Council's lack of interest in these kinds of development. This is the third time in ten years that our neighbouring property has been subjected to major building works lasting more than a year on each occasion. The owners currently live in Singapore, the house is owned by a company in Liberia, administered by another company in Monaco. No tax of any kind is paid by the owners in this country not even when the house is bought or sold. It is simply a way of money laundering.</i>	Basement development policy
<i>We are adjacent to (address removed) where permission has been granted for a double basement contrary to many objectors. This review is overdue - we will have two to three years of suffering.</i>	Basement development policy
<i>We are very angry. Please stop this, as the Minister has recently promised.</i>	Basement development policy
<i>We did file an opposition before the works started but unfortunately it was not taken seriously. Now we have cracks and serious harm done to our property. What do we do now? Who is going to take care of this? Please contact us as soon as possible. Parts of our garden wall and the pillar on the street wall are moving/subsiding and big cracks are showing, as if our property is leaning (and eventually falling?) Forward. We are very concerned!</i>	Basement development policy

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<p><i>We greatly wish we had been protected from it by RBKC not allowing it in the first place. We don't think that you are doing your job when considering planning applications if you do not consider the disruption during the work, both in terms of noise and dust, and in the frequent blockage of the street, and the loss of parking for months on end. Our lives were made hell by it, culminating in the burglary, which police directly attributed to the constant coming and going in what is usually a calm and peaceful street. Please stop these awful basement developments.</i></p>	<p>Basement development policy</p>
<p><i>We have two basement works - one immediately behind and one next door. Apart from dirt, dust etc I am very concerned re: subsidence, water table etc - all which are potential long term issues. I do not feel the Council has been diligent enough or professional in its approach to the engineering and safety issues. You do not have any 'presence' in the process to assure the short and long term issues are properly commanded. The Council needs to have full review of *unclear* and long term issues. Their performance in the two applications adjacent to us has been pathetic.</i></p>	<p>Basement development policy</p>
<p><i>We strongly opposed the development on in regards to the impact that it would have on the look of the street due to the proposed loss of trees both in front of and next to the property. We do not feel that planning permission should have been granted, and felt that the Council allowed this far too easily and without sufficient regard due to the loss of greenery.</i></p>	<p>Basement development policy</p>
<p><i>What a pity my wife is not a great crested newt, a bat or a species of chalkland grass. What an injustice that the planning system puts 'vanity development' above the quality of life of residents.</i></p>	<p>Basement development policy</p>
<p><i>What I find very frustrating is the lack of co-ordination between the Council's Core Strategy and its recent partnership with Thames water developing suds to prevent localised flooding. Thames water is very aware of the problem caused by recent in-fills in the past 10-20 years which has contributed to severe localised flooding. At a meeting at Kensington Town Hall one of three flood water/drainage experts now advising Thames Water, expressed extreme surprise at the scale and depth of subterranean developments allowed in RBKC. Thames Water's consultant did not see any reason for complacency in fact he sees very un-joined up thinking with the Council's planning policy which allows deep excavations in a piecemeal fashion, while at the same time trying to implement suds to improve. Likewise Thames Water is concerned at the scale and depth of displacement under private houses in such a piecemeal fashion. There is also the considerable distress caused to neighbours during this excavation work. The conditions placed on construction can in no way compensate for the noise, dust, congestion, vibrations, anxiety, unpleasantness that such developments cause. The very nature of the work render this conditions obsolete.</i></p>	<p>Basement development policy</p>
<p><i>Whereas works done to develop basements and improve houses are always somewhat disruptive and definitely warrant planning and guidelines to be adhered to, the overall results for the neighbourhood is very positive as it inevitably results in an upgraded appearance and overall well-being. Care and better maintenance of these properties is also often the result of such works and that should be welcomed. I am happy that my neighbours have invested in developing and maintaining their properties. I believe that well thought, well designed developments in balance with</i></p>	<p>Basement development policy</p>

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<i>the existing house is a beneficial addition. Certainly, excesses which involves multiple sub-levels that effectively results in building icebergs should have stricter guidelines and strong valid reasons for disfiguring in my sense the concept of a "house". They should be discouraged.</i>	
<i>Whilst this example was not a basement 'dig-out' per se to an existing house. The borough should take into account the obvious over-development of a small site such as this, which created an impossible position for the surrounding neighbours over a long period of time. The creation of new subterranean floors in 19th century terraced houses will in my opinion create huge structural problems in future for such terraces as well as making life unbearable for the nearby residents during the period of construction. A change in the planning law is required. When is RBKC going to lobby for this on behalf of its residents who fund the Council's existence?</i>	Basement development policy
<i>Why not consider reducing Council Tax to adjoining neighbours (and opposite residents) for disturbance, noise, pollution, absence of residents parking, cement in drains, broken pavements etc etc and collect same form offending basement applicant. I feel this is a badly drafted survey not inclusive of nearby residents rather than immediate neighbours.</i>	Basement development policy
<i>Wish the Council would stop them all - they are blocking all of the streets and causing huge noise in every bit of central London... Make people move if they want a bigger house - you would get more tax that way!!!</i>	Basement development policy
<i>Yes - I think the excavation work extended beyond what was outlined in the planning documents - or perhaps we did not look properly - but there was no indication that the external walls of the building at basement level and below would be taken out entirely. Would be useful if the Council could better monitor actual build against planned applications.</i>	Basement development policy
<i>Yes I'm very surprised and disappointed that RBKC granted permission as apparently members of the committee were!</i>	Basement development policy
<i>Yes, in spite of 100 per cent of residents requested to sign a petition signed. RBKC took no notice at all. A totally inappropriate development because a) smallness of mews access etc. B) houses not built of batch - but adjoined to others with a steel frame - a disgrace and we were faced to more - a total farce from beginning to end.</i>	Basement development policy
<i>You too readily give permission for these works which damage people's peace and quiet for developers to make a quick profit.</i>	Basement development policy
<i>Building Control Officers need to inspect regularly the rear sections of houses where work is being undertaken. Contractors ensure that the street fronts are properly and neatly concealed behind barriers and that minimum disturbance takes place, but at the rear there is little protection for neighbours - empty window frames are not covered and protective screens are ramshackle causing clouds of dust, unending noise from the machinery and general unpleasantness. This applies to houses whose rear gardens back on to each other.</i>	Building control
<i>Our concerns were dismissed by your building inspector. We have not been kept informed of works no one seems interested in our home or the impact on our life. This development has ruined our lives for the last year.</i>	Building control

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<i>Several houses in our street, including our own, have had or are having a basement put in. I am happy with this providing building regulations are strictly followed.</i>	Building control
<i>The construction involved a continuous breach of health and safety legislation and noise and pollution law. RBKC completely failed to enforce bye-laws and building regulations.</i>	Building control
<i>The neighbours builders violated many rules - raised the roof without planning permission, did not adhere to agreed hours, over ran by three years, did not properly brace the houses either side, used mechanical means of removing chimney breasts although party wall agreement said they were not to - it was a total nightmare, and we did not receive adequate compensation to cover damage. It ate up ten years of our lives. The party wall surveyors were not especially helpful and if I ended up in the hands of solicitors. Although we were told 54 weeks, the project took four years. The end result is unsightly and not an improvement. A number of neighbours complained to the Council about this development. We were told that once permission was granted, there was little the Council could do as it then became the responsibility of the party wall surveyors. I think the Council should have done more to protect us!</i>	Building control
<i>The short and long term implications of inappropriate basement excavations are being ignored, in non-basement residential streets in Chelsea. Such basements are a fire and flood hazard to occupiers and neighbours, often no rear safety exit is provided, contrary to building regulations. Long term the water-table will be affected, street flooding risk increased. Basement development threatens the stability of neighbouring small terrace houses.</i>	Building control
<i>This development has continually not adhered to plans, promises and where possible have bent rules to suit it.</i>	Building control
<i>All I know is quite a few basements have been developed these last few years quite close to where I live, but as I live on the third floor my home has not suffered in any way.</i>	Cannot say
<i>Any basement development was sufficiently far away that it could have no impact on my property. Strictly speaking I have not been affected.</i>	Cannot say
<i>As I said in reply to q4 the most recent development was not immediately adjoining my property.</i>	Cannot say
<i>As it was not built, can only comment on what issues we raised prior to the planning consent (this is subject to conditions that should remain for any possible development by the new owner).</i>	Cannot say
<i>As the works are not finished it is not possible to give accurate answers to the above questions. I wish that you had sent this survey out before all the works next door were authorised as then we may have been able to request that the plans be amended. The noise and disruption caused by the works has now become unacceptable and as mentioned above there appears to be no completion date.</i>	Cannot say
<i>Basement development did not take place in a house adjacent to mine. Inconvenience was therefore minimal, which was not the case for adjacent houses.</i>	Cannot say
<i>Cannot answer the above questions as construction work has only just started and will only be completed in June 2014.</i>	Cannot say

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<i>Cannot say what impact/damage might result on neighbouring properties until work is well advanced or completed.</i>	Cannot say
<i>Development too far away to affect our property</i>	Cannot say
<i>Don't have a basement in this block of flats.</i>	Cannot say
<i>I am not aware of any basement work that took place in the vicinity of my property.</i>	Cannot say
<i>I am only at this address (address removed) from time to time, at present, but am not aware of any such development or problems, and no neighbour has mentioned any.</i>	Cannot say
<i>I am referring to the basement excavation on my street – (address removed). As the work is not finished, it does not seem the appropriate time to be doing the questionnaire.</i>	Cannot say
<i>I am unaware of any basement development in this property.</i>	Cannot say
<i>I am unaware of any basements being added to houses in this "close" or in the vicinity of this close</i>	Cannot say
<i>I did not know that there have been basement works per say but there is a lot of development work going on in the area.</i>	Cannot say
<i>I have been in London for a month only.</i>	Cannot say
<i>I have not had any basement development undertaken near to my house.</i>	Cannot say
<i>I have not seen any kind of basement develop on my road.</i>	Cannot say
<i>I have not seen any specific developments re basements since living in this property so am unable to fully answer the questions.</i>	Cannot say
<i>I haven't the foggiest *unclear* what you're talking about. As far as I know no neighbour has put a basement.</i>	Cannot say
<i>I live in (address removed). The demolition and redevelopment of Draycott House is starting in October. I would be very happy to fill in this survey at some time after the demolition has been done and reconstruction started, it is just the wrong time right now.</i>	Cannot say
<i>I live on first floor of a Council block of flats - this does not apply to me.</i>	Cannot say
<i>I live on the opposite side of the road.</i>	Cannot say
<i>I lived at this property until July 26, 2012. Will you kindly note my new address, and pass it on to other departments. Yours sincerely, (name removed).</i>	Cannot say
<i>I lived in the (address removed) and p/s refer basement flats 1, 2, 3, 4. They were already there since I moved 14 years ago. Informed from office about basement construction (thank you).</i>	Cannot say
<i>I personally have not been affected by any basement development at (address removed).</i>	Cannot say
<i>I regret that I am not a permanent resident so cannot be of use as I wasn't at the property sufficiently to comment.</i>	Cannot say
<i>I would like to be more helpful but I am not aware of any basement construction in the vicinity of my home.</i>	Cannot say
<i>I'm not sure whether you are referring to (address removed) which I think is still in progress or (address removed)</i>	Cannot say

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<i>which was changed and extended about three years ago, sorry to be rather vague. I'm not computerised but keep this house in good repairs.</i>	
<i>I'm not sure which basement development you're referring to. I assume it's the one in (address removed), one house up from this address.</i>	Cannot say
<i>Most recent was on opposite side of road so cannot answer most questions. Long periods of inactivity. High perimeter boarding round front garden for more than two years.</i>	Cannot say
<i>My new neighbour decided not to use her planning permission to build a basement. I am deeply grateful. (Address removed).</i>	Cannot say
<i>My reference basement/neighbours. I do not know of any developments of basements near my property at the above address.</i>	Cannot say
<i>No such developments have been near enough for me to be affected by them.</i>	Cannot say
<i>None as I have no idea to what you are referring! Sorry I cannot help. If (address removed) it has no impact on us at (address removed).</i>	Cannot say
<i>None of this is quite relevant. At number (removed), no basement was dug under the back yard. This is what's proposed at number (removed) - with a terrace on top of it. Apart from all the consequences of that (which I've already written to you about) these people don't need more</i>	Cannot say
<i>Not aware of the work being done nearby.</i>	Cannot say
<i>Not quite sure which basement development you are talking about - possibly (address removed), in which case our flat is at the back of (address removed), thus not really affected. If (address removed) (can't remember which), then the same applies. They're both properties that are a reasonable distance from us.</i>	Cannot say
<i>Not really. Many thanks for this survey</i>	Cannot say
<i>Occupiers live in (address removed) where every building has original basements. Therefore, most of the survey's questions are n/a.</i>	Cannot say
<i>Potential effects take longer than one calendar year to show up..</i>	Cannot say
<i>Ref: see attached basement survey. (Address removed) is a block of flats built some 70 odd years ago. It has an extensive basement; we live on the third floor. Consequently your questionnaire does not seem to apply to us.</i>	Cannot say
<i>Several houses away so minimal disruption at any level.</i>	Cannot say
<i>Still too soon to know long term impact</i>	Cannot say
<i>The "development" simply linked the existing basement flat to the ground floor flat so this questionnaire is not really aimed at what was done at this property.</i>	Cannot say
<i>The basement was never made, (they were planning to do something crazy, three floors down, luckily you didn't give</i>	Cannot say

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<i>them permission) and now it has been sold!!</i>	
<i>The nearest basement we are aware of was eight doors away so no impact. I am sure we would be less relaxed if it was next door. We may consider a basement ourselves one day.</i>	Cannot say
<i>The only basement excavation I know of in (address removed) is yet to begin next door. As it has not yet begun, I cannot comment on the above.</i>	Cannot say
<i>The property was several doors from me - so was not affected.</i>	Cannot say
<i>The work has not been done.</i>	Cannot say
<i>The works in (address removed) basements have not had any direct effect on my environment, as they were probably too far away from where I live.</i>	Cannot say
<i>This development in (address removed) and we live in (address removed).</i>	Cannot say
<i>This is a second floor so outside most of your criteria.</i>	Cannot say
<i>Too soon to answer q10 fully except to say proximity of neighbouring occupation increased. Footprint of neighbouring site/property maximised. Long term impact not yet clear</i>	Cannot say
<i>Unfortunately the basement work at the property near my home has yet to start so I am unable to respond.</i>	Cannot say
<i>We have an adjoining garden so it had minimal impact. It probably had greater impact on the neighbouring house in the terrace.</i>	Cannot say
<i>We have not received party wall notice. Work has not started yet 6/9/12.</i>	Cannot say
<i>We were absent when the development happened so cannot give a report.</i>	Cannot say
<i>Directly opposite our ground floor front window we have had to endure (and continue to do so) the eyesore of a temporary unsightly prefab construction as well as an endless stream of trucks and the ever-present skip.</i>	Change to view from property
<i>Please see previous page. Answer q3. Impossible to see garden and the house was a shell with no back wall. Front covered with scaffolding. I have to clean my basement area constantly.</i>	Change to view from property
<i>The basement of this building had major works done not so long ago and a roof over the kitchen was installed and I did not see planning permission for it. The glass roof can be seen from the landing from ground to first floor.</i>	Change to view from property
<i>I would appreciate if you were to contact the people at (addresses removed) and remind them of their obligation. Re: (address removed) - Party Wall Act 1996. After our telephone conversation of last month, when you told me you were going to write to the people at (addresses removed), I enclose, for your information, copies of photos that show the state of the wall at the back of my garden. Please keep me informed! Yours sincerely (name removed).</i>	Comment on planning department
<i>I cannot say enough bad things about how this process is run. In my entire life I have never seen anything like it. The Planning Department has no regard for the welfare of residents, is unprofessional and behaves like it is accountable to no one. (Name removed) should be ashamed of himself and should have been fired long ago. Few seem to be</i>	Comment re: planning dept

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<p><i>satisfied with him, but no-one seems to do anything about it. There are several of us who raised concerns about problems we say coming in with a request to build a basement on our street. The planning officer ignored everything we said. Sure enough, almost every issues we identified as a problem turned out to be right. Conditions were not discharged appropriately. Contractors ignored requirements. The whole process became a circus. We called enforcement and nothing was done. My house was damaged and I got a pittance back in compensation. Not only does the planning department have no idea how construction works, but they do not even seem to care or even consider what happens to all the projects they rubber stamp. I tried to give feedback to the planning officer to tell him about all the mistakes he made and he did not give me the time of day. Unfortunately you never allowed for a box on your survey form that asked the simple question as to whether the Planning Department did a good job. The answer would certainly be absolutely not. As this survey is being administered by the Planning Department I am under no expectation that my comments will ever see the light of day. Add that to the list of poor performance. You should be ashamed.</i></p>	
<p><i>There was no update of communication about the work. Throughout the work or after, as well it did not affect me.</i></p>	Communication with neighbours
<p><i>We were not sufficiently made aware of disruption.</i></p>	Communication with neighbours
<p><i>I think that if the builders and owners are respectful then it is acceptable to have some disruption. Sadly the builders at (address removed) have consistently lied, as have the owners about what they are doing. They go ahead and do things without agreements being in place and despite my calls to the Council the Council do nothing about it so it's all a waste of time. The neighbours have no rights. They are about to start work on their basement and after the chimney situation I dread to think what is in store for me.</i></p>	Consideration of neighbours
<p><i>I think that more consideration could have been given to the residents with a development of this magnitude.</i></p>	Consideration of neighbours
<p><i>Hours of work were not strictly kept to - leading to personal unpleasantness.</i></p>	Construction hours
<p><i>I find the hours of construction appalling. I work shifts yet daily including Saturdays I am woken between 07:45 and 08:15 by drilling, jack hammering and other mechanical building equipment.</i></p>	Construction hours
<p><i>I think people are taking advantage of basement development to add a whole other work to the house which make the project take much longer. Also there should be reduced hours for work like drilling and braking e.g. 9-2 only.</i></p>	Construction hours
<p><i>In fairness this applies to most building work in this area - the companies involved lack consideration for neighbours as far as noise is concerned. Work such as metal girder grinding can be done offsite. They also appear ignorant of the fact that working hours on a site are limited and should not start at 6.30 or finish late in the evening. There is no need for radios to be blaring!</i></p>	Construction hours
<p><i>In spite of frequent complaints to Council noise was unacceptable - work finishing at 9.30pm Monday to Friday and</i></p>	Construction hours

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<i>5pm Saturdays. Dust everywhere. Inconsiderate neighbours.</i>	
<i>It really soured our relationship with the neighbours. Their trucks scratched our car, broke our gas meter out of spite, they started drilling at 8.00am every day. Could there be more effective monitoring by the Council.</i>	Construction hours
<i>It's ridiculous that building work can start at 8am. We no longer feel like our home is a home.</i>	Construction hours
<i>Noise times should be between working hrs.</i>	Construction hours
<i>Non-stop drilling all day starting as early as 8 am, then axle grinding, but the drilling on and on was the worst - day after day, months and months.</i>	Construction hours
<i>Party wall agreements do not work, the architect appoints the same party wall surveyor on each occasion and he just will not agree the costs of repairs and does not respond to any correspondence, there is no traffic management policy given by planning to deal with multiple basements in one street hence chaos, one site (address removed) empties the site portals once a week with sickening smells, no builder adhere to working hours some work seven days a week 12 hours a day . My name is (removed).</i>	Construction hours
<i>Stricter controls are required around the operating times of contractors, we had instances where skips were delivered and work began before 8am.</i>	Construction hours
<i>Such work is very disturbing to neighbours. Drilling at 8am on a weekend etc.</i>	Construction hours
<i>The disruption and inconvenience caused were considerable, not least due to the contractors' insistence on working outside their agreed hours e.g. evenings and weekends.</i>	Construction hours
<i>The disruption caused by the builders' vehicles and their total ignoring of working hours was often intolerable.</i>	Construction hours
<i>The hours of construction 8am - 6pm during the weekdays were not always respected neither on Saturdays. And work on Saturdays 8am - 2pm is absolutely unacceptable. This cuts into one of the days off for my husband over the weekend and the noise is intolerable also having three children. Weekend construction should not be allowed.</i>	Construction hours
<i>The mail box on the pavement was dislodged by one of the lorries reversing. The deliveries arriving before 7am is "no joke"!!</i>	Construction hours
<i>The neighbours builders violated many rules - raised the roof without planning permission, did not adhere to agreed hours, over ran by three years, did not properly brace the houses either side, used mechanical means of removing chimney breasts although party wall agreement said they were not to - it was a total nightmare, and we did not receive adequate compensation to cover damage. It ate up ten years of our lives. The party wall surveyors were not especially helpful and if I ended up in the hands of solicitors. Although we were told 54 weeks, the project took four years. The end result is unsightly and not an improvement. A number of neighbours complained to the Council about this development. We were told that once permission was granted, there was little the Council could do as it then became the responsibility of the party wall surveyors. I think the Council should have done more to protect us!</i>	Construction hours
<i>The neighbours changed contractors on several occasions so it took much longer than planned. I had to speak to them</i>	Construction hours

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<i>a number of times about noise on Saturday afternoons and Sundays.</i>	
<i>The noise was horrendous for the better part of a year. Constant heavy duty drilling in the party wall week after week, month after month made life here not worth living. I rang the Council who could do nothing and it is allowed all day from early till after 6pm much too long. It is really unfair, also no notice was given. I would gladly have planned to go out when it was extremely noisy but the builder refused to communicate what was going on as a courtesy.</i>	Construction hours
<i>The work was carried out seven days a week which was unacceptable and workmen overlooking my property was intrusive.</i>	Construction hours
<i>These works often taken an excessively long time. The nearest construction has been ongoing for over a year and has yet to finish. The depot where the workers keep the waste is right next to a public garden and is a huge eyesore. Construction works start early in the morning and I need to keep the windows shut to avoid the dust and noise.</i>	Construction hours
<i>They worked out of ours over weekends and holidays in spite of your protests and your colleagues trying to stop them on site.</i>	Construction hours
<i>They worked outside permitted hours.</i>	Construction hours
<i>This development was, and all surrounding basement developments are severely disruptive to people actually living in their homes during the working day. Extreme noise, congestion, and pollution all commence before 8 am, and many jobs are finishing late, or in our case, Saturday work frequently carried on past the 1pm cut off time into the afternoon, until we physically had to march over and complain. We can't take it anymore. The amount of work in our vicinity at one point has numbered four sites within earshot to disrupt time at our home, at present there are three going that regularly disrupt us in our home. We must put a stop to basement excavations, especially those going down an extra floor. Please do drive down (address removed) any time of day, turn left (address removed), and count the lorries, jackhammers, basement excavators, diggers, and skips, skips, skips of rubbish. How long are residents of this Kensington and Chelsea supposed to put up with this 'planning' designed to maintain and improve our borough? We have had enough of this disruption.</i>	Construction hours
<i>This is a conservation area. (Address removed) - sandwiched between houses in (address removed) and houses in (address removed). Sheer unmitigated hell of noise and pollution six days a week – ten and a half hours per day uninterrupted. I work from home. (Address removed) excavating 20 metres deep - a long building the size of a football pitch. Owner rich Russian with a Cayman address - serious fraud squad had interest in him.</i>	Construction hours
<i>This sort of development is very, very disruptive on everyday life they even worked on Saturdays.</i>	Construction hours
<i>Unless there is a good objection on planning grounds, it should be approved. However, there should be strict rules regarding time to complete, working hours, noise, damage to roads etc</i>	Construction hours
<i>Very disruptive - dust, noise, early Saturday drilling. Unsightly - mismatched bricks, bolt on extensions, ugly from rear view abutting our property.</i>	Construction hours

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<i>While I don't think planning permission is necessary, I do think it should be mandatory for developers to post a contact number outside the property and also for hours of work by-laws/restrictions also be properly communicated to both those working on site and to neighbours so everyone knows where they stand (particularly for weekend working). Also, some form of vermin management (e.g. placing of rat-traps should be recommended as this was a problem on this site (though well managed by the contractor once he was alerted to the issue).</i>	Construction hours
<i>Work and deliveries often started before 0800 thus disturbing the neighbourhood. Builders vans are parked in residents' bays and the wardens seem not to ticket or move them on. I wonder if an arrangement has been done between the builder and the wardens. In narrow roads, lorries park in the middle to unload and cause problems. No sooner is one basement finished then another one seems to start nearby making the area a noisy building site for years. For people working from home it is a constant noise pollution all day.</i>	Construction hours
<i>Work has been undertaken on many Saturdays over the last months with an 8am start. No notice was given of this and it has been very disruptive to my weekends in that it has been too noisy from drilling etc to remain in my bedroom after this time.</i>	Construction hours
<i>Workers did not adhere to work time directives. Owners attempted to change planning permission during work despite being a listed building (address removed).</i>	Construction hours
<i>Yes - please would the Council put a limit of two months max for this kind of heavy work to be completed. There are three in the vicinity of my house now and life is intolerable. Also deliveries take place too early in the day - causing disturbance at 7.30am!</i>	Construction hours
<i>Although we back onto the school, we were never consulted.</i>	Consultation with neighbours
<i>Anybody embarking on digging a "mine shaft" should be made to speak to all neighbouring houses/flats and to demonstrate a degree of care, consideration and understanding. As most are foreigners they seem not to give a stuff!!</i>	Consultation with neighbours
<i>17 September 2012. Additional notes for RBKC basement survey neighbours from (Name and address removed) from September 2011 - when works began at (address removed). We at number (removed), direct neighbours at number (removed), have suffered from endless noise, vibration, dust, dirt around the development. Pneumatic drilling, metal bashing, cutting and wood sawing. Cement lorries, pumping concrete under the house from the rear garden all day. Lorries with engines running non-stop, loading rocks/earth from rear garden through house to front from skip several times a day. At number (removed) there has been enough movement for it to be dangerous and frightening. Works have caused immense structural damage to number (removed), not just at the party wall but also major cracks at the front and rear elevation - both from outside and within all flats. The Council - Head o Policy and Design - should be checking progress on a regular basis of works at number (removed). On 26 July 2012 the Evening Standard highlighted the basement work damage. On Sunday 22nd July, emergency building teams were called in, when a pillar</i>	Damage to property

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<p><i>holding up the 160 year old house's portico cracked through. Ten tons of roofing was removed from the four storey house at number (removed) to reduce weight on its foundation. The front of the building is now covered in scaffolding, steel joists and planks. One neighbour stated "once planning permission is granted there are only the fine words and empty promises of architects, surveyors and structural engineers". Owner of number (removed) said the excavation deep under the garden was necessary to build a playroom for his children, in addition to a gym and sauna. Digging continues to this day, causing great disruption and misery to neighbours at nu7mber (removed). We have been told that re-building the gutted property at number (removed) will take at least another eight to 12 months!!!</i></p>	
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<p><i>A survey is currently being carried out to ascertain whether the settlement crack throughout the building was caused by the excavation work.</i></p>	<p>Damage to property</p>
<p><i>Adjoining properties show multiple signs of damage. But it is too early to tell if the several basements which have been built, and the new ones in progress, will impact drainage flooding or damp.</i></p>	<p>Damage to property</p>
<p><i>Although we were not affected some other neighbours had damp problems and vermin/pest problems.</i></p>	<p>Damage to property</p>
<p><i>As the Council is aware there was a partial collapse at (address removed). Cracks are visible at number (removed) and I believe at number (removed). Much shouting by workers from rear of property and noise levels unacceptable week after week. I cannot sit happily in my own garden at (address removed).</i></p>	<p>Damage to property</p>

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<p><i>At least five houses in the vicinity have been digging down. One took about five years to complete having caused walls to crack and ceilings to come down. Now we are waiting for a garage to be constructed below the (address removed). This will cause major traffic disruption, noise and dust.</i></p>	<p>Damage to property</p>
<p><i>Basement developments are destructive to the community, in particular where they apply to terraced houses. They can cause serious damage to neighbours - see latest problem (address removed).</i></p>	<p>Damage to property</p>
<p><i>Basement developments present an unacceptable disruption to the enjoyment of my surrounding properties and an unacceptable risk of subsidence, drainage and long term issues.</i></p>	<p>Damage to property</p>
<p><i>Considerable damage occurred to our property and unbearable noise and vibration. The party wall agreement was useless since unenforceable. The surveyors mostly ignored our phone calls or said they could do nothing. We were told we would have to pursue our neighbours in court to pay for our damage. Dear sirs: please find enclosed the requested neighbours survey of a basement development in this case taking place at (address removed). Beyond the form for the survey we would like to highlight our frustration with the current practices and processes within RBKC in relation to the current state of practices in the borough: in spite of a very well documented campaign of neighbourhood opposition to the planned development, the RBKC planning office proceeded to extend the permits without much investigation into the matter. The party wall agreement is flawed and skewed in favour of the interests of the party initiating the works, the entire process is biased against the opposing party(ies), the burden of proof is always on them, the surveyors representing the neighbouring party are passive, write letters with little enforceability. In our case, the works caused a collapse of our glass conservatory. Death(s) could have easily resulted and we documented and directed the evidence of the damage to both RBKC department and our party wall surveyor. Nice words with not even an attempt to halt the works and again, the burden of proof of establishing direct cause and effect on this collapse was on the affected party, not the one conducting the works. The indifference of the RBKC coupled with the callousness of the absent owners at (address removed) all have contributed to a very stressful and frustrating experience that will cause us to move away from the borough. We sincerely hope that even though our bad experience is already water under the bridge, that your survey does end up making your planning office realise that you have a big problem in the borough with these rampant basement permit concessions, lack of restrictive powers, and indifference to well documented protests by residents, all of which have been exacerbated by your borough's passive, incompetent and biased approach to this practice. Best regards (address removed).</i></p>	<p>Damage to property</p>
<p><i>Cracks in walls.</i></p>	<p>Damage to property</p>
<p><i>Damage to two adjoining properties. Distress and anger to residents in same. Emergency work requiring Sunday working on health and safety grounds - noise. Difficult to complete this questionnaire in a way which could express the depth of my feelings on this topic. The most recent development in my vicinity is ongoing having caused damage, not to say havoc to both adjoining houses. I had a basement development at a property backing onto my home some three</i></p>	<p>Damage to property</p>

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<p><i>to four years ago which fractured the brickwork on a raised bed. A substantial area of garden fell into the development 'pit'. I had no alternative but to level and rebuild the garden. This was done at my own expense as I am a pensioner and extremely nervous of initiating litigation with "extremely rich crocodiles". So far I have been fortunate in that neither of my immediate neighbours have decided to go down yet!</i></p>	
<p><i>Development was very disruptive. The noise levels were excessive. The traffic was disrupted daily, the parking was restricted and it appears there has been damage to the structure of the terrace.</i></p>	Damage to property
<p><i>Flagrant disregard of party wall agreement, plus other consent issues regarding building regulations. 1) Building was commenced without a PWA. And building broke through to our property. 2) The Council offers no protection at all against rogue developers who are rife in this area and insists on civil nature of such matters.</i></p>	Damage to property
<p><i>I am not close enough to complain about the extensive works carried out at number (removed) but noticed cracks on the building and damages in the garden area. I pity the poor people next door to them and the contraption on the pavement was a real nuisance to all residents!</i></p>	Damage to property
<p><i>I cannot say enough bad things about how this process is run. In my entire life I have never seen anything like it. The Planning Department has no regard for the welfare of residents, is unprofessional and behaves like it is accountable to no one. (Name removed) should be ashamed of himself and should have been fired long ago. Few seem to be satisfied with him, but no-one seems to do anything about it. There are several of us who raised concerns about problems we say coming in with a request to build a basement on our street. The planning officer ignored everything we said. Sure enough, almost every issues we identified as a problem turned out to be right. Conditions were not discharged appropriately. Contractors ignored requirements. The whole process became a circus. We called enforcement and nothing was done. My house was damaged and I got a pittance back in compensation. Not only does the planning department have no idea how construction works, but they do not even seem to care or even consider what happens to all the projects they rubber stamp. I tried to give feedback to the planning officer to tell him about all the mistakes he made and he did not give me the time of day. Unfortunately you never allowed for a box on your survey form that asked the simple question as to whether the Planning Department did a good job. The answer would certainly be absolutely not. As this survey is being administered by the Planning Department I am under no expectation that my comments will ever see the light of day. Add that to the list of poor performance. You should be ashamed.</i></p>	Damage to property
<p><i>I tried my best to warn RBKC against allowing the contractor to carry out such major works but no one listened to me. I wrote many letters to express my concerns and worries regarding the works. It was a complete waste of time as RBKC granted permission even though the same contractor was still in an ongoing dispute regarding damage he had caused to drainage facilities at another property in the same street. The massive structural damage to my home has still not been resolved and at the age of 76 I will have to move out of my home while the full extent of damage to my home is assessed. Before planning permission is granted it may make sense and also help preserve the listed buildings in the</i></p>	Damage to property

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<i>borough if RBKC visited the adjoining properties to view for themselves, rather than read information completed by contractors and highly paid architects who know how to word planning applications to hood wink the Council. All to benefit their commercial activities without consideration for the building preservation and the heritage of the area.</i>	
<i>I was referring to the house across the street whose work is still on-going, so some questions I could not answer. The basement work next door will be more relevant for me, but the work has not started yet so I could not refer to that. My concern will be (1) noises, (2) the long-term effect to the building/exterior wall and (3) the frequent presence of the huge lorries to block the traffic. However, if you ensure the safety of such construction from the technical point of view, the noise and the traffic would be a necessary nuisance, which I am prepared to bear as a neighbour.</i>	Damage to property
<i>I witnessed structural damage to our neighbours house, which is between us and the basement project - cracks all over!</i>	Damage to property
<i>In order to rebuild and repair my house due to the huge damage to my house. It was necessary to move into rented accommodation for three months and to put all my furniture etc into store.</i>	Damage to property
<i>It has been a total nightmare. Still going on 12 months later - noise, dirt, disruption. Our house is full of cracks and wall damage.</i>	Damage to property
<i>It is a pity the government is so slow in legislating about having to have planning permission for sub-basements. Our old buildings are a wee bit fragile. My neighbours either side suffered great inconvenience from cracking (and noise).</i>	Damage to property
<i>It is an absurd alteration this was a small cottage it now has eight staircases and has caused cracking in the walls of neighbours' homes.</i>	Damage to property
<i>It really soured our relationship with the neighbours. Their trucks scratched our car, broke our gas meter out of spite, they started drilling at 8.00am every day. Could there be more effective monitoring by the Council.</i>	Damage to property
<i>It was a miserable time, the builders were good people and were English. Many cracks in plaster increased. The bathroom basin came away from the wall and they repaired it, but you never know what will happen next. My house is old (1848) and now they are soon to start digging a basement next door on another cottage of the same vintage.</i>	Damage to property
<i>It was not adequately monitored, structural works have caused damage plus they are ignoring the party wall award and I will have to take legal action to have my damage put right.</i>	Damage to property
<i>It was recently discovered that substantial over pour had taken place which stretched under our property. This has had to be removed by us at considerable expense.</i>	Damage to property
<i>No real disturbance although damp in my party wall has increased and we have had mice since the work has stopped.</i>	Damage to property
<i>Not the only one been lots all larger cracks - should not be allowed to continue had four years of it</i>	Damage to property
<i>Now nearly finished the job is clearly an improvement but the damage to the *unclear* of the building had not yet been rectified.</i>	Damage to property
<i>Prohibition of basement development is vital. The condition of drains has been greatly affected. We understand from</i>	Damage to property

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<i>Thames water workers that the houses in future will be affected. Please will the Council instruct strongly the Ilchester Estate as managers at (address removed) to require builders to remedy consequential damage to roads and pavements caused by their heavy vehicles used by their workers. This has not happened and the estate is becoming dilapidated. Also the estate is wrongly expecting residents to pay for these repairs, which belong to the estate and they are not carrying out their management duties.</i>	
<i>RBKC allowed this development to a land locked site with no vehicle access. The pavement is smashed up and the owner of (address removed) has not repaired.</i>	Damage to property
<i>Ref q9 and q10 why no questions concerning if we had noticed cracks and subsidence in our property - much more important. We are experiencing great problems as the work continues. Also extremely stressful because of drilling vibration, noise and dust. Why not think about that?</i>	Damage to property
<i>Refurbished and rebuilt the front facade in 1997. Now there is complete damage and it has affected most of the internal walls. This will cost a bomb to repair.</i>	Damage to property
<i>The amount of disruption to everyone else in the vicinity (neighbours, pedestrians and motorists) was an order of magnitude out of proportion. Trees were damaged, cars were scratched by lorries.</i>	Damage to property
<i>The disruption caused by noise, dust, traffic associated with the development, is immense for us and our neighbours, together with the fear that our home which is attached to our neighbours maybe considerably damaged.</i>	Damage to property
<i>The house between my house (number (removed)) and number (removed) – i.e. number (removed), which has now submitted plans to put in a basement - has cracks on its facade, as a result of the basement works at number (removed).</i>	Damage to property
<i>The level of disruption to neighbours is outrageous and the vermin completely out of control during excavation with rats and mice all over the property, damage to walls and flooding and damp out of control. They should be curtailed.</i>	Damage to property
<i>The mail box on the pavement was dislodged by one of the lorries reversing. The deliveries arriving before 7am is "no joke"!!</i>	Damage to property
<i>The main issues are the damage to the adjoining wall and the extreme noise. But NB the basement works I'm referring to only required them to lower the level by about 75cms or so in order to create better ceiling height in an existing basement. I am sure it would be much worse if it was a full basement dig-out.</i>	Damage to property
<i>The nearest basement development was three houses away so the impact on our property was not great - but we are now threatened with a basement development in (address removed) which if planning permission is given could lead to the collapse of our party wall.</i>	Damage to property
<i>The noise, vibration, damage and occasional road closures (address removed) are a problem worth investigating. Too many simultaneous works make life extremely aggravating.</i>	Damage to property
<i>The original supporting structural wall below front entrance and hallway of main building was removed initially without</i>	Damage to property

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<i>permission or building control, and replaced with jacks and RSJs. This has resulted in ongoing movement and cracking of porch, column and adjoining wall.</i>	
<i>The planning acts were not designed to address issues arising from basement developments. There is no time limit on work carried out. The pavement slabs were broken, the street drains blocked on two occasions. It will take central government action to change things</i>	Damage to property
<i>The project, which included a full renovation of the terraced house, took many years to complete. The digging out of the basement itself took over a year. The project did not seem to be well managed and the builders had frequent shouting matches and physical fights among themselves! During the digging out there was a skip outside the house taking up valuable parking spaces. The adjoining houses appeared to suffer a lot of damage with new cracks appearing in their stucco exterior. Obviously the adjoining neighbours did not paint or renovate their exteriors during this period so the whole stretch of road started to look like a slum rather than a conservation area.</i>	Damage to property
<i>The work is still ongoing, so I cannot comment on the state after completion. Damp and cracks have appeared throughout the common parts, and every flat has experienced movement of their front doors. There was no monitoring of movement for several months due to wall studs being "knocked off", so we have no idea about movement. I am amazed that RBKC have not taken more interest in the continuing work (at (address removed)).</i>	Damage to property
<i>The worst is the rubbish and dirt and food which we constantly find on our property. When the builders have their lunch they just dump the leftovers in our front garden and hedge. The latest was a big spill of white paint on the road right opposite of our house. No one felt responsible for it and it remained for ages. Since we pay a lot of Council tax one should take better care of these matters. It was really ugly to look at. They constantly block our gates, although there is a big sign no parking. The noise level should be monitored, since very often it is out of limit. Especially in summer time. The builders use very loud and strong language which is not nice to have around. Especially when you spend some time in the garden with the kids. Once one building site is finished, the next one will start. We live in our property since seven years and were constantly surrounded by building sites. We had a lot of trouble with the builders and the constant never ending dust. Building sides should be continuously monitored by humans or electronically.</i>	Damage to property
<i>There is no question they cause disruption plus most likely damage.</i>	Damage to property
<i>These old Victorian houses cannot take basement developments - other properties were affected badly - large cracks appeared on the walls of the property (outside) as well as adjoining properties - a large platform structure was erected on the pavement for nearly one year, this led to three break-ins. Unable to use pavement due to structure and builders. Our garden was badly affected and lots of old plants/shrubs destroyed. A nuisance!! Should not have been allowed.</i>	Damage to property
<i>These projects go on way too long and cause too much disruption on narrow streets. They also cause damage to adjacent properties. They should not be allowed.</i>	Damage to property
<i>They damaged my party wall. Dampness is awful.</i>	Damage to property

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<i>This caused us extreme inconvenience which we are still suffering from as we have not been provided with sufficient compensation and are still waiting for a guarantee for repair works.</i>	Damage to property
<i>This has been very damaging for the old property and for the family. Still a lot of work to do under party wall agreement</i>	Damage to property
<i>This is an extension on the same level as the original basement. Had the building works gone deeper there would definitely been more of a problem with damp/drainage.</i>	Damage to property
<i>This property has been developed over last four years and not finished, cracks in neighbouring walls appearing.</i>	Damage to property
<i>Very bad idea - the crescent already suffers from subsidence and most houses show cracks and evidence of this. My house has had subsidence problems. Clay soil etc. We have had to renew the foundations. These houses were not intended to have this sort of development.</i>	Damage to property
<i>We are two houses operating as one unit of flats. The basement flat in one of the houses suffered from severe damp. As shareholders in the company of flats, we had to install a damp sensitive pump at some expense. This pump is still operative some five years later.</i>	Damage to property
<i>We did file an opposition before the works started but unfortunately it was not taken seriously. Now we have cracks and serious harm done to our property. What do we do now? Who is going to take care of this? Please contact us as soon as possible. Parts of our garden wall and the pillar on the street wall are moving/subsiding and big cracks are showing, as if our property is leaning (and eventually falling?) Forward. We are very concerned!</i>	Damage to property
<i>We have had four basement/swimming pool installations in the last ten years during residence in this property. All have been on the other side of the narrow street so party wall considerations are not relevant. However Council officials have no idea of the traffic disruption or the dirt involved and treat these developments in the normal way. Most of the damage to our property or car was done by heavy lorries and the contractors denied any responsibility for their subcontractor actions. Contractors must be made responsible for neighbour damage.</i>	Damage to property
<i>We have had one basement developed at the end of our small road and another is hopefully just about finished after well over 12 months at the other end of the road. There is obviously no confirmation that my house, set in the middle of the terrace, when my bedroom ceiling came down is attributed to these developments. Personally, I am convinced that vibrations from the developments was key as I have lived in this Victorian house since 1981 and have kept up a regular maintenance programme. In answer to questions 9 and 10, it is a bit early to say how these developments will impact on drainage and flooding in the future. Safe to say there will be problems.</i>	Damage to property
<i>Works next door began with absolutely no concern for the law or building regulations. Damage was caused to my garden and only after I protested did the owner begin to take some notice of the law. The works have caused untold misery, disruption and illness, let alone the damage to my home, which needs to be remedied once more (their builders have already been through the house once repainting and refilling cracks but will have to come again). A structural engineer raised some concerns about our house - these were dismissed by their surveyor leaving us with uncertainty</i>	Damage to property

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<p><i>and worry. The works next door have meant that I have had to devote a great deal of time to meetings, emails, moving my entire house around, not being able to work for certain weeks (I work from home as a writer and psychoanalyst) and contributed to my allergies - I have recurrent blepharitis which began last year and been recurrent since works on the basement began. Their works are a long way from finishing although I have repeatedly been told since Christmas that only a few months more building would be necessary. Very, very unhappy and feel very unprotected (single woman with two children). They have started work before 8am and ended long after 6pm frequently. Hell.</i></p>	
<p><i>17 September 2012. Additional notes for RBKC basement survey neighbours from (Name and address removed) from September 2011 - when works began at (address removed). We at number (removed), direct neighbours at number (removed), have suffered from endless noise, vibration, dust, dirt around the development. Pneumatic drilling, metal bashing, cutting and wood sawing. Cement lorries, pumping concrete under the house from the rear garden all day. Lorries with engines running non-stop, loading rocks/earth from rear garden through house to front from skip several times a day. At number (removed) there has been enough movement for it to be dangerous and frightening. Works have caused immense structural damage to number (removed), not just at the party wall but also major cracks at the front and rear elevation - both from outside and within all flats. The Council - Head o Policy and Design - should be checking progress on a regular basis of works at number (removed). On 26 July 2012 the Evening Standard highlighted the basement work damage. On Sunday 22nd July, emergency building teams were called in, when a pillar holding up the 160 year old house's portico cracked through. Ten tons of roofing was removed from the four storey house at number (removed) to reduce weight on its foundation. The front of the building is now covered in scaffolding, steel joists and planks. One neighbour stated "once planning permission is granted there are only the fine words and empty promises of architects, surveyors and structural engineers". Owner of number (removed) said the excavation deep under the garden was necessary to build a playroom for his children, in addition to a gym and sauna. Digging continues to this day, causing great disruption and misery to neighbours at nu7mber (removed). We have been told that re-building the gutted property at number (removed) will take at least another eight to 12 months!!!</i></p>	Dirt, dust and debris
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<p><i>A very dirty and messy experience.</i></p>	<p>Dirt, dust and debris</p>
<p><i>All basement developments suffer from the same things - an imposition on neighbours and local residents - re noise - disruption - dust and dirt etc and the *unclear* regulations do we begin to address and control the *unclear* inconvenience experienced by neighbours for where there is no escape or *unclear*.</i></p>	<p>Dirt, dust and debris</p>
<p><i>All of the above answers relate to the recent redevelopment of (address removed). Currently numbers (removed) are having basement developments, as is (address removed). (Address removed), next door to me, is being converted from four flats back to a single dwelling. All four of these projects are major construction sites and they are all within spitting distance of my own property. This sheer intensity of construction work is, and has been for the last several years, making my life here unbearable. The level of noise, dirt, construction traffic, and disruption is totally unacceptable. The vast scale of these huge basement developments (ten metres down in the case of no.(removed)!), is totally inappropriate and out of all proportion in a quiet residential street within a conservation area.</i></p>	<p>Dirt, dust and debris</p>
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<p><i>As a precedent it will cause years of noise, dirt and major disruption if others were to follow the same course of action.</i></p>	<p>Dirt, dust and debris</p>
<p><i>Basement build was over entire underground floor area of house two doors away. It caused great stress, noise, pavement obstructions, builders sitting around on walls of neighbouring property during their breaks dropping litter, parking restrictions for many months, near neighbour suffered considerably with stress, worry, noise etc. Despite mounting strong objection and many long established neighbours opposite and around (who'd already suffered from basement builds in road behind (address removed) over two year period who joined together and wrote to the owner</i></p>	<p>Dirt, dust and debris</p>

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<i>of house, and to planning department, there was nothing whatsoever that could be done to stop this or modify size of basement. I went as far as attending and speaking at the planning hearing but nothing could be done, this was deemed permissible development. The worst thing was that a complete stranger came in, purchased the property, undertook the work (whilst he returned to his foreign home) and came back when it was all finished. No consideration or compensation given to long established neighbours. Also lack of information. Only one or two properties either side of house where basement was being built were informed that planning permission for light well/excavation under front garden, had been applied for, houses/flats opposite were not informed. Other street behind (address removed) were informed but they were considerable distance away and not going to be affected.</i>	
<i>Basement developments have only taken place on the other side of the street to my property. For those living in close proximity to the developments the noise, dust, vibration and disruption have at times been intolerable.</i>	Dirt, dust and debris
<i>Basement is important, but it is also important to keep the street as clean as possible (address removed).</i>	Dirt, dust and debris
<i>Basement work adds nothing to improve or increase the general housing stock and is motivated by the wish of an individual or company to increase the value of their property - not an unreasonable objective in itself but the cost in terms of disruption and detriment to ability to enjoy their own properties is paid by close neighbours who receive no compensation for this. Noisy and dirty work that takes more than six months and which is not regular house maintenance should pay compensation to close neighbours that equates to rental of reasonable alternative accommodation during the period of work over six months.</i>	Dirt, dust and debris
<i>Basement digging at this time going on on two sides of the building and threatened on third side. Fourth side is the street. Great concern about future possible threat to stability of our property. Council underestimates impact of dust, noise, vermin, general disruption on living conditions of neighbours and future structural defects.</i>	Dirt, dust and debris
<i>Building Control Officers need to inspect regularly the rear sections of houses where work is being undertaken. Contractors ensure that the street fronts are properly and neatly concealed behind barriers and that minimum disturbance takes place, but at the rear there is little protection for neighbours - empty window frames are not covered and protective screens are ramshackle causing clouds of dust, unending noise from the machinery and general unpleasantness. This applies to houses whose rear gardens back on to each other.</i>	Dirt, dust and debris
<i>Caused extensive disruption in terms of access to a narrow street that is a no through road....our car was often trapped when we needed to leave for workparking restrictions weren't adhered to by builders making it difficult to find parking near home....amount of dust and noise was unacceptable and at times was impossible to work from home. Complaints were not well accepted! Overall was amazed the development was allowed in such a restricted small area.</i>	Dirt, dust and debris
<i>Causes huge disruption in street, pavements often blocked and necessary to use roadway. Residents parking spaces inaccessible, double parking frequent, increased danger to motorists and pedestrians, dust, dirt constant. Affecting parked cars and houses five (terraced) houses away, we will have to redecorate.</i>	Dirt, dust and debris

Appendix two: written comments

<i>Constantly break bylaws and pay fines - suspend parking without permission - had two flat tyres from rubbish during construction which they deny.</i>	Dirt, dust and debris
<i>Contractors particularly noisy and initially couldn't care less about mess/noise/parking.</i>	Dirt, dust and debris
<i>Disruption to daily life significant. Developers and owners abusive, did not care at all dirt/dust/noise</i>	Dirt, dust and debris
<i>Disruptive, leads to future problems in terms of subsidence, unbearable to live in terms of dust dirt and noise.</i>	Dirt, dust and debris
<i>Drainage problems, road surfacing problems, road temporarily closed at a whim to all residents and passing traffic, noise, dust, pollution. This road and area historically has two major factors to be considered: two reservoirs were here and a natural spring runs under the road - this making any excavation/basement work high risk re the water table.</i>	Dirt, dust and debris
<i>During the last 12-16 months we had 2 basements dev, one beside our door and one just in front, causing noise and a lot of dust.</i>	Dirt, dust and debris
<i>Dust and noise is always an issue. I did not appreciate work being carried out on Saturdays. If you work the whole week, you want some quiet over the weekend, and not to have drilling next door!</i>	Dirt, dust and debris
<i>Dust, dirt, managing to keep windows clean garden, plants, flowers, etc covered in dust and have to be dusted.</i>	Dirt, dust and debris
<i>Four major sub-basement developments currently being built on our street. The disruption is traffic, parking and appalling dust has been intolerable. It is about time the Council had a re-think of their planning policies.</i>	Dirt, dust and debris
<i>General concern about the safety of so many basements – i.e. stability of the surrounding properties. The traffic restrictions and building dirt are a constant nightmare.</i>	Dirt, dust and debris
<i>I am surprised that only the front of buildings where basement developments happen have to be covered. The solid coverings of the front of the buildings improve the dirt and dust nuisance on the side of the street. At the back, however, dust is allowed to fly in thick clouds, the noise and vibrations are intolerable. For weeks on end, there wasn't a room in the house where I could give a 'phone call. It should be a rule that both front and back of properties are fully covered, and that anything be done to keep noise and dust under control such as keeping stones wet etc. The variation in the quality of work of basement developments seems to indicate a serious lack of legislation in how these works should or must not be carried out. Following works at (address removed), there are awful cracks to the front of number (removed) but as it was and still is uninhabited, I am not sure anyone complained. At (address removed), there cannot have been any control over the methods used by the builders if both neighbouring houses are beginning to subside. It appears from other developments that basements can be built properly and without any lasting damage to neighbouring properties. However, the huge inconvenience can and must be limited by strict rules, and the safety of such projects must also be subject to much tighter rules and supervision by the authorities.</i>	Dirt, dust and debris
<i>I have written (enclosed) to Ms Tollitt. Thank you for sending the questionnaire which I have duly answered and enclose here. It is the first time anyone has asked for any kind of answer to your questions. In March 2010 a basement building developer began working at (address removed). Very soon this narrow cobbled walk in a conservation area</i>	Dirt, dust and debris

Appendix two: written comments

<p><i>was overwhelmed by the workers, trucks, cement mixers, loaded wheelbarrows and of course, skips and large cranes. The dust and fumes from all those machines crept into the windows in my house leaving their stench and spewing poison in their wake. It was inevitable to contract a nasty cough with a throat ache and an ear infection (which I have yet to throw off). Before falling prey to the damage caused by the ongoing work, I wrote to the Town hall, the MP, the Councillor and even, the Mayor. No notice was taken. No apology was given. In fact, one truck driver who saw me leaned out of his cab window and said, "I'm really sorry, m'aam". That was before the accident on July 6th when I slipped on the sandy cobbles and broke my left wrist. On July 21st I tripped on the broken paving stones, fell and broke my hip and shoulder. I enclose copy of photographs showing damage to my person. I spent two months in hospital and then in a recovery unit after which I was confined to a wheelchair. I am still an invalid from such total negligence on the part of those builders. Their concern for the safety or for the health hazards caused by themselves for an elderly lady in the walk has been nil. Even now they refuse to accept liability either towards me or the damage to my house. I am glad to know that now there is someone like yourself to take an interest in the welfare of residents in Chelsea. Yours sincerely (name removed).</i></p>	
<p><i>I think it needs to be better controlled as it produces a lot of noise, dust and dirt.</i></p>	Dirt, dust and debris
<p><i>Imposition and intrusive to neighbours - noisy, dirty - changes to the character of the residential neighbourhood.</i></p>	Dirt, dust and debris
<p><i>In spite of frequent complaints to Council noise was unacceptable - work finishing at 9.30pm Monday to Friday and 5pm Saturdays. Dust everywhere. Inconsiderate neighbours.</i></p>	Dirt, dust and debris
<p><i>It has been a total nightmare. Still going on 12 months later - noise, dirt, disruption. Our house is full of cracks and wall damage.</i></p>	Dirt, dust and debris
<p><i>It has taken far too long and is still ongoing now! Major eyesore in the street. The activity has actually cracked the pavement stones, something I doubt will be fixed. The skip and vehicles regularly take up all the parking spaces outside several properties including ours with constant parking restrictions. Unacceptable levels of dust in the street and contractors who have more than once accosted female residents as they leave their own home.</i></p>	Dirt, dust and debris
<p><i>It is (they are – two in fact) inappropriate for quaint little Chelsea houses. Very mistaken to allow loss of gardens - not attractive, not healthy, more noisy and less privacy. Both houses done by developers and new owners are not full-time residents which has impact on community. It has affected the character of the neighbourhood. Finally the noise and dirt were very, very disturbing.</i></p>	Dirt, dust and debris
<p><i>It went on for very long, the builders left their trash in our garden and the parking on our street was suspended for a long time.</i></p>	Dirt, dust and debris
<p><i>It went on for very long, the builders left their trash in our garden and the parking on our street was suspended for a long time.</i></p>	Dirt, dust and debris
<p><i>Main problem, being a mews house next to the development the dirt and dust on front of my property increased but</i></p>	Dirt, dust and debris

Appendix two: written comments

<i>contractors tried to blame this on passing traffic.</i>	
<i>Massively disruptive, noisy, dirty with serious structural problems arising both to the property undertaking the basement works and to neighbouring properties, including my own. Caused serious discomfort and stress. The Council's paper written by Ove Arups only seems to consider the impact of a sub-basement in a single property (which already brings with it all of the above) rather than the cumulative impact of numbers of sub-basements being carried out in a terrace of houses (which I would argue may create serious potential problems regarding ground water levels, structural stability of the terrace, etc).</i>	Dirt, dust and debris
<i>My main concerns are: long-term and subterranean damage to the structural solidity of the hill in (address removed) on which all our houses rest. Unacceptable nuisances and restrictions for pedestrians and road users alike. Unacceptable level of dust, not only in the houses but on our cars. Damage to cars due to construction lorries much too big for our residential areas. Our roads are narrow due to the fact that we can park on both sides. Unacceptably long levels of noise pollution due to the extreme length of those works.</i>	Dirt, dust and debris
<i>Next door basement just completed too early to notice changes - other basement conversions on the street house taken larger and caused more disruption - noise, traffic, dust.</i>	Dirt, dust and debris
<i>Noise levels too high, terrible dust and vibration, also please tell builders to close main entrance door to avoid burglars!!!</i>	Dirt, dust and debris
<i>Noisy, dusty, reducing available parking.</i>	Dirt, dust and debris
<i>Our street has been a building site for at least the last five years, there is always someone doing their basement, street has been blocked on many occasions due to trucks blocking road/unloading/changing skips. Trucks often take up residents parking without having applied, dust is unbearable, it's also a great shame to have seen some lovely trees on the street be chopped down for the basement developments. Maybe there can be a few months of the year where no building can take place to give the other residents a break from all of this.</i>	Dirt, dust and debris
<i>P.S. I very aspect with rubbish on the basement every day its look disgusting.</i>	Dirt, dust and debris
<i>Planning law seems to cover noise of newly installed plant not exceeding certain limits after construction. There seems inadequate control over noise, vibration, dust during construction. What cannot the construction method statement stipulate that the developer/builder shall: install noise meter before work begins, monitor noise during construction, stop all construction if noise exceeds agreed noise level? Similarly for vibration and dust.</i>	Dirt, dust and debris
<i>Q10, q9 - cannot answer because work not yet completed. Level of noise and dust were unbearable.</i>	Dirt, dust and debris
<i>Ref q9 and q10 why no questions concerning if we had noticed cracks and subsidence in our property - much more important. We are experiencing great problems as the work continues. Also extremely stressful because of drilling vibration, noise and dust. Why not think about that?</i>	Dirt, dust and debris
<i>Slight problems with dust on cars and parking but generally minimal impact.</i>	Dirt, dust and debris

Appendix two: written comments

<i>Started June 2011 and is still ongoing, building a swimming pool and total renovation of the house, causing and unacceptable level of noise, dust and disruption, with constant trucks coming and going, and use of our resident parking places, we are now threatened with two more planning applications for this road after the others we have had and in surrounding roads, which add to the disruption with builders trucks there has to be an end to this for people who have to have a swimming pool.</i>	Dirt, dust and debris
<i>Subsidence and flooding problems are more likely to appear in the near future. The disturbance and increased dust levels has caused stress and constant house-work for us.</i>	Dirt, dust and debris
<i>Successive basement excavations and associated interminable noise, dust and vibrations have led to a serious deterioration in the quality of life of existing residents in this area. Please do something about it.</i>	Dirt, dust and debris
<i>Thank you for conducting this survey which has been needed for a long time. I strongly disagree with basement development on the basis of disruption to the streetscape during works, noise, dust, greed to gain more square footage on already large houses. With thanks.</i>	Dirt, dust and debris
<i>The basement development (address removed) is still ongoing and is due to continue for a further eight months. During this time several infringements of regulations have occurred and, despite numerous requests, the developers have displayed no concern towards residents, whose lives have been made intolerable by the constant noise and dust. The current rule that "normal working hours" should be between 8am and 6pm is particularly absurd, as is the developers right to work on Saturday mornings.</i>	Dirt, dust and debris
<i>The basement development (address removed) is still ongoing and is due to continue for a further eight months. During this time several infringements of regulations have occurred and, despite numerous requests, the developers have displayed no concern towards residents, whose lives have been made intolerable by the constant noise and dust. The current rule that "normal working hours" should be between 8am and 6pm is particularly absurd, as is the developers right to work on Saturday mornings.</i>	Dirt, dust and debris
<i>The basement development is ongoing so am unable to answer some of the questions above. The dust is very bad and our plans to repaint our house this year are now delayed. We believe that some financial compensation fund for neighbours for cleaning/repainting after a basement project is completed should be a precondition for planning permission.</i>	Dirt, dust and debris
<i>The builders became insolvent mid-project. The wishes of neighbours were disregarded and elderly people became ill from the stress of constant noise, dirt and vibration.</i>	Dirt, dust and debris
<i>The building work I refer to was to the property at the back of my garden. However, there is constant work carried out to the houses around mine in (address removed) and there was considerable dust and disruption around. But neighbours have to put up with this in such a closely built up area, I guess.</i>	Dirt, dust and debris
<i>The Council is turning down applications for small extensions and other development on the grounds that the exterior</i>	Dirt, dust and debris

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<p><i>of the property is not allowed to change. But it allows these massive basement developments, which can go on for years and make neighbours' lives a misery simply because at the end of the development the exterior of the property remains largely unchanged. We have had six basement development projects in (address removed). As soon as one ends, another begins. The dust is indescribable. The traffic congestion unbearable. I work from home and the vibration and noise coming from next door was so intense I had to use earphones of the kind used by operators of jackhammers. I wore those earphones, not for twenty minutes a day. Not for half an hour. Not for an hour. But for four hours at a time!! My husband and I applied for a small back extension to our second floor, backing on (address removed), which is no more than a service alley and has no architectural integrity. Our application was turned down. We were also threatened with legal action by the RBKC Council because of a replacement hedge we erected after our previous hedge died because of the basement development next door. But next door a massive basement development was allowed, which could in future have severe impact on the groundwater levels. I have lived as a tax payer on my property for 17 years and I am fed-up with this situation. Basement development needs to stop now!</i></p>	
<p><i>The development of (address removed) took four years to complete (see q4 as to why). The damage to (address removed) led to the owner of (address removed) acquiring it in order to settle its *unclear* alarms and this has led in turn to an application and consent for very extensive basement works opposite our house which we will endure for at least two years. That is a total of six years of disruption opposite our house. At the same time we believe an application is in hand at the end of our back garden (the house on the corner of (address removed)) for basement works so we could face yet further disruptive, noisy, dirty and potentially damaging work in terms of risk of altering the drainage at the top of the hill.</i></p>	Dirt, dust and debris
<p><i>The development of basements has caused significant disruption. Multiple ongoing projects have been noisy, dirty, dusty and have had a huge impact on traffic and parking.</i></p>	Dirt, dust and debris
<p><i>The development was four doors down. Had it been my immediate neighbour, the noise, vibration and dust would be hard to live with.</i></p>	Dirt, dust and debris
<p><i>The disruption caused by noise, dust, traffic associated with the development, is immense for us and our neighbours, together with the fear that our home which is attached to our neighbours maybe considerably damaged.</i></p>	Dirt, dust and debris
<p><i>The drains adjacent to the basement construction works will need cleaning due to *unclear* being hosed down. To clean the road and pavements.</i></p>	Dirt, dust and debris
<p><i>The dust, inside and outside, the vibrations, noise. Many number of workmen on my party wall etc. The danilav outside my property, made life unbearable for at least one year.</i></p>	Dirt, dust and debris
<p><i>The impact on our personal lives has been horrendous - continual road blockages, loud noise, continual dust and dirt, damage to our garden (though hopefully to be repaired) impossible to lead a normal life for 18 months.</i></p>	Dirt, dust and debris
<p><i>The neighbours had a good company (the London Basement Co) to dig out the basement and they were quick and did</i></p>	Dirt, dust and debris

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<i>the best they could about disruption. However nothing they would do was enough to stop the noise, vibration and endless dirt and dust.</i>	
<i>The noise and dirt was absolutely appalling! See q4 above!</i>	Dirt, dust and debris
<i>The noise and dust were considerable. The development took a very long time. It was a disruption in the street.</i>	Dirt, dust and debris
<i>The noise, dust and vibrations were a total nightmare; it was impossible to use the phone, listen to music or television during the works. Also my son who is autistic and has seizures, experienced an increase in seizures and his behaviour became markedly worse as he was frightened of the noise.</i>	Dirt, dust and debris
<i>The owners of number (removed) has not provided area for rubbish bins for other occupiers so rubbish is left on pavement.</i>	Dirt, dust and debris
<i>The process of construction is not taken into account in the planning process and this is wrong. My flat became uninhabitable for seven months. I work from home and that was impossible given the noise and vibration. I had to move out and was not given any compensation for this by my neighbours. They have again acted entirely selfishly and it will never be the same living in this house. In this area there is constant refurbishment of property and other significant maintenance. Today I can see five houses under some form of major renovation - two are shrouded in plastic from top to bottom. There is already plenty of noise, dust, vehicles and litter without adding to this by allowing basement works for no good reason. I really think that the Council needs to rethink this policy. It is not right that there is so much disruption and permanent damage to the housing stock for the reasons of wanting a bigger TV watching space. People have to make compromises in life, including living somewhere that is suitable for their needs, not just wanting to live at a particular, smart address. The balance of power seems to be entirely skewed in favour of the developer, even though the development is for no good purpose. The stress that this development has caused is enormous. So the impact of the new basement on living in this property has been, from start to finish, entirely detrimental. Please stop basement developments in divided houses and where the impact on neighbours is so large due to confined space.</i>	Dirt, dust and debris
<i>The property opposite (address removed) took several years to develop. The noise and dust was unbearable. I am totally against any basement developments</i>	Dirt, dust and debris
<i>The risk of flooding is substantial. Remember Abbotsbury under water pre-Thames barrier, presumably Woodsford also. I return your questionnaire. (Address removed) comprises 131 terraced houses. Work is in its final two years work stages on numbers (removed). The noise level has been intolerable with gangs of workmen drilling in all three houses simultaneously. Large trucks have been parked outside daily, frequently more than one, making access difficult. The dust and debris has prevented the planting of annuals in the nearby section of gardens and the vibration can have done the nearby houses no good at all. What are we to do if even a small proportion of the remaining dwellings are extended in this way? Are the risks of subsidence and flooding given professional extension? On this last point I have</i>	Dirt, dust and debris

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<p><i>personal experiences. New neighbours excavated some 16yr. To form a sunken patio at the rear of their house, taking the work right up to the boundary wall (not in the plans). This de-stabilised my house, which was semi-detached, dated from the 1840's, and had minimal foundations. No compensation was given under the party wall agreement. Five years later the basement floors had to be replaced and the degree of subsidence of the house itself become obvious. I had to sell in 2003, being unable to contemplate the cost of renovation: my home for 32 years. Currently work is finishing at number (removed) (begun in January), work is in progress (minimal) at number (removed) and five of the remaining houses in the road have been the subject of extensive renovations. The disturbance has been continuous and the noise level quite dreadful. Please remember the environment when making your assessments! Yours sincerely (name removed).</i></p>	
<p><i>The specific problem in our lane is there have been many basement disruptive developments, some causing serious problems when they break into the canalised river, and all causing a variety of problems - traffic, noise, dust, etc. Do we need more small properties converted to multi-million pound ones?</i></p>	Dirt, dust and debris
<p><i>The work next door is not yet finished, so I cannot comment on q10. I can say that, having lived here for 62 years I have never had so much noise, disruption and dirt and traffic congestion as this year!!</i></p>	Dirt, dust and debris
<p><i>The worst is the rubbish and dirt and food which we constantly find on our property. When the builders have their lunch they just dump the leftovers in our front garden and hedge. The latest was a big spill of white paint on the road right opposite of our house. No one felt responsible for it and it remained for ages. Since we pay a lot of Council tax one should take better care of these matters. It was really ugly to look at. They constantly block our gates, although there is a big sign no parking. The noise level should be monitored, since very often it is out of limit. Especially in summer time. The builders use very loud and strong language which is not nice to have around. Especially when you spend some time in the garden with the kids. Once one building site is finished, the next one will start. We live in our property since seven years and were constantly surrounded by building sites. We had a lot of trouble with the builders and the constant never ending dust. Building sides should be continuously monitored by humans or electronically.</i></p>	Dirt, dust and debris
<p><i>There appears to be a very high level/number of basement developments, during construction time it is very noisy and dirty for the whole street, and the overall impact on the look and feel of the city is very sad with the loss of larger plants and trees and genuine greenery.</i></p>	Dirt, dust and debris
<p><i>There has been no time over the last four or five years when a basement was not being dug within a few houses of our property. There has been unremitting noise, filth, vibration, air pollution from dust and diesel equipment and long term damage to properties immediately adjoining the excavations. The road is frequently blocked for long periods making it uncertain when you will be able to leave by car to go to an appointment. Basements have essentially destroyed our quality of life. It is quite impossible to work at home or even have a telephone conversation. Because the Council only considers the effect of an individual project, no consideration is given for the effect of a continuous series of basement</i></p>	Dirt, dust and debris

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<p><i>developments occurring within one street over a period of time. For example we have had situations where two basements were being dug at the same time either side of us, thus blocking our access for long periods. Another issue is long term structural problems this work is and will cause. Victorian houses, the majority of RBKC housing stock, have very limited foundations. If you then put a basement under one house in a terrace, as the clay/ marl/ gravel soils swell and shrink with changes in ground water, the terrace will naturally move, except for the now firmly entrenched house with basement. This will inevitably damage the adjoining properties, however carefully the basement construction has been done. I think it is a travesty of common sense to allow the building of basements under properties that are connected to others which will not also have a basement structure inserted. Who will pay for such damage when it has occurred two or three years after the project is complete? The more immediate issue is the lack of understanding of the degree of disruption and misery these projects cause for one nearby basement project and many times more for a seemingly endless series of basement developments. Why can you not say that there can be only one basement construction active per so many hundred metres of street length? Much stricter rules must be put in place for traffic disruption and pollution- many basement digs put an almost continuous stream of clay and cement slurry into the public drains. This would not be countenanced for a moment for an industrial site, so why can builders get away with it in probably the most affluent borough in the country? Please do something, this is ruining our quality of life.</i></p>	
<p><i>There have been two significant and lengthy (six months plus) basement and general building works opposite my property in the last 18 months. My biggest irritation is the almost incessant suspension of multiple residents parking bays, the dust and dirt, and blocking of driving passage due to regular, often daily deliveries of building materials or their removal. Also, noise levels of work taking place, often very early, on Saturday mornings are highly annoying.</i></p>	Dirt, dust and debris
<p><i>There is still a long way to go before this work is finished but so far it has been extremely stressful due to noise, dust and traffic blocking my door and window.</i></p>	Dirt, dust and debris
<p><i>There was major disruption with traffic, parking, noise, vibration and dirt. The bonnet of my car, parked close to my house, was damaged. I came out to find a large dent in the bonnet with white paint. Obviously, one of the builders had opened a van door without paying attention. Of course, the van was nowhere to be seen. The street was chaotic. The noise was terrible. Day to day life was disrupted for more than 12 months. It was not a good environment in which to live. The Council did not appear to give any consideration to our well-being. We have had to continue paying Council tax, service charges etc while the quality of our lives was diminished.</i></p>	Dirt, dust and debris
<p><i>There were two other similar developments in our street at the same time, all involving large lorries double parked in the street and a lot of noise and dirt. Could developments be limited to one at a time within a particular area? That would help a lot. I think immediate neighbours and the Council should receive a large fee to compensate, say £10,000; this might also help to reduce the number of applications.</i></p>	Dirt, dust and debris
<p><i>These works often taken an excessively long time. The nearest construction has been ongoing for over a year and has</i></p>	Dirt, dust and debris

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<i>yet to finish. The depot where the workers keep the waste is right next to a public garden and is a huge eyesore. Construction works start early in the morning and I need to keep the windows shut to avoid the dust and noise.</i>	
<i>This and all other basement developments in London should stop. They are hugely disruptive to residents' lives and simply not fair to other owners/tenants in the building. You move in and suddenly you get constant dust and noise as well as drainage problems later and others as yet undiscovered ones.</i>	Dirt, dust and debris
<i>This basement is not yet completed, so we cannot finalise comments. We dread a further basement development, which has planning permission for four subterranean floors below garden (not house). Noise and dust will be ongoing for many months.</i>	Dirt, dust and debris
<i>This development is not complete and seems to go on forever. We live at the other end of the road so we do not suffer as much as a friend in her eighties who complains about noise and vibration as well as dust and feels really unhappy about the development.</i>	Dirt, dust and debris
<i>This development marked the eighth year of continuous remodelling within my flat's building or immediately adjacent to it. Since 2004 there has been non-stop noise, vibration and dust from one site or other. It is time to stop giving permission to every developer.</i>	Dirt, dust and debris
<i>This particular development was well organised etc but still the disruption to parking, use of pavement outside the house (and it is a pavement used a lot by children), dust/dirt and above all noise was appalling and very intrusive into the lives of all living in the street.</i>	Dirt, dust and debris
<i>Traffic disruption and unannounced full or partial road closures would appear at a moment's notice. How any of the emergency services will ever get through, I hope I do not live to see the incessant noise, disruption, dust, pollution for 18 plus months is simply too much. Especially so there are now four in place on the one road!</i>	Dirt, dust and debris
<i>Traffic, builders on pavement, construction rubbish and dust all increased to an unacceptable level.</i>	Dirt, dust and debris
<i>Unbearable noise, vibration, dust with prolonged periods of traffic chaos.</i>	Dirt, dust and debris
<i>Unsightly, dusty, difficult to use pedestrians way on the pavement.</i>	Dirt, dust and debris
<i>Very disruptive - dust, noise, early Saturday drilling. Unsightly - mismatched bricks, bolt on extensions, ugly from rear view abutting our property.</i>	Dirt, dust and debris
<i>Very noisy digging out. Took forever. High level of dust and grime generated which settled inside and outside our house. Horrible to look at! Why necessary?!</i>	Dirt, dust and debris
<i>Was the other end of a block of four row houses. Noticed only occasional road inconvenience, construction noise and for a period some increased dust in the air.</i>	Dirt, dust and debris
<i>We had three years of noise and dirt/dust and a lot of damage to our house - we did not get full confirmation or repair. The party wall agreement is totally inadequate.</i>	Dirt, dust and debris
<i>We have had four basement/swimming pool installations in the last ten years during residence in this property. All have</i>	Dirt, dust and debris

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<i>been on the other side of the narrow street so party wall considerations are not relevant. However Council officials have no idea of the traffic disruption or the dirt involved and treat these developments in the normal way. Most of the damage to our property or car was done by heavy lorries and the contractors denied any responsibility for their subcontractor actions. Contractors must be made responsible for neighbour damage.</i>	
<i>We have suffered endless noise, vibration, dust and dirt around the development. Pneumatic drills, metal, bashing and cutting, screaming, wood sawing. Cement lorries pumping concrete under the house next door to the rear garden twice a day and lorries loading waste from a skip four times a day with engines running all the time. Enough movement in the house to be frightening. I had to go away for a time. Two flats have been left empty for six months.</i>	Dirt, dust and debris
<i>We have two basement works - one immediately behind and one next door. Apart from dirt, dust etc I am very concerned re: subsidence, water table etc - all which are potential long term issues. I do not feel the Council has been diligent enough or professional in its approach to the engineering and safety issues. You do not have any 'presence' in the process to assure the short and long term issues are properly commanded. The Council needs to have full review of *unclear* and long term issues. Their performance in the two applications adjacent to us has been pathetic.</i>	Dirt, dust and debris
<i>We live in a terraced property and because of the noise and dust created by the development next door we're unable to use our back garden during the day for the whole of a summer. Terraced pose particular problems.</i>	Dirt, dust and debris
<i>We were far enough away to avoid the worst: next door neighbours to the work had a very bad time indeed. If such a development were to be planned next door to us, then I think we would move because the noise, dirt and stress are not tolerable by older people like ourselves.</i>	Dirt, dust and debris
<i>We were not compensated for having to live with the extremely prolonged works (phased over several years). The disturbance and health issues remain with us. The dust still remains on my window sills, even after it was claimed to have been cleaned. Our request to have our curtains cleaned was refused! Our cleaner had to have her hours increased to cope with the extra workload. I cannot believe I am even bothering to fill this in as it makes little difference to a landlord with little real intent to help.</i>	Dirt, dust and debris
<i>While the builders were polite, the noise, vibration and dust was often unbearable and one had to go out. Really bad, headache-inducing noise almost solidly for seven months. It's now only occasionally, but the project is unfinished - probably another three to four months construction work to go.</i>	Dirt, dust and debris
<i>Workmen leave their garbage all over the neighbourhood. It's a disgrace the place looks like a garbage dump.</i>	Dirt, dust and debris
<i>Writing a separate letter of dislocation - disorder - upset - mess etc: re - massive six year basement dig-out at (address removed) and (address removed) combined. Thank you for your neighbours' survey herewith completed and returned, together with observations hereunder, from a resident for and of eighty years. If dig outs could be done by magic overnight, then fine! But, there are two huge problems, Councils always neglect/overlook about these dig-outs - (1) time taken and (2) the titanic/monstrous disruption, inconvenience, dislocation, mess and disturbance caused to</i>	Dirt, dust and debris

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<p><i>hundreds of residents, passersby, tourists and vehicles of all descriptions, daily, even hourly, for an excessive amount of time, n.b far exceeding normal building projects. The above dig out has involved at least a hundred builders and hundreds of lorries delivering and collecting over a period of nearly six years! Extra noise and dirt than we are not allowed/permitted to complain about! A lovely garden lost and paved/decked over with planking. The property has increased in value tenfold, but that is one of the main reasons developers want dig outs. If not, the answer is exceedingly simple - buy a larger /suitable property elsewhere! This was compounded by the Council (name removed) last month, allowing a further similar, major three year dig out for a swimming pool, at numbers (address removed), next door, and including (address removed). Despite a four hundred signed petition from residents and shopkeepers for this project to be rejected!. Then, after planning is granted, the Council never checks up on progress, whether the right gear is used, smoking, bonfires, out of hours working. Maddening noise. One can't complain every day, particularly as we all know it won't actually achieve any respite. I would like to expand on the above, but must return to hospital for more surgery. Yours truly - (names removed).</i></p>	
<p><i>Yes. Aside from the excessive noise and dust and street litter the contractor often parks vehicles illegally in residents parking slots in (address removed). This practice seems to have the Council's approval.</i></p>	Dirt, dust and debris
<p><i>Basement developments present an unacceptable disruption to the enjoyment of my surrounding properties and an unacceptable risk of subsidence, drainage and long term issues.</i></p>	Drainage and flooding
<p><i>Please find suitable tenants - we are becoming another type of area - you are responsible for lowering the tone and bringing in people who do not belong here.</i></p>	Effect on community
<p><i>I think that the benefit to the owners of the property itself will lie in the creation of a larger and therefore more valuable property , but the cost to the residents in the street where the development has taken place and in the neighbouring streets has been in my view greater than the increase in value of that single property - due to the relentless bombardment of unbearable noise from the digging machines and road-drills over such a long period of time . I think also that the many pupils and teachers who attend the four schools with 30 to 80 plus yards of the development will have had their ability to either teach or learn effectively massively impaired by the relentless and lengthy periods of noise. If I was a parent paying £20,000 per annum for an education that then was diminished by excavation works over such a lengthy period of time I would seriously consider taking my child out of that school and looking for an alternative elsewhere. Similarly shopkeepers and office workers in the immediate area surrounding the development must have had a pretty miserable time during such loud and lengthy excavations and it is axiomatic that their ability to perform their work well would suffer under such noisy conditions. Health and safety rules insist that workmen have ear protectors during loud works for a good reason - there should maybe be something in law where the health and safety of other residents affected by excavations or demolitions are also offered protection to prevent any negative effect on their health and wellbeing - whether by physical protective equipment or by greater controls on the lengths of time for</i></p>	Effect on schools/businesses

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<i>which works involving excessive noise can take place. Taking all of this into consideration it seems that local house owners, residents , teachers , pupils and office workers are being asked to pay a disproportionately high price to enable one household to increase the value of its property. The streets of Kensington lose much of their charm when they are turned into noisy and dirty building sites, and as a resident it is alarming to see how many applications are being granted in the borough. It is a very off-putting feature of the area.</i>	
<i>Basement requires pumps to remove sewage which can break down and along with all the extra lighting there is extra demands on power. Air conditioning also adds more electricity requirements which seems to run contrary to the need to reduce power consumption. The construction process is also very demanding on power consumption.</i>	Environmental concerns
<i>I do not know which basement development is being referred to. However I am extremely worried about the environmental effects of such developments.</i>	Environmental concerns
<i>A fire broke out one night on the property being developed partly due to the negligence of the developers (scaffolding not alarmed). The entire row of houses, including ours, could have been destroyed.</i>	Fire safety
<i>(1) Almost all the garden has been built over by the extension at ground floor level. The basements (two storeys deep) have required glass panels in the remaining courtyard - all surface water now drains onto pavement/rear access. (2) Noisy air-conditioning condensers impact on our garden now.</i>	Flooding and drainage
<i>Basement developments that go under the garden can mean the garden gets paved over and all rainfall is directed into the drains. That dries out the soil for neighbouring gardens. This summer was wet so it did not matter too much, but in a dry summer it would.</i>	Flooding and drainage
<i>(Address removed) backs onto (removed) and we were very worried that their excavation would damage the pipe carrying underground lines from Hyde Park to Thames. This line is shown on old maps running between the properties but we are unsure where it runs now – Water Board thought they might have moved it but had we *unclear*. Happily there was no immediate flood from a ruptured pipe but we are still worried that the pipe may have been disturbed and cracked leading to damp and long term damage to our foundations in the future.</i>	Flooding and drainage
<i>Drainage and cooking smells.</i>	Flooding and drainage
<i>Drainage problems, road surfacing problems, road temporarily closed at a whim to all residents and passing traffic, noise, dust, pollution. This road and area historically has two major factors to be considered: two reservoirs were here and a natural spring runs under the road - this making any excavation/basement work high risk re the water table.</i>	Flooding and drainage
<i>Having lived in K and C for 50 years I do remember in Russell Road W14 water being forced up through the floor man hole covers. What happens if it occurs in the future as the water table has a leak?</i>	Flooding and drainage
<i>I am concerned about water for surrounding gardens. The garden over the underground development was paved over and I presume that runoff water went down the drain. This development is only finishing now and it is too early to tell</i>	Flooding and drainage

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<i>what long term effects there may be.</i>	
<i>I am sure the level of vibration was within the legal limit imposed by the Council, but that is not acceptable to the person living next door, when metres of earth are being drilled. Some houses in the grove had to get Rentokil to remove the rats and mice. Although we are not directly linked to any of the house we have had mice for the first time in the 25 years we have lived here. As there are still five properties with holes in the ground and one expecting to start soon the questions about changes after completion are irrelevant. Over the last year or so there is an intermittent but very strong smell of sewage at the top of the grove, this suggests the drainage is being affected. The lack of porous ground, due to the length of these developments, must cause problems with flooding in the long term. Our drains in the street, do seem more overloaded when we have had heavy rainfall.</i>	Flooding and drainage
<i>I have not suffered from flooding etc as my property is far enough away not to be affected, but I know that other properties nearby have been affected (there are a lot of underground springs nearby). The construction traffic was the main problem for me, in a very constricted area and over such a very long period. The dumper trucks ran all day (two of them) just a few feet from my door and windows (our house is just one room deep). The noise was unbearable and the whole place shook. And the end result is a gerry-built mess, adding nothing of value to the area - quite the contrary, as two charming old studios of real merit have been destroyed in order to create a mainly underground building that nobody will really want to live in. Indeed nobody has lived there (except the polish builders) until a few months ago when some furniture were delivered, and I don't know if anyone is living there again now.</i>	Flooding and drainage
<i>I think moderate basement expansion which can be completed in a few months would be tolerable but large scale excavations such as one currently proposed by a neighbour that go down two floors below ground level are wholly inappropriate for Georgian terraced houses and increase the risk of flooding.</i>	Flooding and drainage
<i>It is not possible to plan for the changes to the sub soil and drainage by doing these excavations. If it is not possible to predict this, then such development should not be allowed, as if damage to a non digging property nearby occurs it will not be possible to prove the cause of the fault is that digging. We are therefore taking decision on the basis of ignorance, and allowing some people to act without recourse to their actions. What is sensible about that? Most certainly this should not be allowed in a conservation area.</i>	Flooding and drainage
<i>It is ongoing. I moved from (address removed) in June. There were three developments - one finished, one nearly finished and our immediate neighbour's just beginning. The latter affected our house sale detrimentally - the others disrupted the locality.</i>	Flooding and drainage
<i>Prohibition of basement development is vital. The condition of drains has been greatly affected. We understand from Thames water workers that the houses in future will be affected. Please will the Council instruct strongly the Ilchester Estate as managers at (address removed) to require builders to remedy consequential damage to roads and pavements caused by their heavy vehicles used by their workers. This has not happened and the estate is becoming</i>	Flooding and drainage

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<i>dilapidated. Also the estate is wrongly expecting residents to pay for these repairs, which belong to the estate and they are not carrying out their management duties.</i>	
<i>Since the works are ongoing (more than a year) it is impossible to ascertain the long term effects on structural integrity of our property and risk of flooding in extraordinary precipitative condition.</i>	Flooding and drainage
<i>Storm drain became blocked concurrently with work, also coinciding with Thames water pipe laying and other refurbishments</i>	Flooding and drainage
<i>Subsidence and flooding problems are more likely to appear in the near future. The disturbance and increased dust levels has caused stress and constant house-work for us.</i>	Flooding and drainage
<i>The development has started but they have not started excavation yet, so we do not know impact on drainage and flooding yet. However, we have been inconvenienced.</i>	Flooding and drainage
<i>The development lasted an undue length of time (years), causing serious nuisance to neighbouring houses and flats. Flooding was a problem in the basement, prolonging works. Neighbours are concerned about future impact of such a large underground development on flood and subsidence. There is no compensation for neighbours.</i>	Flooding and drainage
<i>The drains adjacent to the basement construction works will need cleaning due to *unclear* being hosed down. To clean the road and pavements.</i>	Flooding and drainage
<i>The hard white surface of the front garden is so far quite out of keeping with other properties. I do not know how much this will affect the draining away of heavy rain, but am glad I do not live in an adjacent property. If incomers require more space why not buy a larger property somewhere else?</i>	Flooding and drainage
<i>The housing of women stop buying *unclear* house, do repair first *unclear* for 28 yrs at the address. The housing is a housing for women, it used to be a old people home. I gather it is about a hundred years old. Also it is overcrowded. There are 20 tenants to me it like sheep in the pen. Also one can see the top floor is very under-level. Also there are three days living with their owner. As long the housing get the rent could not care what happened to the place, the front door need repair stairs. Needed repair, when it rains the light met and the lift motors is flooded. 20 tenants it too much the *unclear* with hardboard, one can your neighbours talking or etc. Like the garden there is no gardeners found a tenants care for the garden. Front door when it cold wind and rain. Garden has not been done since I moved to (address removed) in January 1984. The housing of women could not care as long the money in tenants to be less, trees need trimming.</i>	Flooding and drainage
<i>The level of disruption to neighbours is outrageous and the vermin completely out of control during excavation with rats and mice all over the property, damage to walls and flooding and damp out of control. They should be curtailed.</i>	Flooding and drainage
<i>The risk of flooding is substantial. Remember Abbotsbury under water pre-Thames barrier, presumably Woodsford also. I return your questionnaire. (Address removed) comprises 131 terraced houses. Work is in its final two years work stages on numbers (removed). The noise level has been intolerable with gangs of workmen drilling in all three houses</i>	Flooding and drainage

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<p><i>simultaneously. Large trucks have been parked outside daily, frequently more than one, making access difficult. The dust and debris has prevented the planting of annuals in the nearby section of gardens and the vibration can have done the nearby houses no good at all. What are we to do if even a small proportion of the remaining dwellings are extended in this way? Are the risks of subsidence and flooding given professional extension? On this last point I have personal experiences. New neighbours excavated some 16yr. To form a sunken patio at the rear of their house, taking the work right up to the boundary wall (not in the plans). This de-stabilised my house, which was semi-detached, dated from the 1840's, and had minimal foundations. No compensation was given under the party wall agreement. Five years later the basement floors had to be replaced and the degree of subsidence of the house itself become obvious. I had to sell in 2003, being unable to contemplate the cost of renovation: my home for 32 years. Currently work is finishing at number (removed) (begun in January), work is in progress (minimal) at number (removed) and five of the remaining houses in the road have been the subject of extensive renovations. The disturbance has been continuous and the noise level quite dreadful. Please remember the environment when making your assessments! Yours sincerely (name removed).</i></p>	
<p><i>The road gutter drains were blocked from time to time.</i></p>	<p>Flooding and drainage</p>
<p><i>The specific problem in our lane is there have been many basement disruptive developments, some causing serious problems when they break into the canalised river, and all causing a variety of problems - traffic, noise, dust, etc. Do we need more small properties converted to multi-million pound ones?</i></p>	<p>Flooding and drainage</p>
<p><i>This and all other basement developments in London should stop. They are hugely disruptive to residents' lives and simply not fair to other owners/tenants in the building. You move in and suddenly you get constant dust and noise as well as drainage problems later and others as yet undiscovered ones.</i></p>	<p>Flooding and drainage</p>
<p><i>This development caused considerable inconvenience, resulted in flooding, encouraged the granting of permission for another basement development. These houses are old, jerry-built, and there are watercourses underneath them.</i></p>	<p>Flooding and drainage</p>
<p><i>This is an extension on the same level as the original basement. Had the building works gone deeper there would definitely been more of a problem with damp/drainage.</i></p>	<p>Flooding and drainage</p>
<p><i>Understand that we have no room left but somehow all this basement stuff is surely making everything less stable and making water go elsewhere etc.. Lots of cowboys I believe - needs very strict policing by planning authorities.</i></p>	<p>Flooding and drainage</p>
<p><i>We have ongoing concern that the pipe surrounding the underground river that Westbourne could have been damaged with lasting damage. We have no proof this did not happen.</i></p>	<p>Flooding and drainage</p>
<p><i>What I find very frustrating is the lack of co-ordination between the Council's Core Strategy and its recent partnership with Thames water developing suds to prevent localised flooding. Thames water is very aware of the problem caused by recent in-fills in the past 10-20 years which has contributed to severe localised flooding. At a meeting at Kensington</i></p>	<p>Flooding and drainage</p>

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<i>Town Hall one of three flood water/drainage experts now advising Thames Water, expressed extreme surprise at the scale and depth of subterranean developments allowed in RBKC. Thames Water's consultant did not see any reason for complacency in fact he sees very un-joined up thinking with the Council's planning policy which allows deep excavations in a piecemeal fashion, while at the same time trying to implement suds to improve. Likewise Thames Water is concerned at the scale and depth of displacement under private houses in such a piecemeal fashion. There is also the considerable distress caused to neighbours during this excavation work. The conditions placed on construction can in no way compensate for the noise, dust, congestion, vibrations, anxiety, unpleasantness that such developments cause. The very nature of the work render this conditions obsolete.</i>	
<i>Why do you allow double basements to be constructed when (address removed) is in the flood path which you can see from your own plans?</i>	Flooding and drainage
<i>Why not consider reducing Council Tax to adjoining neighbours (and opposite residents) for disturbance, noise, pollution, absence of residents parking, cement in drains, broken pavements etc etc and collect same form offending basement applicant. I feel this is a badly drafted survey not inclusive of nearby residents rather than immediate neighbours.</i>	Flooding and drainage
<i>Would wish to see a full scale enquiry into impact of multi-basement development on general land drainage of area and special assessment of impact on growth of larger trees.</i>	Flooding and drainage
<i>All basement development that I have witnessed are vastly more disruptive than above ground works. The only reason I cannot comment on some things is that I live in a second floor flat.</i>	General disruption
<i>As noted in q4 the development to my immediate neighbour's basement has been ongoing for three years and has been very disruptive. Unbelievably, the house next to it (i.e. two down from me) is now carrying out the same work i.e. A basement and sub-basement which will take a further year at least. So in total more than four years of disruption.</i>	General disruption
<i>Basement excavators are the true neighbours from hell!</i>	General disruption
<i>Basement work was at the bottom of my garden. If I had lived alongside I would have objected. Friends in the borough were driven mad by basements. Both sides of them and had to sell. Nightmares that should be stopped.</i>	General disruption
<i>Caused untold inconvenience as generally, building works were undertaken with no regard to neighbourhood</i>	General disruption
<i>During the works it is hassle. Post works the property is considerably better.</i>	General disruption
<i>I am not against it but I think there should be a limit to how many can be done within a year. My neighbourhood seems to be a constant huge construction site!! (Address removed). Also, I do not think people should dig more than one storey deep (water pollution, party wall issues, length of work...).</i>	General disruption
<i>It has been horrendous to live next to in so many ways. A nightmare is an understatement.</i>	General disruption
<i>It is not yet complete so cannot answer q10. This is a year and a daily discomfort and disruption to the experience of living in my home. The developers investment is now at considerable cost to this household. We want to see if the</i>	General disruption

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<i>completed project will affect the criteria in q10.</i>	
<i>It is unacceptable that work of this nature can be carried out by workmen who do not speak English and without adequate on-site supervision. We should not have to be 'on the case' on a continuing basis to preserve our property or some semblance of normal life.</i>	General disruption
<i>It was very difficult to be at home and use the garden from first thing in the morning throughout the day. Hard to say that the changes in q10 might get worse after a while.</i>	General disruption
<i>It went on for far too long. It was a huge disruption in the street. Please discourage any more of these developments.</i>	General disruption
<i>Just intolerable to live a normal day life when living next to one of these basement developments.</i>	General disruption
<i>My property is (address removed), (address removed) should finish work end may 2012 but (address removed) start 12 Mar 2012 now is nearly end September 2012! (Address removed) start May 2012 will complete 30-32 weeks!!! (Address removed) is starting to dig a swimming pool that will finish in two years??? Please let me enjoy the quiet life of living in the mews. Many thanks.</i>	General disruption
<i>On the whole they over develop the property and cause unnecessary suffering to neighbours who are prevented from enjoying their own property.</i>	General disruption
<i>Once planning permission has been given for the first house in the street - is it ever going to end - leading to more chaos and disruption to a peaceful neighbourhood.</i>	General disruption
<i>Our concerns were dismissed by your building inspector. We have not been kept informed of works no one seems interested in our home or the impact on our life. This development has ruined our lives for the last year.</i>	General disruption
<i>Our fear is for the future. As it happened, we have contrived to stay at our vacation home during the worst of the works.</i>	General disruption
<i>Our major issue is the disruption and noise during the construction period.</i>	General disruption
<i>Shocking disruption.</i>	General disruption
<i>The basement development next door did not actually involve considerable digging. It was just a matter of going into the front vaults and creating an extension at the back of the house at the basement level. I think that any building work is disruptive to neighbours but don't believe that this work was any more disruptive than necessary.</i>	General disruption
<i>The development has started but they have not started excavation yet, so we do not know impact on drainage and flooding yet. However, we have been inconvenienced.</i>	General disruption
<i>The property developers promised the excavation and piling by a brand new unobtrusive method would have very little effect on us, this could not have been further from the truth, to get everything sorted from the party wall agreement took nearly three years. Compensation is only given to fix the damage but never the inconvenience and sleepless nights!</i>	General disruption
<i>The sub-basement has taken three years: totally unacceptable and is still not completed other sub-basements as planned. The scale of the disruption to the neighbourhood is dreadful and no consideration is taken into the affect not</i>	General disruption

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<i>only the environment but *unclear* the mental health of accidents.</i>	
<i>There have been no basement developments immediately adjacent to us, but a number in the vicinity. Specifically, there is one in (address removed) which has been going on for well over a year and has caused huge disruption on both the pavement and the road outside. I would dread living next door to such upheaval for so long. The basement development in (address removed) which was nearest to us, again took one to two years. The development was orderly, but nonetheless an ever present building site is an unpleasant inconvenience to all neighbours in the square.</i>	General disruption
<i>There have been so many basements excavated at the same time that it made our street a very unpleasant place to live for several months. Planning permission has been granted for a complete demolition and basement excavation next door, I am hoping it does not take place.</i>	General disruption
<i>There is no question they cause disruption plus most likely damage.</i>	General disruption
<i>This one (a gym under the garden) was bad while work being done, but no problem once completed (i.e. did not cause subsidence/flooding). However why is disruption not considered when *unclear* on planning permission?</i>	General disruption
<i>This ruined a year of my life and just as they are finishing on one side they are starting on the other. I have no real control over the works. It is incredibly stressful to live through.</i>	General disruption
<i>This sort of development is very, very disruptive on everyday life they even worked on Saturdays.</i>	General disruption
<i>Very disruptive to all neighbours on this street, and it continues further down the street at this very moment. Please no more for now.</i>	General disruption
<i>We are extremely concerned about the effects of basement work on (address removed). Given the destruction of the facade of the house. We are anxious about the major basement works planned for (address removed). We are the immediate neighbours of number (removed).</i>	General disruption
<i>Workmen working on site should not be allowed to sit on adjacent pavements or steps of other houses in the street, to eat their sandwiches, smoke cigarettes etc, where they spend their time watching those coming and going in neighbouring houses. The street then becomes an extension of the building site</i>	General disruption
<i>We run a business in (address removed) and there have been three developments adjoining us recently. This has had an adverse impact on our business as, at times, the noise has been excessive</i>	Impact on business
<i>A positive of basement development is that neighbours upgrade their property. I do not know the negatives, but would be interested to know the long-term effects on e.g. drainage, if lots more basements are built.</i>	Improvement
<i>Adds value and space!!!</i>	Improvement
<i>Adds value to properties in the area - we have done it as has our neighbour - you cannot cite 'noise and mess' as being a reason not to do a basement. This is a fact of living in London.</i>	Improvement
<i>Basement development all families to create a family "den" improving the quality of family life or a private area encouraging exercise. Alternatively they can be used as accommodation for a live-in house *unclear* this creating</i>	Improvement

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<i>employment and further free/subsidised housing. Basement development should be encouraged.</i>	
<i>Basement development is good</i>	Improvement
<i>Basement developments add value to homes and can provide ideas to neighbours for their own home improvement project, which is a good thing.</i>	Improvement
<i>Basement developments should be encouraged as they upgrade the existing stock of houses and increase the value of the properties. Furthermore they enhance the structural soundness of the property.</i>	Improvement
<i>Development and residential improvements significantly improve the overall quality of the neighbourhood.</i>	Improvement
<i>Generally I support basement developments provided they are soundly engineered and undertaken professionally, as our neighbours was.</i>	Improvement
<i>I am happy it was done, as overall the building looks nicer.</i>	Improvement
<i>I assume this refers to (address removed). The house is the other side of (address removed). I have understood it to be formerly a 'bail hostel'! Things have improved since that is no longer so, and the house is now some other kind of hostel.</i>	Improvement
<i>I believe that the basement developments have improved the street enormously - no longer derelict dumps but elegant flats with window boxes and patios beautifully kept with flowers, plants etc.</i>	Improvement
<i>I thought the work was carried out to an extremely high standard and the workmen were very considerate. In summary I was very happy with the quality of the work carried out. I only have praise for the building companies.</i>	Improvement
<i>In so far as it has greatly improved the appearance of the next door property I am 100 per cent supportive. The next door owner has always been concerned to keep disruption to a minimum for which I am grateful.</i>	Improvement
<i>It seemed to be fine - very professional.</i>	Improvement
<i>My property is significantly improved.</i>	Improvement
<i>Not really, contractors were very considerate and a rundown building now looks good.</i>	Improvement
<i>Now nearly finished the job is clearly an improvement but the damage to the *unclear* of the building had not yet been rectified.</i>	Improvement
<i>The basement adds considerable value to the house. The work also included some other improvements and repair.</i>	Improvement
<i>The builder carried out many task including window cleaning, fortnightly updates and the fencing during the work was attractive</i>	Improvement
<i>The development of the next door house is still in progress so difficult to answer but it is a 'quality' job and the developers have done everything they can to make the minimum disturbance. Cannot comment on other developments in the area.</i>	Improvement
<i>This property has a clever solution to bin storage as a direct result of the basement development, meaning bins are no</i>	Improvement

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<i>longer left in view from the street, but still accessible.</i>	
<i>Visually basement is attractive and enhances property and neighbouring properties</i>	Improvement
<i>Whereas works done to develop basements and improve houses are always somewhat disruptive and definitely warrant planning and guidelines to be adhered to, the overall results for the neighbourhood is very positive as it inevitably results in an upgraded appearance and overall well-being. Care and better maintenance of these properties is also often the result of such works and that should be welcomed. I am happy that my neighbours have invested in developing and maintaining their properties. I believe that well thought, well designed developments in balance with the existing house is a beneficial addition. Certainly, excesses which involves multiple sub-levels that effectively results in building icebergs should have stricter guidelines and strong valid reasons for disfiguring in my sense the concept of a "house". They should be discouraged.</i>	Improvement
<i>As the number of basement companies increase the ability to monitor their skill and expertise and adequate insurance to cover risks is an important public consideration.</i>	Insurance
<i>Ever since the beginning the basement entrance and front of house has been an almost permanent ugly building site. The damp has also increased the insurance premium of all other base holders by more than 50 per cent.</i>	Insurance
<i>Extending basements and building new basements should have compulsory insurance in case neighbours are affected in any case. Building sites should be limited in time, more than one year becomes unbearable for neighbouring residents. Parking suspension as well as traffic disruptions should also have time limits. Noise, vibrations and movements in the immediate area should be monitored and recorded. Extensive building developments should be limited to residents only (who naturally care about the neighbourhood), not for property developers who sell the property after finishing the works.</i>	Insurance
<i>Only half of our damages were covered by the party wall agreement and the process of damage recovery took the best part of three years to conclude. We are now no longer able to get full buildings insurance because we have had to declare that we are underpinned and have been flooded.</i>	Insurance
<i>There was a big problem with the cowboy builders who had no insurance. Telephone and electricity cables were cut and over the four years it was a nightmare. Fortunately now resolved.</i>	Insurance
<i>I feel that the neighbours are basically selfish and ignore the "rules". On one side of me they extended their extensions into the garden past the permission and on the other side they cut down trees in the garden without permission in order to dig a basement under the full garden.</i>	Lack of permission
<i>Four years on still not completed!</i>	Length of development
<i>A development on (address removed) was allowed to go on for over two years plus another is taking place now for over one year. This is unacceptable.</i>	Length of development

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<i>As a precedent it will cause years of noise, dirt and major disruption if others were to follow the same course of action.</i>	Length of development
<i>As noted in q4 the development to my immediate neighbour's basement has been ongoing for three years and has been very disruptive. Unbelievably, the house next to it (i.e. two down from me) is now carrying out the same work i.e. A basement and sub-basement which will take a further year at least. So in total more than four years of disruption.</i>	Length of development
<i>As this *unclear* the complete destruction and rebuilding and huge excavation. This development should never have been allowed. A disgraceful *unclear* of the rights of nearby residents in between (address removed) for over two years.</i>	Length of development
<i>At least five houses in the vicinity have been digging down. One took about five years to complete having caused walls to crack and ceilings to come down. Now we are waiting for a garage to be constructed below the (address removed). This will cause major traffic disruption, noise and dust.</i>	Length of development
<i>Basement development is an outrageous blight on our communities. I have lived on a building site for the last ten years because of it.</i>	Length of development
<i>Basement development it's already on going and not sure when it's supposed to end so that's why questions answering about 'after completion' haven't been answered. I'm assuming it will end by end of this year but completely unsure. Noise level due to drilling are highly annoying in the morning and internal building seems to have collapsed as well as the facade.</i>	Length of development
<i>Because the process takes so long it hugely disrupts any hope of peaceful existence in a supposedly residential area as hardly has one finished and the next begins. The next door neighbours, between us and the present development, have warned us of their intention to apply for digging out the basement. Other friends who have been next door (terraced) to a similar development have suffered structural damage and then had the upheaval of having to have building works in their house to repair it.</i>	Length of development
<i>Construction timescales are currently unlimited, which does not provide any comfort of when these developments will be complete.</i>	Length of development
<i>Development has taken three and a half years. Not acceptable in a residential area. Pre agreed conditions for noise, working hours, traffic were consistently ignored.</i>	Length of development
<i>Extending basements and building new basements should have compulsory insurance in case neighbours are affected in any case. Building sites should be limited in time, more than one year becomes unbearable for neighbouring residents. Parking suspension as well as traffic disruptions should also have time limits. Noise, vibrations and movements in the immediate area should be monitored and recorded. Extensive building developments should be limited to residents only (who naturally care about the neighbourhood), not for property developers who sell the property after finishing the works.</i>	Length of development

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<i>Frankly it was hell on earth and now we have it starting opposite us until 2014. Also our privacy was ruined due to their scaffolding.</i>	Length of development
<i>Given restricted access to basements much of the digging has to be done and extracted by hand. This would be acceptable if it took weeks but the process takes many months. Excavation work should be time limited. If the site will not allow it planning consent should not be forthcoming.</i>	Length of development
<i>Given the level of disruption these basement dig-outs cause to local residents largely because of the need to remove large amounts of earth and therefore the need for over-the-pavement conveyor belt systems, I think a strict time limit should be placed on these developments. I think this should especially apply if residents parking bays are suspended because of the works.</i>	Length of development
<i>Had we known the extent of this project, and all the disruption continuing for such a very long time, we would have opposed it vigorously, and certainly will, should another project in the near vicinity be requested, ((address removed) to be precise) at this present time two years on, work still continues.</i>	Length of development
<i>Have suffered from a series of basement developments within 100 yards over last two or three years. Very disappointed that yet another one was given permission, especially with potential long term damaging effect on arch and parking (new garage too).</i>	Length of development
<i>Huge inconvenience for an unacceptable length of time.</i>	Length of development
<i>I generally am upset about the amount of building works that are constantly going on. Another basement is about to begin opposite my house causing disruption. A house opposite has been under works for years. I am fed up with all these builders - I also called regarding railings that were painted white at (address removed). They have painted them grey - they should be black. Where is your control about these matters?</i>	Length of development
<i>I have lived in this peaceful, narrow street for twelve years. I am not sure I can remember a time when one or more houses (currently four) was not under construction. We are all approaching the end of our tether - not to mention concern for the stability of our own houses.</i>	Length of development
<i>I have nothing against basement developments but construction period should be as short as possible.</i>	Length of development
<i>I think moderate basement expansion which can be completed in a few months would be tolerable but large scale excavations such as one currently proposed by a neighbour that go down two floors below ground level are wholly inappropriate for Georgian terraced houses and increase the risk of flooding.</i>	Length of development
<i>I think people are taking advantage of basement development to add a whole other work to the house which make the project take much longer. Also there should be reduced hours for work like drilling and braking e.g. 9-2 only.</i>	Length of development
<i>I think that the benefit to the owners of the property itself will lie in the creation of a larger and therefore more valuable</i>	Length of

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<p><i>property , but the cost to the residents in the street where the development has taken place and in the neighbouring streets has been in my view greater than the increase in value of that single property - due to the relentless bombardment of unbearable noise from the digging machines and road-drills over such a long period of time . I think also that the many pupils and teachers who attend the four schools with 30 to 80 plus yards of the development will have had their ability to either teach or learn effectively massively impaired by the relentless and lengthy periods of noise. If I was a parent paying £20,000 per annum for an education that then was diminished by excavation works over such a lengthy period of time I would seriously consider taking my child out of that school and looking for an alternative elsewhere. Similarly shopkeepers and office workers in the immediate area surrounding the development must have had a pretty miserable time during such loud and lengthy excavations and it is axiomatic that their ability to perform their work well would suffer under such noisy conditions. Health and safety rules insist that workmen have ear protectors during loud works for a good reason - there should maybe be something in law where the health and safety of other residents affected by excavations or demolitions are also offered protection to prevent any negative effect on their health and wellbeing - whether by physical protective equipment or by greater controls on the lengths of time for which works involving excessive noise can take place. Taking all of this into consideration it seems that local house owners, residents, teachers, pupils and office workers are being asked to pay a disproportionately high price to enable one household to increase the value of its property. The streets of Kensington lose much of their charm when they are turned into noisy and dirty building sites, and as a resident it is alarming to see how many applications are being granted in the borough. It is a very off-putting feature of the area.</i></p>	<p>development</p>
<p><i>If you are going to do it, do it fast. Why does construction in the UK take so long? Bang it out - done!</i></p>	<p>Length of development</p>
<p><i>Impossible to enjoy my home for 18 months</i></p>	<p>Length of development</p>
<p><i>In (address removed) there is just a continuous basement development program resulting in constant noise - not just for a month or two but for years. We have two basement projects ongoing near us at present. In the last three years there have been two more nearby which affected us. A further basement is agreed but yet to start two doors away (in terrace). This whole situation is extremely disagreeable and not compatible with neighbourhood living.</i></p>	<p>Length of development</p>
<p><i>It has been going on for too long. The builders have no respect towards the neighbourhood: they shout, they drink beer in (address removed), dump their cans of beer on the floor etc. It has been a major disruption and the noise level has been too excessive.</i></p>	<p>Length of development</p>
<p><i>It has got completely out of control. I have lived in a vibrating, noisy neighbourhood for the past five years!!!</i></p>	<p>Length of development</p>
<p><i>It has taken far too long and is still ongoing now! Major eyesore in the street. The activity has actually cracked the</i></p>	<p>Length of</p>

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<i>pavement stones, something I doubt will be fixed. The skip and vehicles regularly take up all the parking spaces outside several properties including ours with constant parking restrictions. Unacceptable levels of dust in the street and contractors who have more than once accosted female residents as they leave their own home.</i>	development
<i>It has taken more than two years and not nearly finished yet. I cannot be outside during the week because of the noise and total lack of privacy.</i>	Length of development
<i>It is a tremendous nuisance and the work which started more than a year ago are still not finished!!!</i>	Length of development
<i>It seemed to go on forever – (address removed). My daughter was six when the property exchanged hands and has been empty ever since, sold to a property developer I believe. There is already subsidence on this street.</i>	Length of development
<i>It should not last longer than one and a half years with no end in sight.</i>	Length of development
<i>It took two years to complete and was a nightmare for all of us within the area. We tried to petition against the development but were overruled. Not happy about the number of basement dev. In our area.</i>	Length of development
<i>It took more than two years which was far too long.</i>	Length of development
<i>It took nearly two years to complete and was a complete nightmare to *unclear* residents.</i>	Length of development
<i>It was a total nightmare and ran almost over one year which ruined our lives. So they could have a swimming pool in a mews house!!?!?!?</i>	Length of development
<i>It was absolutely terrible. It took three times longer than promised, it was five times more intrusive than promised and it caused severe damage to our home and near total loss of amenity. The party wall laws did little to compensate us for the damage and loss of use of our house in its original condition. Yes, there was an eventual payment under the party wall agreement, but it was wholly inadequate given the damage and costs to us. These basement excavations should be refused planning permission as they are changing the character of our neighbourhood (which is distinct from appearance) and they are posing substantial risk to properties in the conservation area. The home that undertook the excavation experience damage far in excess of the damage that our house experienced, but of course they made no complaint, as they caused it to themselves. The Council has a duty to protect even the houses undergoing the excavations, as well as neighbouring properties.</i>	Length of development
<i>It was five years of noise, congestion, disruption and hell.</i>	Length of development
<i>It was poorly planned and took longer than necessary due to lack of funding. All projects need to be fully funded.</i>	Length of development

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<i>It was very inconvenient and invasive during the year long work programme. Six resident parking bays were lost for a year.</i>	Length of development
<i>It went on for far too long. It was a huge disruption in the street. Please discourage any more of these developments.</i>	Length of development
<i>It went on for very long, the builders left their trash in our garden and the parking on our street was suspended for a long time.</i>	Length of development
<i>It's a scandal that RBKC gave planning permission in the first place. The work has been going on for two years now.</i>	Length of development
<i>It's been two years works now, (address removed)!!</i>	Length of development
<i>Just think the works seem to take an extremely long time ((address removed) very affected).</i>	Length of development
<i>Months of power drilling for the shared foundations. We are (address removed).</i>	Length of development
<i>My neighbour has consent for a double basement below his extensive garden and within less than one metre of my house. He took three yrs to begin work, demolished a two-storey extension to his mansion a year ago leaving an ugly gap and has done nothing since. It is completely unacceptable.</i>	Length of development
<i>My property is (address removed), (address removed) should finish work end may 2012 but (address removed) start 12 Mar 2012 now is nearly end September 2012! (Address removed) start May 2012 will complete 30-3 2weeks!!! (Address removed) is starting to dig a swimming pool that will finish in two years??? Please let me enjoy the quiet life of living in the mews. Many thanks.</i>	Length of development
<i>My street is now one huge building site, restricted parking, length of projects two to three years, quality of life seriously affected.</i>	Length of development
<i>Non-stop drilling all day starting as early as 8 am, then axle grinding, but the drilling on and on was the worst - day after day, months and months.</i>	Length of development
<i>Not the only one been lots all larger cracks - should not be allowed to continue had four years of it</i>	Length of development
<i>One would not wish to restrict people in improving their property but as basement development is always a lengthy process the sound suppression of machinery should be strict</i>	Length of development
<i>Our street has been a building site for at least the last five years, there is always someone doing their basement, street has been blocked on many occasions due to trucks blocking road/unloading/changing skips. Trucks often take up residents parking without having applied, dust is unbearable, it is also a great shame to have seen some lovely trees</i>	Length of development

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<i>on the street be chopped down for the basement developments. Maybe there can be a few months of the year where no building can take place to give the other residents a break from all of this.</i>	
<i>Several parking places taken for duration, road blocked for skips from time to time, noise from machinery. NB current basement to last one year (informed by circular at outset - 52 weeks was exact wording!).</i>	Length of development
<i>Started June 2011 and is still ongoing, building a swimming pool and total renovation of the house, causing and unacceptable level of noise, dust and disruption, with constant trucks coming and going, and use of our resident parking places, we are now threatened with two more planning applications for this road after the others we have had and in surrounding roads, which add to the disruption with builders trucks there has to be an end to this for people who have to have a swimming pool.</i>	Length of development
<i>The basement development (address removed) is still ongoing and is due to continue for a further eight months. During this time several infringements of regulations have occurred and, despite numerous requests, the developers have displayed no concern towards residents, whose lives have been made intolerable by the constant noise and dust. The current rule that "normal working hours" should be between 8am and 6pm is particularly absurd, as is the developers right to work on Saturday mornings.</i>	Length of development
<i>The basement development next to our house is far from over, works started a year ago and are due to go on for a further year at least. I cannot therefore answer question 10 yet. We are adjoined to this development, being a semi detached house.</i>	Length of development
<i>The basement is still not complete after nearly years of construction. (Address removed), basement.</i>	Length of development
<i>The development has continued more than two years with minimal results. I am astonished that the Council continues to permit these extreme developments. These properties were not designed to take such huge basements. This current obsession can only be detrimental to the area and environment.</i>	Length of development
<i>The development lasted an undue length of time (years), causing serious nuisance to neighbouring houses and flats. Flooding was a problem in the basement, prolonging works. Neighbours are concerned about future impact of such a large underground development on flood and subsidence. There is no compensation for neighbours.</i>	Length of development
<i>The development of (address removed) took four years to complete (see q4 as to why). The damage to (address removed) led to the owner of (address removed) acquiring it in order to settle its *unclear* alarms and this has led in turn to an application and consent for very extensive basement works opposite our house which we will endure for at least two years. That is a total of six years of disruption opposite our house. At the same time we believe an application is in hand at the end of our back garden (the house on the corner of (address removed)) for basement works so we could face yet further disruptive, noisy, dirty and potentially damaging work in terms of risk of altering the drainage at the top of the hill.</i>	Length of development

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<i>The development of basements in three houses together has taken much longer than originally indicated. Now the same developer is preparing two more basement conversions, one of which is adjacent to our property. I anticipate another year of disruption.</i>	Length of development
<i>The developments in smith terrace have taken several years to complete. One is still not finished after four years. The disruption is intolerable.</i>	Length of development
<i>The dust, inside and outside, the vibrations, noise. Many number of workmen on my party wall etc. The danilav outside my property, made life unbearable for at least one year.</i>	Length of development
<i>The house owners had no contact with us at all during the lengthy works. The garden level is now almost one to one and a half feet higher than it was. House to garden access has adversely affected our privacy. The RBKC were unhelpful in dealing with our concerns.</i>	Length of development
<i>The main complaint in smith terrace is the length of time these conversions are taking. Four houses in succession and all taking over 18 months. A time limit would be useful if such developments continue.</i>	Length of development
<i>The neighbour to the development should be given a full rates rebate over the period of the building works to be paid for by the developer/owner. Also - parking permits rebate:- builders taking-up spaces. Time limits should be given for developments. It went on for 18 months!</i>	Length of development
<i>The neighbours builders violated many rules - raised the roof without planning permission, did not adhere to agreed hours, over ran by three years, did not properly brace the houses either side, used mechanical means of removing chimney breasts although party wall agreement said they were not to - it was a total nightmare, and we did not receive adequate compensation to cover damage. It ate up ten years of our lives. The party wall surveyors were not especially helpful and if I ended up in the hands of solicitors. Although we were told 54 weeks, the project took four years. The end result is unsightly and not an improvement. A number of neighbours complained to the Council about this development. We were told that once permission was granted, there was little the Council could do as it then became the responsibility of the party wall surveyors. I think the Council should have done more to protect us!</i>	Length of development
<i>The neighbours changed contractors on several occasions so it took much longer than planned. I had to speak to them a number of times about noise on Saturday afternoons and Sundays.</i>	Length of development
<i>The neighbours excavations might be tolerable if they were completed in, say, six months, but 12 months more is unacceptable - shame on Kensington and Chelsea Council for allowing residents to ruin the lives of existing house owners.</i>	Length of development
<i>The noise took in level and duration was intolerable. It was impossible to do any mental work while it was going on.</i>	Length of development
<i>The noise was horrendous for the better part of a year. Constant heavy duty drilling in the party wall week after week, month after month made life here not worth living. I rang the Council who could do nothing and it is allowed all day from</i>	Length of development

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<i>early till after 6pm much too long. It is really unfair, also no notice was given. I would gladly have planned to go out when it was extremely noisy but the builder refused to communicate what was going on as a courtesy.</i>	
<i>The party wall award was rubbish as it took four years and an expensive lawyer to get paid some of the cost to repairing my house. It was an unbelievable disturbance to us, nuisance, and took a lot of my time to deal with lawyers, surveyors and engineers!!</i>	Length of development
<i>The project has run over schedule and it would be great if there had been a fixed timeline. Measures to help support neighbours with length of works would be useful.</i>	Length of development
<i>The project next door to us has been going on now for 18 months, it is still not completed. It has, and continues to be a nightmare to live next door to.</i>	Length of development
<i>The project, which included a full renovation of the terraced house, took many years to complete. The digging out of the basement itself took over a year. The project did not seem to be well managed and the builders had frequent shouting matches and physical fights among themselves! During the digging out there was a skip outside the house taking up valuable parking spaces. The adjoining houses appeared to suffer a lot of damage with new cracks appearing in their stucco exterior. Obviously the adjoining neighbours did not paint or renovate their exteriors during this period so the whole stretch of road started to look like a slum rather than a conservation area.</i>	Length of development
<i>The sub-basement has taken three years: totally unacceptable and is still not completed other sub-basements as planned. The scale of the disruption to the neighbourhood is dreadful and no consideration is taken into the affect not only the environment but *unclear* the mental health of accidentals.</i>	Length of development
<i>The work has been blocking the entire basement for over a year now. It's a real nuisance, especially as I have to walk on the road now with my pram. There are too many of these works going on all around the neighbourhood!</i>	Length of development
<i>The work on the basement started over a year ago. The garden is full of rubbish and it makes us feel vulnerable.</i>	Length of development
<i>The works were noisier than expected and continued for much longer than expected.</i>	Length of development
<i>There are currently three houses on my part of (address removed) which are in the process of installing or applying for basements. This combined with the four houses which have undergone gut renovation mean that our street has been and will continue to be a nonstop.</i>	Length of development
<i>There are two developments ongoing one of over two years duration.</i>	Length of development
<i>There have been no basement developments immediately adjacent to us, but a number in the vicinity. Specifically, there is one in (address removed) which has been going on for well over a year and has caused huge disruption on both the pavement and the road outside. I would dread living next door to such upheaval for so long. The basement</i>	Length of development

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<i>development in (address removed) which was nearest to us, again took one to two years. The development was orderly, but nonetheless an ever present building site is an unpleasant inconvenience to all neighbours in the square.</i>	
<i>There have been several basement developments in our street the past few years and one is still continuing opposite me. I do not object to them in principle but the length of time these developments are allowed to take is far too long. I cannot recall how long the one opposite has been going for but it seems forever. They and cause too much disruption for too long a period in our street. At one point three such conversions were being done all very close to each other in our street and two opposite each other, meaning that some days you could not drive down our street due to lorries parked on both sides. I think that one such conversion in a small street such as ours at any one time is enough and the Council should consider the impact on the street before granting permission or tell the residents they have to wait. My house is detached but my neighbours are semi detached and I know that some have experienced considerable issues with their neighbour's basement project, including subsidence caused by the development.</i>	Length of development
<i>There have been so many basements excavated at the same time that it made our street a very unpleasant place to live for several months. Planning permission has been granted for a complete demolition and basement excavation next door, I am hoping it does not take place.</i>	Length of development
<i>There have been two significant and lengthy (six months plus) basement and general building works opposite my property in the last 18 months. My biggest irritation is the almost incessant suspension of multiple residents parking bays, the dust and dirt, and blocking of driving passage due to regular, often daily deliveries of building materials or their removal. Also, noise levels of work taking place, often very early, on Saturday mornings are highly annoying.</i>	Length of development
<i>There now five basements being developed in (address removed) plus we are in the middle number (removed). Impossible to park a car. Should not be allowed. Years of hell</i>	Length of development
<i>There was major disruption with traffic, parking, noise, vibration and dirt. The bonnet of my car, parked close to my house, was damaged. I came out to find a large dent in the bonnet with white paint. Obviously, one of the builders had opened a van door without paying attention. Of course, the van was nowhere to be seen. The street was chaotic. The noise was terrible. Day to day life was disrupted for more than 12 months. It was not a good environment in which to live. The Council did not appear to give any consideration to our well-being. We have had to continue paying Council tax, service charges etc while the quality of our lives was diminished.</i>	Length of development
<i>These projects go on way too long and cause too much disruption on narrow streets. They also cause damage to adjacent properties. They should not be allowed.</i>	Length of development
<i>These works often taken an excessively long time. The nearest construction has been ongoing for over a year and has yet to finish. The depot where the workers keep the waste is right next to a public garden and is a huge eyesore. Construction works start early in the morning and I need to keep the windows shut to avoid the dust and noise.</i>	Length of development
<i>They should not be allowed if construction is so major it takes two years!</i>	Length of

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	development
<i>This development is not complete and seems to go on forever. We live at the other end of the road so we do not suffer as much as a friend in her eighties who complains about noise and vibration as well as dust and feels really unhappy about the development.</i>	Length of development
<i>This development marked the eighth year of continuous remodelling within my flat's building or immediately adjacent to it. Since 2004 there has been non-stop noise, vibration and dust from one site or other. It is time to stop giving permission to every developer.</i>	Length of development
<i>This property has been developed over last four years and not finished, cracks in neighbouring walls appearing.</i>	Length of development
<i>This was started in 2006 and is not finished today. Such a development in an area where most houses are Grade II should never have been allowed. I objected to the development but planning was granted regardless. Such developments have no consideration for others! RBKC should have more consideration for established Council Tax payers.</i>	Length of development
<i>Traffic disruption and unannounced full or partial road closures would appear at a moment's notice. How any of the emergency services will ever get through, I hope I do not live to see the incessant noise, disruption, dust, pollution for 18 plus months is simply too much. Especially so there are now four in place on the one road!</i>	Length of development
<i>Unless there is a good objection on planning grounds, it should be approved. However, there should be strict rules regarding time to complete, working hours, noise, damage to roads etc</i>	Length of development
<i>We are adjacent to (address removed) where permission has been granted for a double basement contrary to many objectors. This review is overdue - we will have two to three years of suffering.</i>	Length of development
<i>We had three years of noise and dirt/dust and a lot of damage to our house - we did not get full confirmation or repair. The party wall agreement is totally inadequate.</i>	Length of development
<i>We have had one basement developed at the end of our small road and another is hopefully just about finished after well over 12 months at the other end of the road. There is obviously no confirmation that my house, set in the middle of the terrace, when my bedroom ceiling came down is attributed to these developments. Personally, I am convinced that vibrations from the developments was key as I have lived in this Victorian house since 1981 and have kept up a regular maintenance programme. In answer to questions 9 and 10, it is a bit early to say how these developments will impact on drainage and flooding in the future. Safe to say there will be problems.</i>	Length of development
<i>We were not compensated for having to live with the extremely prolonged works (phased over several years). The disturbance and health issues remain with us. The dust still remains on my window sills, even after it was claimed to have been cleaned. Our request to have our curtains cleaned was refused! Our cleaner had to have her hours increased to cope with the extra workload. I cannot believe I am even bothering to fill this in as it makes little difference</i>	Length of development

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<p><i>to a landlord with little real intent to help.</i></p>	
<p><i>Which basement development? I have had four going on within yards of me over the last two years - too much.</i></p>	<p>Length of development</p>
<p><i>Why did it last so long? How do you tolerate this noise level in a city in general for more than a few days, here we are speaking of months. Can't they hoist down the proper machinery since the roof was removed? Can't they prepare the work in a factory and just assemble on site?</i></p>	<p>Length of development</p>
<p><i>Works next door began with absolutely no concern for the law or building regulations. Damage was caused to my garden and only after I protested did the owner begin to take some notice of the law. The works have caused untold misery, disruption and illness, let alone the damage to my home, which needs to be remedied once more (their builders have already been through the house once repainting and refilling cracks but will have to come again). A structural engineer raised some concerns about our house - these were dismissed by their surveyor leaving us with uncertainty and worry. The works next door have meant that I have had to devote a great deal of time to meetings, emails, moving my entire house around, not being able to work for certain weeks (I work from home as a writer and psychoanalyst) and contributed to my allergies - I have recurrent blepharitis which began last year and been recurrent since works on the basement began. Their works are a long way from finishing although I have repeatedly been told since Christmas that only a few months more building would be necessary. Very, very unhappy and feel very unprotected (single woman with two children). They have started work before 8am and ended long after 6pm frequently. Hell.</i></p>	<p>Length of development</p>
<p><i>Writing a separate letter of dislocation - disorder - upset - mess etc: re - massive six year basement dig-out at (address removed) and (address removed) combined. Thank you for your neighbours' survey herewith completed and returned, together with observations hereunder, from a resident for and of eighty years. If dig outs could be done by magic overnight, then fine! But, there are two huge problems, Councils always neglect/overlook about these dig-outs - (1) time taken and (2) the titanic/monstrous disruption, inconvenience, dislocation, mess and disturbance caused to hundreds of residents, passersby, tourists and vehicles of all descriptions, daily, even hourly, for an excessive amount of time, n.b far exceeding normal building projects. The above dig out has involved at least a hundred builders and hundreds of lorries delivering and collecting over a period of nearly six years! Extra noise and dirt than we are not allowed/permitted to complain about! A lovely garden lost and paved/decked over with planking. The property has increased in value tenfold, but that is one of the main reasons developers want dig outs. If not, the answer is exceedingly simple - buy a larger /suitable property elsewhere! This was compounded by the Council (name removed) last month, allowing a further similar, major three year dig out for a swimming pool, at numbers (address removed), next door, and including (address removed). Despite a four hundred signed petition from residents and shopkeepers for this project to be rejected!. Then, after planning is granted, the Council never checks up on progress, whether the right gear is used, smoking, bonfires, out of hours working. Maddening noise. One can't complain every day,</i></p>	<p>Length of development</p>

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<i>particularly as we all know it won't actually achieve any respite. I would like to expand on the above, but must return to hospital for more surgery. Yours truly - (names removed).</i>	
<i>Yes - please would the Council put a limit of two months max for this kind of heavy work to be completed. There are three in the vicinity of my house now and life is intolerable. Also deliveries take place too early in the day - causing disturbance at 7.30am!</i>	Length of development
<i>Yes, work should be conducted within a reasonable time, say six months, and parking restrictions should be kept to an absolute minimum. What right have private developers to cause other road users to have their cars towed away when no work is being carried out? And for so long?</i>	Length of development
<i>Yes. Limit construction period. The noise factor for over six months is disruptive to those who remain at home during the day.</i>	Length of development
<i>Yes: there should be strict, supervised rules on completion period permitted.</i>	Length of development
<i>(1) Complete loss of historical character of buildings. (2) Noise disruptive and projects last for years. (3) Loss of light and privacy. (4) Enclosed space with built up walls.</i>	Loss of light
<i>Extremely disruptive. Have had continuous basement excavations since brought new born daughter back from hospital! Has been six years! Constant drilling and dust. Extensions have enclosed my garden resulting in loss of light and privacy.</i>	Loss of light
<i>I wish you made a similar survey on the raising of roofs on (address removed) which in reality reduces the light available to the opposite houses. Consultation of neighbours is *unclear* - in my experience. Though I gathered three signatures of neighbours. I was overruled after no investigation on the ground by K and C whatever.</i>	Loss of light
<i>(1) Complete loss of historical character of buildings. (2) Noise disruptive and projects last for years. (3) Loss of light and privacy. (4) Enclosed space with built up walls.</i>	Loss of privacy
<i>Extremely disruptive. Have had continuous basement excavations since brought new born daughter back from hospital! Has been six years! Constant drilling and dust. Extensions have enclosed my garden resulting in loss of light and privacy.</i>	Loss of privacy
<i>Frankly it was hell on earth and now we have it starting opposite us until 2014. Also our privacy was ruined due to their scaffolding.</i>	Loss of privacy
<i>It has taken more than two years and not nearly finished yet. I cannot be outside during the week because of the noise and total lack of privacy.</i>	Loss of privacy
<i>It is (they are – two in fact) inappropriate for quaint little Chelsea houses. Very mistaken to allow loss of gardens - not attractive, not healthy, more noisy and less privacy. Both houses done by developers and new owners are not full-time residents which has impact on community. It has affected the character of the neighbourhood. Finally the noise and dirt</i>	Loss of privacy

Appendix two: written comments

<i>were very, very disturbing.</i>	
<i>The "pit head" structures 'r and r' facilities for workers were in our face (bedroom level) for almost two years - unacceptable.</i>	Loss of privacy
<i>The basement (which included a swimming pool) caused extensive inconvenience while construction went on. My garden was a building site, and recovered 18 months later and is now overlooked (though not of course from a basement).</i>	Loss of privacy
<i>The house owners had no contact with us at all during the lengthy works. The garden level is now almost one to one and a half feet higher than it was. House to garden access has adversely affected our privacy. The RBKC were unhelpful in dealing with our concerns.</i>	Loss of privacy
<i>The work was carried out seven days a week which was unacceptable and workmen overlooking my property was intrusive.</i>	Loss of privacy
<i>Not finished. It has had a huge financial impact on us as we have lost an enormous proportion of our rental income due to the works having an unacceptable impact on the amenity value of our property and the terrible consequences of the work on the day to day lives of our tenants - noise, vibration, dust, vermin, traffic congestion.</i>	Loss of rental income
<i>We are facing yet another basement development next door to a property we have rented out. No one will compensate us for the substantial loss of income as we are likely to lose our tenants as a result of the works. It is extremely disappointing how little consideration is given to owners, especially as we rely on this income.</i>	Loss of rental income
<i>Development *unclear* under gardens (school) affecting trees.</i>	Loss of trees and plants
<i>I feel that the neighbours are basically selfish and ignore the "rules". On one side of me they extended their extensions into the garden past the permission and on the other side they cut down trees in the garden without permission in order to dig a basement under the full garden.</i>	Loss of trees and plants
<i>Our street has been a building site for at least the last five years, there is always someone doing their basement, street has been blocked on many occasions due to trucks blocking road/unloading/changing skips. Trucks often take up residents parking without having applied, dust is unbearable, it is also a great shame to have seen some lovely trees on the street be chopped down for the basement developments. Maybe there can be a few months of the year where no building can take place to give the other residents a break from all of this.</i>	Loss of trees and plants
<i>Permission for such an extensive basement should never have been allowed. There were several applications with each one seeking a large, large question of space underground. A mature tree in the garden, which was to have been preserved, was deliberately poisoned by the then owner so he could get permission to dig out the whole garden! Even then, the extent of excavation exceeded that which had been allowed.</i>	Loss of trees and plants
<i>Resulted in loss of trees and shrubs. Overall, should not have been permitted. Foreign owner - not lived in after all this</i>	Loss of trees and

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<i>anguish!</i>	plants
<i>The amount of disruption to everyone else in the vicinity (neighbours, pedestrians and motorists) was an order of magnitude out of proportion. Trees were damaged, cars were scratched by lorries.</i>	Loss of trees and plants
<i>The rooms built underneath the garden seem to be a gym and a cinema. They don't seem to be in use very much. The few plants that are around on the patio seem to cause leaks and have been dug up numerous times : not a pretty sight.</i>	Loss of trees and plants
<i>There appears to be a very high level/number of basement developments, during construction time it is very noisy and dirty for the whole street, and the overall impact on the look and feel of the city is very sad with the loss of larger plants and trees and genuine greenery.</i>	Loss of trees and plants
<i>These old Victorian houses cannot take basement developments - other properties were affected badly - large cracks appeared on the walls of the property (outside) as well as adjoining properties - a large platform structure was erected on the pavement for nearly one year, this led to three break-ins. Unable to use pavement due to structure and builders. Our garden was badly affected and lots of old plants/shrubs destroyed. A nuisance!! Should not have been allowed.</i>	Loss of trees and plants
<i>This one ended satisfactorily! However we are facing a huge basement project behind our *unclear* garden wall - as are all our neighbours! We are seriously concerned about the potential effects of this on our property! (And the inevitable loss of the trees screening our property at *unclear*. (Address removed).</i>	Loss of trees and plants
<i>Two healthy trees were cut to allow the development</i>	Loss of trees and plants
<i>Unexplained death of tree in front garden and the death of trees in other properties.</i>	Loss of trees and plants
<i>We live in narrow cul de sac, houses built in 1950/60's, all joined. Just no room for this type of unsuitable development. No traffic plan. Too small for a proper basement anyhow. Communal view central gardens "vandalised" by tree felling.</i>	Loss of trees and plants
<i>We strongly opposed the development on in regards to the impact that it would have on the look of the street due to the proposed loss of trees both in front of and next to the property. We do not feel that planning permission should have been granted, and felt that the Council allowed this far too easily and without sufficient regard due to the loss of greenery.</i>	Loss of trees and plants
<i>Would wish to see a full scale enquiry into impact of multi-basement development on general land drainage of area and special assessment of impact on growth of larger trees.</i>	Loss of trees and plants
<i>(1) Almost all the garden has been built over by the extension at ground floor level. The basements (two storeys deep) have required glass panels in the remaining courtyard - all surface water now drains onto pavement/rear access. (2) Noisy air-conditioning condensers impact on our garden now.</i>	Noise and vibration
<i>(1) Complete loss of historical character of buildings. (2) Noise disruptive and projects last for years. (3) Loss of light</i>	Noise and vibration

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<p><i>and privacy. (4) Enclosed space with built up walls.</i></p>	
<p><i>1) The development occurred opposite my house. See question 8 answers. 2) In addition, my 91 year old neighbour (adjacent to work) suffered (and still does) from the vibration, cracks to her house, noise, dirt and disruption. There is no compensation from the developer. 3) Another basement will be built on the other side of her house, commencing late this year. So 1) and 2) will occur all over again.</i></p>	<p>Noise and vibration</p>
<p><i>17 September 2012. Additional notes for RBKC basement survey neighbours from (Name and address removed) from September 2011 - when works began at (address removed). We at number (removed), direct neighbours at number (removed), have suffered from endless noise, vibration, dust, dirt around the development. Pneumatic drilling, metal bashing, cutting and wood sawing. Cement lorries, pumping concrete under the house from the rear garden all day. Lorries with engines running non-stop, loading rocks/earth from rear garden through house to front from skip several times a day. At number (removed) there has been enough movement for it to be dangerous and frightening. Works have caused immense structural damage to number (removed), not just at the party wall but also major cracks at the front and rear elevation - both from outside and within all flats. The Council - Head o Policy and Design - should be checking progress on a regular basis of works at number (removed). On 26 July 2012 the Evening Standard highlighted the basement work damage. On Sunday 22nd July, emergency building teams were called in, when a pillar holding up the 160 year old house's portico cracked through. Ten tons of roofing was removed from the four storey house at number (removed) to reduce weight on its foundation. The front of the building is now covered in scaffolding, steel joists and planks. One neighbour stated "once planning permission is granted there are only the fine words and empty promises of architects, surveyors and structural engineers". Owner of number (removed) said the excavation deep under the garden was necessary to build a playroom for his children, in addition to a gym and sauna. Digging continues to this day, causing great disruption and misery to neighbours at nu7mber (removed). We have been told that re-building the gutted property at number (removed) will take at least another eight to 12 months!!!</i></p>	<p>Noise and vibration</p>
<p><i>Four so far within 50 yards (removed). Noise for approx four years in summer particularly drilling and excavation noise. Too early to say if damage to our foundations etc.</i></p>	<p>Noise and vibration</p>
<p><i>All basement developments suffer from the same things - an imposition on neighbours and local residents - re noise - disruption - dust and dirt etc and the *unclear* regulations do we begin to address and control the *unclear* inconvenience experienced by neighbours for where there is no escape or *unclear*.</i></p>	<p>Noise and vibration</p>
<p><i>All of the above answers relate to the recent redevelopment of (address removed). Currently numbers (removed) are having basement developments, as is (address removed). (Address removed), next door to me, is being converted from four flats back to a single dwelling. All four of these projects are major construction sites and they are all within spitting distance of my own property. This sheer intensity of construction work is, and has been for the last several years, making my life here unbearable. The level of noise, dirt, construction traffic, and disruption is totally</i></p>	<p>Noise and vibration</p>

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<i>unacceptable. The vast scale of these huge basement developments (ten metres down in the case of no.(removed)!), is totally inappropriate and out of all proportion in a quiet residential street within a conservation area.</i>	
<i>Altogether made life in (address removed) miserable for the past year - constant traffic, road regularly blocked by lorries delivering and taking away rubble, unacceptable noise levels, a vast eyesore, rude or ignorant builders.</i>	Noise and vibration
<i>As a precedent it will cause years of noise, dirt and major disruption if others were to follow the same course of action.</i>	Noise and vibration
<i>As previously stated, this development was some distance from my house but the disruption and inconvenience to the whole street was considerable - constant road blockages from large lorries taking mud away, or delivering materials, relentless loud humming and vibration, mud on the pavement and road and I know the direct neighbours had to move out. My concerns are that neighbouring properties have no control or say in these decisions which can have extremely significant effects on families - try studying for your A levels with that noise going on right next to your house, or trying to get babies and young children to sleep. The trouble is that these developments can take many, many months, if not years and no matter how sincerely builders say they will minimise disruption, we all know that they cannot do this even with the best will in the world. There are rules to stop loud parties, barking dogs etc so it is baffling that people can be subjected to 18 months of environmental disruption with the sanction of the Council.</i>	Noise and vibration
<i>As the Council is aware there was a partial collapse at (address removed). Cracks are visible at number (removed) and I believe at number (removed). Much shouting by workers from rear of property and noise levels unacceptable week after week. I cannot sit happily in my own garden at (address removed).</i>	Noise and vibration
<i>As the works are not finished it is not possible to give accurate answers to the above questions. I wish that you had sent this survey out before all the works next door were authorised as then we may have been able to request that the plans be amended. The noise and disruption caused by the works has now become unacceptable and as mentioned above there appears to be no completion date.</i>	Noise and vibration
<i>Basement build was over entire underground floor area of house two doors away. It caused great stress, noise, pavement obstructions, builders sitting around on walls of neighbouring property during their breaks dropping litter, parking restrictions for many months, near neighbour suffered considerably with stress, worry, noise etc. Despite mounting strong objection and many long established neighbours opposite and around (who'd already suffered from basement builds in road behind (address removed) over two year period who joined together and wrote to the owner of house, and to planning department, there was nothing whatsoever that could be done to stop this or modify size of basement. I went as far as attending and speaking at the planning hearing but nothing could be done, this was deemed permissible development. The worst thing was that a complete stranger came in, purchased the property, undertook the work (whilst he returned to his foreign home) and came back when it was all finished. No consideration or compensation given to long established neighbours. Also lack of information. Only one or two properties either side of house where basement was being built were informed that planning permission for light well/excavation under front</i>	Noise and vibration

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<i>garden, had been applied for, houses/flats opposite were not informed. Other street behind (address removed) were informed but they were considerable distance away and not going to be affected.</i>	
<i>Basement development it's already on going and not sure when it's supposed to end so that's why questions answering about 'after completion' haven't been answered. I'm assuming it will end by end of this year but completely unsure. Noise level due to drilling are highly annoying in the morning and internal building seems to have collapsed as well as the facade.</i>	Noise and vibration
<i>Basement development should have particularly tight restrictions on noise level during construction including agreed hours in a day for noisy compliance. 5106 payment should be made to local authority.</i>	Noise and vibration
<i>Basement developments have only taken place on the other side of the street to my property. For those living in close proximity to the developments the noise, dust, vibration and disruption have at times been intolerable.</i>	Noise and vibration
<i>Basement work adds nothing to improve or increase the general housing stock and is motivated by the wish of an individual or company to increase the value of their property - not an unreasonable objective in itself but the cost in terms of disruption and detriment to ability to enjoy their own properties is paid by close neighbours who receive no compensation for this. Noisy and dirty work that takes more than six months and which is not regular house maintenance should pay compensation to close neighbours that equates to rental of reasonable alternative accommodation during the period of work over six months.</i>	Noise and vibration
<i>Basement works should not be allowed to take place at weekends. Noise and vibrations ruined my Saturdays.</i>	Noise and vibration
<i>Basement digging at this time going on on two sides of the building and threatened on third side. Fourth side is the street. Great concern about future possible threat to stability of our property. Council underestimates impact of dust, noise, vermin, general disruption on living conditions of neighbours and future structural defects.</i>	Noise and vibration
<i>Building Control Officers need to inspect regularly the rear sections of houses where work is being undertaken. Contractors ensure that the street fronts are properly and neatly concealed behind barriers and that minimum disturbance takes place, but at the rear there is little protection for neighbours - empty window frames are not covered and protective screens are ramshackle causing clouds of dust, unending noise from the machinery and general unpleasantness. This applies to houses whose rear gardens back on to each other.</i>	Noise and vibration
<i>Caused extensive disruption in terms of access to a narrow street that is a no through road....our car was often trapped when we needed to leave for workparking restrictions weren't adhered to by builders making it difficult to find parking near home....amount of dust and noise was unacceptable and at times was impossible to work from home. Complaints were not well accepted! Overall was amazed the development was allowed in such a restricted small area.</i>	Noise and vibration
<i>Compensation should be paid for noise.</i>	Noise and vibration
<i>Considerable damage occurred to our property and unbearable noise and vibration. The party wall agreement was useless since unenforceable. The surveyors mostly ignored our phone calls or said they could do nothing. We were</i>	Noise and vibration

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<p><i>told we would have to pursue our neighbours in court to pay for our damage. Dear sirs: please find enclosed the requested neighbours survey of a basement development in this case taking place at (address removed). Beyond the form for the survey we would like to highlight our frustration with the current practices and processes within RBKC in relation to the current state of practices in the borough: in spite of a very well documented campaign of neighbourhood opposition to the planned development, the RBKC planning office proceeded to extend the permits without much investigation into the matter. The party wall agreement is flawed and skewed in favour of the interests of the party initiating the works, the entire process is biased against the opposing party(ies), the burden of proof is always on them, the surveyors representing the neighbouring party are passive, write letters with little enforceability. In our case, the works caused a collapse of our glass conservatory. Death(s) could have easily resulted and we documented and directed the evidence of the damage to both RBKC department and our party wall surveyor. Nice words with not even an attempt to halt the works and again, the burden of proof of establishing direct cause and effect on this collapse was on the affected party, not the one conducting to works. The indifference of the RBKC coupled with the callousness of the absent owners at (address removed) all have contributed to a very stressful and frustrating experience that will cause us to move away from the borough. We sincerely hope that even though our bad experience is already water under the bridge, that your survey does end up making your planning office realise that you have a big problem in the borough with these rampant basement permit concessions, lack of restrictive powers, and indifference to well documented protests by residents, all of which have been exacerbated by your borough's passive, incompetent and biased approach to this practice. Best regard (address removed).</i></p>	
<p><i>Construction company are as considerate as it can be in terms of hours of working and information on the progress of the work. But the noise and vibration from a next door property must inevitably be very considerable.</i></p>	Noise and vibration
<p><i>Construction workers repeatedly breached the terms and timing of work:- heavy jack hammers during w/e noise on Saturday and Sunday daytime</i></p>	Noise and vibration
<p><i>Contractors particularly noisy and initially couldn't care less about mess/noise/parking.</i></p>	Noise and vibration
<p><i>Could not stay in our house during the day too noisy and vibration for over a month.</i></p>	Noise and vibration
<p><i>Damage to two adjoining properties. Distress and anger to residents in same. Emergency work requiring Sunday working on health and safety grounds - noise. Difficult to complete this questionnaire in a way which could express the depth of my feelings on this topic. The most recent development in my vicinity is ongoing having caused damage, not to say havoc to both adjoining houses. I had a basement development at a property backing onto my home some three to four years ago which fractured the brickwork on a raised bed. A substantial area of garden fell into the development 'pit'. I had no alternative but to level and rebuild the garden. This was done at my own expense as I am a pensioner and extremely nervous of initiating litigation with "extremely rich crocodiles". So far I have been fortunate in that neither of my immediate neighbours have decided to go down yet!</i></p>	Noise and vibration

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<i>Development has taken three and a half years. Not acceptable in a residential area. Pre agreed conditions for noise, working hours, traffic were consistently ignored.</i>	Noise and vibration
<i>Development not complete, so can't answer q10. A pump was on day and night for several months due to an underground stream (Counters Creek). Apart from the noise, we are concerned that the pumping might have removed some of the sandy soil and thus cause subsidence.</i>	Noise and vibration
<i>Development occurred one door down (we live at (address removed)). Vibrations and noise levels were so bad that it was impossible to live/be at our property during the day. Vibrations were especially bad and it felt like we were living through earthquakes on a daily basis.</i>	Noise and vibration
<i>Development was very disruptive. The noise levels were excessive. The traffic was disrupted daily, the parking was restricted and it appears there has been damage to the structure of the terrace.</i>	Noise and vibration
<i>Disruption to daily life significant. Developers and owners abusive, did not care at all dirt/dust/noise</i>	Noise and vibration
<i>Disruptive, leads to future problems in terms of subsidence, unbearable to live in terms of dust dirt and noise.</i>	Noise and vibration
<i>Drainage problems, road surfacing problems, road temporarily closed at a whim to all residents and passing traffic, noise, dust, pollution. This road and area historically has two major factors to be considered: two reservoirs were here and a natural spring runs under the road - this making any excavation/basement work high risk re the water table.</i>	Noise and vibration
<i>During construction there was no consideration given to neighbours' quality of life: working outside permitted hours, parking on private property, blocking of road, use of unnecessarily noisy equipment etc.</i>	Noise and vibration
<i>During the last 12-16 months we had 2 basements dev, one beside our door and one just in front, causing noise and a lot of dust.</i>	Noise and vibration
<i>Dust and noise is always an issue. I did not appreciate work being carried out on Saturdays. If you work the whole week, you want some quiet over the weekend, and not to have drilling next door!</i>	Noise and vibration
<i>Electricity supply damaged twice - shutting us off. The road was frequently cut off by lorries loading soil from the static skip. The soil conveyor was noisy</i>	Noise and vibration
<i>Endless jackhammering in residential neighbourhoods has to stop - families and school children are often home all day - we aren't wearing ear protection 24/7 Monday to Friday. Enough is enough - otherwise forego Council tax from neighbourhoods throughout construction period!</i>	Noise and vibration
<i>Endless subterranean development in my road has caused and continues to cause severe problems for nearby residents. We endure constant noise and traffic disruption. We are surrounded by properties being excavated and the situation seems quite out of control.</i>	Noise and vibration
<i>Extending basements and building new basements should have compulsory insurance in case neighbours are affected in any case. Building sites should be limited in time, more than one year becomes unbearable for neighbouring residents. Parking suspension as well as traffic disruptions should also have time limits. Noise, vibrations and</i>	Noise and vibration

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<i>movements in the immediate area should be monitored and recorded. Extensive building developments should be limited to residents only (who naturally care about the neighbourhood), not for property developers who sell the property after finishing the works.</i>	
<i>Extremely disruptive. Have had continuous basement excavations since brought new born daughter back from hospital! Has been six years! Constant drilling and dust. Extensions have enclosed my garden resulting in loss of light and privacy.</i>	Noise and vibration
<i>Garden committee dealing with flooding in communal garden. Work was so noisy at times it was impossible to use back room, drilling work continued all day Saturday until we objected.</i>	Noise and vibration
<i>General annoyance - parking restricted - noise - roads blocked - workmen sitting around doing nothing.</i>	Noise and vibration
<i>Huge disruption noise etc. A nightmare living next to the site. I would strongly object to basements being carried out.</i>	Noise and vibration
<i>I am sure the level of vibration was within the legal limit imposed by the Council, but that is not acceptable to the person living next door, when metres of earth are being drilled. Some houses in the grove had to get Rentokil to remove the rats and mice. Although we are not directly linked to any of the house we have had mice for the first time in the 25 years we have lived here. As there are still five properties with holes in the ground and one expecting to start soon the questions about changes after completion are irrelevant. Over the last year or so there is an intermittent but very strong smell of sewage at the top of the grove, this suggests the drainage is being affected. The lack of porous ground, due to the length of these developments, must cause problems with flooding in the long term. Our drains in the street, do seem more overloaded when we have had heavy rainfall.</i>	Noise and vibration
<i>I am surprised that only the front of buildings where basement developments happen have to be covered. The solid coverings of the front of the buildings improve the dirt and dust nuisance on the side of the street. At the back, however, dust is allowed to fly in thick clouds, the noise and vibrations are intolerable. For weeks on end, there wasn't a room in the house where I could give a 'phone call. It should be a rule that both front and back of properties are fully covered, and that anything be done to keep noise and dust under control such as keeping stones wet etc. The variation in the quality of work of basement developments seems to indicate a serious lack of legislation in how these works should or must not be carried out. Following works at (address removed), there are awful cracks to the front of number (removed) but as it was and still is uninhabited, I am not sure anyone complained. At (address removed), there cannot have been any control over the methods used by the builders if both neighbouring houses are beginning to subside. It appears from other developments that basements can be built properly and without any lasting damage to neighbouring properties. However, the huge inconvenience can and must be limited by strict rules, and the safety of such projects must also be subject to much tighter rules and supervision by the authorities.</i>	Noise and vibration
<i>I feel that a five year interval will show if cracks in my property develop. During the development (about 18 months) we were tested to our limits by the continuous noise from the earth conveyor and the space taken from parking and lorry</i>	Noise and vibration

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<i>movements.</i>	
<i>I find the hours of construction appalling. I work shifts yet daily including Saturdays I am woken between 07:45 and 08:15 by drilling, jack hammering and other mechanical building equipment.</i>	Noise and vibration
<i>I live in (address removed). The noise and nuisance of the traffic and machinery over years makes living here quite a trial. The noise when one is in the garden is often deafening.</i>	Noise and vibration
<i>I think it needs to be better controlled as it produces a lot of noise, dust and dirt.</i>	Noise and vibration
<i>I think that the benefit to the owners of the property itself will lie in the creation of a larger and therefore more valuable property , but the cost to the residents in the street where the development has taken place and in the neighbouring streets has been in my view greater than the increase in value of that single property - due to the relentless bombardment of unbearable noise from the digging machines and road-drills over such a long period of time . I think also that the many pupils and teachers who attend the four schools with 30 to 80 plus yards of the development will have had their ability to either teach or learn effectively massively impaired by the relentless and lengthy periods of noise. If I was a parent paying £20,000 per annum for an education that then was diminished by excavation works over such a lengthy period of time I would seriously consider taking my child out of that school and looking for an alternative elsewhere. Similarly shopkeepers and office workers in the immediate area surrounding the development must have had a pretty miserable time during such loud and lengthy excavations and it is axiomatic that their ability to perform their work well would suffer under such noisy conditions. Health and safety rules insist that workmen have ear protectors during loud works for a good reason - there should maybe be something in law where the health and safety of other residents affected by excavations or demolitions are also offered protection to prevent any negative effect on their health and wellbeing - whether by physical protective equipment or by greater controls on the lengths of time for which works involving excessive noise can take place. Taking all of this into consideration it seems that local house owners, residents, teachers, pupils and office workers are being asked to pay a disproportionately high price to enable one household to increase the value of its property. The streets of Kensington lose much of their charm when they are turned into noisy and dirty building sites, and as a resident it is alarming to see how many applications are being granted in the borough. It is a very off-putting feature of the area.</i>	Noise and vibration
<i>I think the level of noise and disruption is huge and vastly different from developing an existing property with a basement. I felt as though I lived next door to a brown field site. My garden, windows and the inside were constantly covered in thick dust - I spend my life cleaning. It is horrible.</i>	Noise and vibration
<i>I was referring to the house across the street whose work is still on-going, so some questions I could not answer. The basement work next door will be more relevant for me, but the work has not started yet so I could not refer to that. My concern will be (1) noises, (2) the long-term effect to the building/exterior wall and (3) the frequent presence of the huge lorries to block the traffic. However, if you ensure the safety of such construction from the technical point of view,</i>	Noise and vibration

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<i>the noise and the traffic would be a necessary nuisance, which I am prepared to bear as a neighbour.</i>	
<i>I will deliver six photos of the most recent basement development in my mews tomorrow. You may choose to ignore them; however they certainly give you a picture. There are five significant aspects of the massive basement approvals which should be considered: 1.) There appears to be no or no adequate review of access on such a development in a narrow street such as a mews. The massive trucks/cement vehicles etc. Completely block the street. Surely this cannot be acceptable. The planning committee inspection of (address removed) should have noticed this as they squeezed beside the blockade of vehicles at (address removed); 2.) The level of noise is significant and in a narrow street such as a mews the echo factor is significant, serious, and must exceed all statutory noise levels; 3.) There is no vermin control. In this most recent ongoing basement project, the rat problem (exacerbated by rubbish collection reductions) has materially increased; 4.) There is no enforcement by the Council in relation to any of these problems; 5.) This is not an employment generator for the UK. I have yet to hear one site worker speak anything other than an east European language.</i>	Noise and vibration
<i>Imposition and intrusive to neighbours - noisy, dirty - changes to the character of the residential neighbourhood.</i>	Noise and vibration
<i>In fairness this applies to most building work in this area - the companies involved lack consideration for neighbours as far as noise is concerned. Work such as metal girder grinding can be done offsite. They also appear ignorant of the fact that working hours on a site are limited and should not start at 6.30 or finish late in the evening. There is no need for radios to be blaring!</i>	Noise and vibration
<i>It has been a total nightmare. Still going on 12 months later - noise, dirt, disruption. Our house is full of cracks and wall damage.</i>	Noise and vibration
<i>It has been going on for too long. The builders have no respect towards the neighbourhood: they shout, they drink beer in (address removed), dump their cans of beer on the floor etc. It has been a major disruption and the noise level has been too excessive.</i>	Noise and vibration
<i>It has got completely out of control. I have lived in a vibrating, noisy neighbourhood for the past five years!!!</i>	Noise and vibration
<i>It has had a detrimental effect on the quality of life on (address removed). The building has vibrated, noise is unbearable, constant parking suspensions, inconvenience with my wheelchair bound mother.</i>	Noise and vibration
<i>It has taken more than two years and not nearly finished yet. I cannot be outside during the week because of the noise and total lack of privacy.</i>	Noise and vibration
<i>It is a pity the government is so slow in legislating about having to have planning permission for sub-basements. Our old buildings are a wee bit fragile. My neighbours either side suffered great inconvenience from cracking (and noise).</i>	Noise and vibration
<i>It is ongoing. I moved from (address removed) in June. There were three developments - one finished, one nearly finished and our immediate neighbour's just beginning. The latter affected our house sale detrimentally - the others disrupted the locality.</i>	Noise and vibration

Appendix two: written comments

<i>It was five years of noise, congestion, disruption and hell.</i>	Noise and vibration
<i>Living on a top floor flat, we feel greater vibrations from passing traffic and tube lines than we used to.</i>	Noise and vibration
<i>Main problem is ongoing noise from building works.</i>	Noise and vibration
<i>Massively disruptive, noisy, dirty with serious structural problems arising both to the property undertaking the basement works and to neighbouring properties, including my own. Caused serious discomfort and stress. The Council's paper written by Ove Arups only seems to consider the impact of a sub-basement in a single property (which already brings with it all of the above) rather than the cumulative impact of numbers of sub-basements being carried out in a terrace of houses (which I would argue may create serious potential problems regarding ground water levels, structural stability of the terrace, etc).</i>	Noise and vibration
<i>More consideration should be made on the impact on neighbours ability to enjoy their property peacefully.</i>	Noise and vibration
<i>My concern is that basement development can undermine the long term structural integrity of adjoining houses. In addition, there is disruption from heavy vehicles and noise during construction.</i>	Noise and vibration
<i>My flat is on the fourth floor so I was not directly affected. The noise at the beginning when structured work was in progress was considerable but we were warned when drilling was to take place.</i>	Noise and vibration
<i>My main concerns are: long-term and subterranean damage to the structural solidity of the hill in (address removed) on which all our houses rest. Unacceptable nuisances and restrictions for pedestrians and road users alike. Unacceptable level of dust, not only in the houses but on our cars. Damage to cars due to construction lorries much too big for our residential areas. Our roads are narrow due to the fact that we can park on both sides. Unacceptably long levels of noise pollution due to the extreme length of those works.</i>	Noise and vibration
<i>My property was just outside the requirements of a party wall award so I had to pay for my own condition survey. During the works there was no boarding of the site and the generator was placed in the road creating additional noise, vibration and traffic problems. Complaints were raised several times with the architect and contractors who were polite but the actions in response did not result in any material improvement.</i>	Noise and vibration
<i>Next door basement just completed too early to notice changes - other basement conversions on the street house taken larger and caused more disruption - noise, traffic, dust.</i>	Noise and vibration
<i>No, other than specific care should be taken before consent is granted by the Council and the Council should enforce restrictions against noise, vibration and traffic that is not kept within acceptable limits after any complaints from residents.</i>	Noise and vibration
<i>Noise levels too high, terrible dust and vibration, also please tell builders to close main entrance door to avoid burglars!!!</i>	Noise and vibration
<i>Noise now travels through ground floor walls - even conversations!! Despite repeated complaints about noise levels and work being carried out on Sundays - nothing deterred the owners from continuing to flout the law!!!</i>	Noise and vibration

Appendix two: written comments

<i>Noisy shouting from workers. Occasional abuse when remonstrating re blocked road etc.</i>	Noise and vibration
<i>Noisy, dusty, reducing available parking.</i>	Noise and vibration
<i>Non-stop drilling all day starting as early as 8 am, then axle grinding, but the drilling on and on was the worst - day after day, months and months.</i>	Noise and vibration
<i>One would not wish to restrict people in improving their property but as basement development is always a lengthy process the sound suppression of machinery should be strict</i>	Noise and vibration
<i>Only half of our damages were covered by the party wall agreement and the process of damage recovery took the best part of three years to conclude. We are now no longer able to get full buildings insurance because we have had to declare that we are underpinned and have been flooded.</i>	Noise and vibration
<i>Our major issue is the disruption and noise during the construction period.</i>	Noise and vibration
<i>Planning law seems to cover noise of newly installed plant not exceeding certain limits after construction. There seems inadequate control over noise, vibration, dust during construction. What cannot the construction method statement stipulate that the developer/builder shall: install noise meter before work begins, monitor noise during construction, stop all construction if noise exceeds agreed noise level? Similarly for vibration and dust.</i>	Noise and vibration
<i>Q10, q9 - cannot answer because work not yet completed. Level of noise and dust were unbearable.</i>	Noise and vibration
<i>Quite unacceptable on every level. It really should be prevented. Apart from noise etc - what is it doing to the sub-soil under all the gardens??</i>	Noise and vibration
<i>Ref q9 and q10 why no questions concerning if we had noticed cracks and subsidence in our property - much more important. We are experiencing great problems as the work continues. Also extremely stressful because of drilling vibration, noise and dust. Why not think about that?</i>	Noise and vibration
<i>(Address removed) - already a narrow road, was frequently blocked by vans and skip lorries - vans often stayed all day - with works going on at number (removed) - we were blocked in. Traffic wardens do not patrol this road so bad luck for residents. Noise a very large factor too.</i>	Noise and vibration
<i>Successive basement excavations and associated interminable noise, dust and vibrations have led to a serious deterioration in the quality of life of existing residents in this area. Please do something about it.</i>	Noise and vibration
<i>Thank you for conducting this survey which has been needed for a long time. I strongly disagree with basement development on the basis of disruption to the streetscape during works, noise, dust, greed to gain more square footage on already large houses. With thanks.</i>	Noise and vibration
<i>The air conditioning units shouldn't have been installed as they are too noisy.</i>	Noise and vibration
<i>The basement development (address removed) is still ongoing and is due to continue for a further eight months. During this time several infringements of regulations have occurred and, despite numerous requests, the developers have displayed no concern towards residents, whose lives have been made intolerable by the constant noise and dust. The</i>	Noise and vibration

Appendix two: written comments

<i>current rule that "normal working hours" should be between 8am and 6pm is particularly absurd, as is the developers right to work on Saturday mornings.</i>	
<i>The basement development has only just started so we do not currently know what its full impact will be on our living conditions or property. Whilst the contractors seem to be doing a reasonable job, the noise and vibration make working from home challenging.</i>	Noise and vibration
<i>The basement development (address removed) has been going on for a year at least the noise is intolerable.</i>	Noise and vibration
<i>The basement work across the street led to a collapse of the house, affecting two neighbouring houses. Now we have to live with the noise and traffic disruptions associated with three houses, not one.</i>	Noise and vibration
<i>The builders are a sullen lot. The owners have tried to make the noise etc. less but no luck. In the end I think they will make very good neighbours but at the cost of a very miserable year for us.</i>	Noise and vibration
<i>The builders became insolvent mid-project. The wishes of neighbours were disregarded and elderly people became ill from the stress of constant noise, dirt and vibration.</i>	Noise and vibration
<i>The builders were sloppy and disrespectful. Another basement development started just next door to this one is being handled much better. However the amount of disruption, noise, etc caused is still unacceptable. The Council should not approve these developments.</i>	Noise and vibration
<i>The company have been polite throughout but when allowed to do a large project they continue regardless to keep to a time schedule. My husband was terminally ill, the noise was deafening but continued.</i>	Noise and vibration
<i>The Council appear to have no regard to keeping noise to short periods. Despite complaints no interest in traffic and parking control - disinterested and useless.</i>	Noise and vibration
<i>The Council is turning down applications for small extensions and other development on the grounds that the exterior of the property is not allowed to change. But it allows these massive basement developments, which can go on for years and make neighbours' lives a misery simply because at the end of the development the exterior of the property remains largely unchanged. We have had six basement development projects in (address removed). As soon as one ends, another begins. The dust is indescribable. The traffic congestion unbearable. I work from home and the vibration and noise coming from next door was so intense I had to use earphones of the kind used by operators of jackhammers. I wore those earphones, not for twenty minutes a day. Not for half an hour. Not for an hour. But for four hours at a time!! My husband and I applied for a small back extension to our second floor, backing on (address removed), which is no more than a service alley and has no architectural integrity. Our application was turned down. We were also threatened with legal action by the RBKC Council because of a replacement hedge we erected after our previous hedge died because of the basement development next door. But next door a massive basement development was allowed, which could in future have severe impact on the groundwater levels. I have lived as a tax payer on my property for 17 years and I am fed-up with this situation. Basement development needs to stop now!</i>	Noise and vibration

Appendix two: written comments

<i>The Council should not have approved the creation of an underground car park and electric car stacker. The potential damage to underground water courses should have been a sufficient enough reason to block this proposal, let alone the noise nuisance I mention above.</i>	Noise and vibration
<i>The development of (address removed) took four years to complete (see q4 as to why). The damage to (address removed) led to the owner of (address removed) acquiring it in order to settle its *unclear* alarms and this has led in turn to an application and consent for very extensive basement works opposite our house which we will endure for at least two years. That is a total of six years of disruption opposite our house. At the same time we believe an application is in hand at the end of our back garden (the house on the corner of (address removed)) for basement works so we could face yet further disruptive, noisy, dirty and potentially damaging work in terms of risk of altering the drainage at the top of the hill.</i>	Noise and vibration
<i>The development of basements has caused significant disruption. Multiple ongoing projects have been noisy, dirty, dusty and have had a huge impact on traffic and parking.</i>	Noise and vibration
<i>The development was four doors down. Had it been my immediate neighbour, the noise, vibration and dust would be hard to live with.</i>	Noise and vibration
<i>The disruption caused by noise, dust, traffic associated with the development, is immense for us and our neighbours, together with the fear that our home which is attached to our neighbours maybe considerably damaged.</i>	Noise and vibration
<i>The dust, inside and outside, the vibrations, noise. Many number of workmen on my party wall etc. The danilav outside my property, made life unbearable for at least one year.</i>	Noise and vibration
<i>The first conversion at no (address removed) was well managed, the present one is a disaster. Noise is terrible, lorries bad and their kit looks ancient.</i>	Noise and vibration
<i>The housing of women stop buying *unclear* house, do repair first *unclear* for 28 yrs at the address. The housing is a housing for women, it used to be a old people home. I gather it is about a hundred years old. Also it is overcrowded. There are 20 tenants to me it like sheep in the pen. Also one can see the top floor is very under-level. Also there are three days living with their owner. As long the housing get the rent could not care what happened to the place, the front door need repair stairs. Needed repair, when it rains the light met and the lift motors is flooded. 20 tenants it too much the *unclear* with hardboard, one can your neighbours talking or etc. Like the garden there is no gardeners found a tenants care for the garden. Front door when it cold wind and rain. Garden has not been done since I moved to (address removed) in January 1984. The housing of women could not care as long the money in tenants to be less, trees need trimming.</i>	Noise and vibration
<i>The impact on our personal lives has been horrendous - continual road blockages, loud noise, continual dust and dirt, damage to our garden (though hopefully to be repaired) impossible to lead a normal life for 18 months.</i>	Noise and vibration
<i>The level of noise was unbearable and if I knew the full extent of the disruption, I would not have moved into the</i>	Noise and vibration

Appendix two: written comments

<i>property</i>	
<i>The main issues are the damage to the adjoining wall and the extreme noise. But NB the basement works I'm referring to only required them to lower the level by about 75cms or so in order to create better ceiling height in an existing basement. I am sure it would be much worse if it was a full basement dig-out.</i>	Noise and vibration
<i>The neighbours changed contractors on several occasions so it took much longer than planned. I had to speak to them a number of times about noise on Saturday afternoons and Sundays.</i>	Noise and vibration
<i>The neighbours had a good company (the London Basement Co) to dig out the basement and they were quick and did the best they could about disruption. However nothing they would do was enough to stop the noise, vibration and endless dirt and dust.</i>	Noise and vibration
<i>The noise and dirt was absolutely appalling! See q4 above!</i>	Noise and vibration
<i>The noise and dust were considerable. The development took a very long time. It was a disruption in the street.</i>	Noise and vibration
<i>The noise and vibration has been a hellish experience.</i>	Noise and vibration
<i>The noise for people living next door is unbearable. We do not work and children and those working at home have lives damaged and health impaired. Basement developers should have to pay for neighbours immediately to move into temporary accommodation.</i>	Noise and vibration
<i>The noise from rock-breaking was the worst thing. Also the garden has a hideous, bad taste Grecian gym in it. All wrong for a Georgian area.</i>	Noise and vibration
<i>The noise took in level and duration was intolerable. It was impossible to do any mental work while it was going on.</i>	Noise and vibration
<i>The noise was horrendous for the better part of a year. Constant heavy duty drilling in the party wall week after week, month after month made life here not worth living. I rang the Council who could do nothing and it is allowed all day from early till after 6pm much too long. It is really unfair, also no notice was given. I would gladly have planned to go out when it was extremely noisy but the builder refused to communicate what was going on as a courtesy.</i>	Noise and vibration
<i>The noise, disruption, increased traffic, smells from the work made living in what was a peaceful and quiet street most unpleasant for a long period of time while the work was being carried out.</i>	Noise and vibration
<i>The noise, dust and vermin impact is greatly underestimated by RBKC Council.</i>	Noise and vibration
<i>The noise, dust and vibrations were a total nightmare; it was impossible to use the phone, listen to music or television during the works. Also my son who is autistic and has seizures, experienced an increase in seizures and his behaviour became markedly worse as he was frightened of the noise.</i>	Noise and vibration
<i>The noise, vibration, damage and occasional road closures (address removed) are a problem worth investigating. Too many simultaneous works make life extremely aggravating.</i>	Noise and vibration
<i>The number of basements being done is far too many. It causes traffic hell and the noise and vibration is shocking. It</i>	Noise and vibration

Appendix two: written comments

<i>makes life during the work unbearable.</i>	
<i>The problem for us was noise - there is no limit during construction hours, and the traffic flow which was severely disrupted for 18 months. A pretty ghastly experience.</i>	Noise and vibration
<i>The process of construction is not taken into account in the planning process and this is wrong. My flat became uninhabitable for seven months. I work from home and that was impossible given the noise and vibration. I had to move out and was not given any compensation for this by my neighbours. They have again acted entirely selfishly and it will never be the same living in this house. In this area there is constant refurbishment of property and other significant maintenance. Today I can see five houses under some form of major renovation - two are shrouded in plastic from top to bottom. There is already plenty of noise, dust, vehicles and litter without adding to this by allowing basement works for no good reason. I really think that the Council needs to rethink this policy. It is not right that there is so much disruption and permanent damage to the housing stock for the reasons of wanting a bigger TV watching space. People have to make compromises in life, including living somewhere that is suitable for their needs, not just wanting to live at a particular, smart address. The balance of power seems to be entirely skewed in favour of the developer, even though the development is for no good purpose. The stress that this development has caused is enormous. So the impact of the new basement on living in this property has been, from start to finish, entirely detrimental. Please stop basement developments in divided houses and where the impact on neighbours is so large due to confined space.</i>	Noise and vibration
<i>The project, which included a full renovation of the terraced house, took many years to complete. The digging out of the basement itself took over a year. The project did not seem to be well managed and the builders had frequent shouting matches and physical fights among themselves! During the digging out there was a skip outside the house taking up valuable parking spaces. The adjoining houses appeared to suffer a lot of damage with new cracks appearing in their stucco exterior. Obviously the adjoining neighbours did not paint or renovate their exteriors during this period so the whole stretch of road started to look like a slum rather than a conservation area.</i>	Noise and vibration
<i>The property I am referring to is number (removed). The maisonette was converted into two flats, all carpets removed so the noise is unbearable, property in a state of neglect.</i>	Noise and vibration
<i>The property opposite (address removed) took several years to develop. The noise and dust was unbearable. I am totally against any basement developments</i>	Noise and vibration
<i>The risk of flooding is substantial. Remember Abbotsbury under water pre-Thames barrier, presumably Woodsford also. I return your questionnaire. (Address removed) comprises 131 terraced houses. Work is in its final two years work stages on numbers (removed). The noise level has been intolerable with gangs of workmen drilling in all three houses simultaneously. Large trucks have been parked outside daily, frequently more than one, making access difficult. The dust and debris has prevented the planting of annuals in the nearby section of gardens and the vibration can have</i>	Noise and vibration

Appendix two: written comments

<p><i>done the nearby houses no good at all. What are we to do if even a small proportion of the remaining dwellings are extended in this way? Are the risks of subsidence and flooding given professional extension? On this last point I have personal experiences. New neighbours excavated some 16yr. To form a sunken patio at the rear of their house, taking the work right up to the boundary wall (not in the plans). This de-stabilised my house, which was semi-detached, dated from the 1840's, and had minimal foundations. No compensation was given under the party wall agreement. Five years later the basement floors had to be replaced and the degree of subsidence of the house itself become obvious. I had to sell in 2003, being unable to contemplate the cost of renovation: my home for 32 years. Currently work is finishing at number (removed) (begun in January), work is in progress (minimal) at number (removed) and five of the remaining houses in the road have been the subject of extensive renovations. The disturbance has been continuous and the noise level quite dreadful. Please remember the environment when making your assessments! Yours sincerely (name removed).</i></p>	
<p><i>The road is blocked for hours several times a week for removal of spoil and the pouring of concrete, this has now been going on for over five years with different houses constructing basements. The noise of machines and lorries as many as ten a day in a very small street.</i></p>	Noise and vibration
<p><i>The specific problem in our lane is there have been many basement disruptive developments, some causing serious problems when they break into the canalised river, and all causing a variety of problems - traffic, noise, dust, etc. Do we need more small properties converted to multi-million pound ones?</i></p>	Noise and vibration
<p><i>The tarpaulin over the sky outside the property was a great deal of noise constantly due to winds. When their basement and double basement flooded the pumps were very noisy and traffic jams were caused.</i></p>	Noise and vibration
<p><i>The work causes pollution and noise which is way above the tolerable limit. Although there was strong objection from the neighbours the permission for this basement work was granted. These are many families with young children living in the immediate neighbourhood. This permission should not have been granted.</i></p>	Noise and vibration
<p><i>The work has not yet been completed, I understand that lowering the basement by 60cm was to allow the kitchen to be extended out into the garden where it will be capped by a glass dome. I believe that much of the work (cutting new floor plates) could have been done off site, reducing noise here.</i></p>	Noise and vibration
<p><i>The work next door is not yet finished, so I cannot comment on q10. I can say that, having lived here for 62 years I have never had so much noise, disruption and dirt and traffic congestion as this year!!</i></p>	Noise and vibration
<p><i>The workmen are not very good at keeping their noise down, talking, shouting etc. My dog was very upset with them, to the point she hates high vis. Vests on people now!</i></p>	Noise and vibration
<p><i>The works were noisier than expected and continued for much longer than expected.</i></p>	Noise and vibration
<p><i>The worst is the rubbish and dirt and food which we constantly find on our property. When the builders have their lunch they just dump the leftovers in our front garden and hedge. The latest was a big spill of white paint on the road right</i></p>	Noise and vibration

Appendix two: written comments

<p><i>opposite of our house. No one felt responsible for it and it remained for ages. Since we pay a lot of Council tax one should take better care of these matters. It was really ugly to look at. They constantly block our gates, although there is a big sign no parking. The noise level should be monitored, since very often it is out of limit. Especially in summer time. The builders use very loud and strong language which is not nice to have around. Especially when you spend some time in the garden with the kids. Once one building site is finished, the next one will start. We live in our property since seven years and were constantly surrounded by building sites. We had a lot of trouble with the builders and the constant never ending dust. Building sides should be continuously monitored by humans or electronically.</i></p>	
<p><i>There appears to be a very high level/number of basement developments, during construction time it is very noisy and dirty for the whole street, and the overall impact on the look and feel of the city is very sad with the loss of larger plants and trees and genuine greenery.</i></p>	Noise and vibration
<p><i>There has been no time over the last four or five years when a basement was not being dug within a few houses of our property. There has been unremitting noise, filth, vibration, air pollution from dust and diesel equipment and long term damage to properties immediately adjoining the excavations. The road is frequently blocked for long periods making it uncertain when you will be able to leave by car to go to an appointment. Basements have essentially destroyed our quality of life. It is quite impossible to work at home or even have a telephone conversation. Because the Council only considers the effect of an individual project, no consideration is given for the effect of a continuous series of basement developments occurring within one street over a period of time. For example we have had situations where two basements were being dug at the same time either side of us, thus blocking our access for long periods. Another issue is long term structural problems this work is and will cause. Victorian houses, the majority of RBKC housing stock, have very limited foundations. If you then put a basement under one house in a terrace, as the clay/ marl/ gravel soils swell and shrink with changes in ground water, the terrace will naturally move, except for the now firmly entrenched house with basement. This will inevitably damage the adjoining properties, however carefully the basement construction has been done. I think it is a travesty of common sense to allow the building of basements under properties that are connected to others which will not also have a basement structure inserted. Who will pay for such damage when it has occurred two or three years after the project is complete? The more immediate issue is the lack of understanding of the degree of disruption and misery these projects cause for one nearby basement project and many times more for a seemingly endless series of basement developments. Why can you not say that there can be only one basement construction active per so many hundred metres of street length? Much stricter rules must be put in place for traffic disruption and pollution- many basement digs put an almost continuous stream of clay and cement slurry into the public drains. This would not be countenanced for a moment for an industrial site, so why can builders get away with it in probably the most affluent borough in the country? Please do something, this is ruining our quality of life.</i></p>	Noise and vibration
<p><i>There have been two significant and lengthy (six months plus) basement and general building works opposite my</i></p>	Noise and vibration

Appendix two: written comments

<i>property in the last 18 months. My biggest irritation is the almost incessant suspension of multiple residents parking bays, the dust and dirt, and blocking of driving passage due to regular, often daily deliveries of building materials or their removal. Also, noise levels of work taking place, often very early, on Saturday mornings are highly annoying.</i>	
<i>There is still a long way to go before this work is finished but so far it has been extremely stressful due to noise, dust and traffic blocking my door and window.</i>	Noise and vibration
<i>There was major disruption with traffic, parking, noise, vibration and dirt. The bonnet of my car, parked close to my house, was damaged. I came out to find a large dent in the bonnet with white paint. Obviously, one of the builders had opened a van door without paying attention. Of course, the van was nowhere to be seen. The street was chaotic. The noise was terrible. Day to day life was disrupted for more than 12 months. It was not a good environment in which to live. The Council did not appear to give any consideration to our well-being. We have had to continue paying Council tax, service charges etc while the quality of our lives was diminished.</i>	Noise and vibration
<i>There were two other similar developments in our street at the same time, all involving large lorries double parked in the street and a lot of noise and dirt. Could developments be limited to one at a time within a particular area? That would help a lot. I think immediate neighbours and the Council should receive a large fee to compensate, say £10,000; this might also help to reduce the number of applications.</i>	Noise and vibration
<i>This and all other basement developments in London should stop. They are hugely disruptive to residents' lives and simply not fair to other owners/tenants in the building. You move in and suddenly you get constant dust and noise as well as drainage problems later and others as yet undiscovered ones.</i>	Noise and vibration
<i>This basement is not yet completed, so we cannot finalise comments. We dread a further basement development, which has planning permission for four subterranean floors below garden (not house). Noise and dust will be ongoing for many months.</i>	Noise and vibration
<i>This development is not complete and seems to go on forever. We live at the other end of the road so we do not suffer as much as a friend in her eighties who complains about noise and vibration as well as dust and feels really unhappy about the development.</i>	Noise and vibration
<i>This development is still not completed and noise and drilling in the basement area continues.</i>	Noise and vibration
<i>This development marked the eighth year of continuous remodelling within my flat's building or immediately adjacent to it. Since 2004 there has been non-stop noise, vibration and dust from one site or other. It is time to stop giving permission to every developer.</i>	Noise and vibration
<i>This development was, and all surrounding basement developments are severely disruptive to people actually living in their homes during the working day. Extreme noise, congestion, and pollution all commence before 8 am, and many jobs are finishing late, or in our case, Saturday work frequently carried on past the 1pm cut off time into the afternoon, until we physically had to march over and complain. We can't take it anymore. The amount of work in our vicinity at</i>	Noise and vibration

Appendix two: written comments

<i>one point has numbered four sites within earshot to disrupt time at our home, at present there are three going that regularly disrupt us in our home. We must put a stop to basement excavations, especially those going down an extra floor. Please do drive down (address removed) any time of day, turn left (address removed), and count the lorries, jackhammers, basement excavators, diggers, and skips, skips, skips of rubbish. How long are residents of this Kensington and Chelsea supposed to put up with this 'planning' designed to maintain and improve our borough? We have had enough of this disruption.</i>	
<i>This huge project should have never happened. We all suspect the connections that the family in question had made a difference in getting permission. The noise, drilling, parking suspension, mess on the pavement (wet cement etc). It is time to stop. We never had mice and we had to spend £1600 with Rentokil to get rid of them. When we asked how it comes we have them all of a sudden, we have been answered "have you seen the hole in the ground down the road". We also got numerous problems parking the car for now more than one year given the almost continuous and large parking suspensions.</i>	Noise and vibration
<i>This particular development was well organised etc but still the disruption to parking, use of pavement outside the house (and it is a pavement used a lot by children), dust/dirt and above all noise was appalling and very intrusive into the lives of all living in the street.</i>	Noise and vibration
<i>Though work was kept within the statutory time limits the pile driving was very intrusive making any daytime rest impossible while it lasted.</i>	Noise and vibration
<i>Too noisy!</i>	Noise and vibration
<i>Traffic disruption and unannounced full or partial road closures would appear at a moment's notice. How any of the emergency services will ever get through, I hope I do not live to see the incessant noise, disruption, dust, pollution for 18 plus months is simply too much. Especially so there are now four in place on the one road!</i>	Noise and vibration
<i>Unbearable noise, vibration, dust with prolonged periods of traffic chaos.</i>	Noise and vibration
<i>Unbelievable noise, regularly at 70db plus in my house. I have to work with ear protectors on.</i>	Noise and vibration
<i>Unless there is a good objection on planning grounds, it should be approved. However, there should be strict rules regarding time to complete, working hours, noise, damage to roads etc</i>	Noise and vibration
<i>Very disruptive - dust, noise, early Saturday drilling. Unsightly - mismatched bricks, bolt on extensions, ugly from rear view abutting our property.</i>	Noise and vibration
<i>Very noisy digging out. Took forever. High level of dust and grime generated which settled inside and outside our house. Horrible to look at! Why necessary?!</i>	Noise and vibration
<i>Was the other end of a block of four row houses. Noticed only occasional road inconvenience, construction noise and for a period some increased dust in the air.</i>	Noise and vibration
<i>We had three years of noise and dirt/dust and a lot of damage to our house - we did not get full confirmation or repair.</i>	Noise and vibration

Appendix two: written comments

<i>The party wall agreement is totally inadequate.</i>	
<i>We have had one basement developed at the end of our small road and another is hopefully just about finished after well over 12 months at the other end of the road. There is obviously no confirmation that my house, set in the middle of the terrace, when my bedroom ceiling came down is attributed to these developments. Personally, I am convinced that vibrations from the developments was key as I have lived in this Victorian house since 1981 and have kept up a regular maintenance programme. In answer to questions 9 and 10, it is a bit early to say how these developments will impact on drainage and flooding in the future. Safe to say there will be problems.</i>	Noise and vibration
<i>We have suffered endless noise, vibration, dust and dirt around the development. Pneumatic drills, metal, bashing and cutting, screaming, wood sawing. Cement lorries pumping concrete under the house next door to the rear garden twice a day and lorries loading waste from a skip four times a day with engines running all the time. Enough movement in the house to be frightening. I had to go away for a time. Two flats have been left empty for six months.</i>	Noise and vibration
<i>We live in a terraced property and because of the noise and dust created by the development next door we're unable to use our back garden during the day for the whole of a summer. Terraced pose particular problems.</i>	Noise and vibration
<i>We live opposite of the construction site and apart from heavy drilling noise for about three evenings and a flat tyre when we had our car parked in front of the respective house (so not sure if it was related) but people should really be able to renovate or redevelop their house if they wish to, adhering to regulation.</i>	Noise and vibration
<i>We were far enough away to avoid the worst: next door neighbours to the work had a very bad time indeed. If such a development were to be planned next door to us, then I think we would move because the noise, dirt and stress are not tolerable by older people like ourselves.</i>	Noise and vibration
<i>While the builders were polite, the noise, vibration and dust was often unbearable and one had to go out. Really bad, headache-inducing noise almost solidly for seven months. It's now only occasionally, but the project is unfinished - probably another three to four months construction work to go.</i>	Noise and vibration
<i>Whilst the builders directly next door have been considerate and clean the noise has been constant and disruptive for more than 12 months - since we moved in and now there is another basement construction right next door to the current one so the increase of trucks and noise will continue and is very annoying and inconvenient to our family.</i>	Noise and vibration
<i>Why did it last so long? How do you tolerate this noise level in a city in general for more than a few days, here we are speaking of months. Can't they hoist down the proper machinery since the roof was removed? Can't they prepare the work in a factory and just assemble on site?</i>	Noise and vibration
<i>Why not consider reducing Council tax to adjoining neighbours (and opposite residents) for disturbance, noise, pollution, absence of residents parking, cement in drains, broken pavements etc etc and collect same form offending basement applicant. I feel this is a badly drafted survey not inclusive of nearby residents rather than immediate neighbours.</i>	Noise and vibration

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<p><i>Work and deliveries often started before 0800 thus disturbing the neighbourhood. Builders vans are parked in residents' bays and the wardens seem not to ticket or move them on. I wonder if an arrangement has been done between the builder and the wardens. In narrow roads, lorries park in the middle to unload and cause problems. No sooner is one basement finished then another one seems to start nearby making the area a noisy building site for years. For people working from home it is a constant noise pollution all day.</i></p>	<p>Noise and vibration</p>
<p><i>Work has been undertaken on many Saturdays over the last months with an 8am start. No notice was given of this and it has been very disruptive to my weekends in that it has been too noisy from drilling etc to remain in my bedroom after this time.</i></p>	<p>Noise and vibration</p>
<p><i>Work not completed. Two adjacent properties are being reconstructed at same time. Both including basement excavation. The cumulative effect was noisy, ugly and is taking many months.</i></p>	<p>Noise and vibration</p>
<p><i>Writing a separate letter of dislocation - disorder - upset - mess etc: re - massive six year basement dig-out at (address removed) and (address removed) combined. Thank you for your neighbours' survey herewith completed and returned, together with observations hereunder, from a resident for and of eighty years. If dig outs could be done by magic overnight, then fine! But, there are two huge problems, Councils always neglect/overlook about these dig-outs - (1) time taken and (2) the titanic/monstrous disruption, inconvenience, dislocation, mess and disturbance caused to hundreds of residents, passersby, tourists and vehicles of all descriptions, daily, even hourly, for an excessive amount of time, n.b far exceeding normal building projects. The above dig out has involved at least a hundred builders and hundreds of lorries delivering and collecting over a period of nearly six years! Extra noise and dirt than we are not allowed/permitted to complain about! A lovely garden lost and paved/decked over with planking. The property has increased in value tenfold, but that is one of the main reasons developers want dig outs. If not, the answer is exceedingly simple - buy a larger /suitable property elsewhere! This was compounded by the Council (name removed) last month, allowing a further similar, major three year dig out for a swimming pool, at numbers (address removed), next door, and including (address removed). Despite a four hundred signed petition from residents and shopkeepers for this project to be rejected!. Then, after planning is granted, the Council never checks up on progress, whether the right gear is used, smoking, bonfires, out of hours working. Maddening noise. One can't complain every day, particularly as we all know it won't actually achieve any respite. I would like to expand on the above, but must return to hospital for more surgery. Yours truly - (names removed).</i></p>	<p>Noise and vibration</p>
<p><i>Yes it caused a lot of noise, *unclear* it in general was a nuisance.</i></p>	<p>Noise and vibration</p>
<p><i>Yes. Aside from the excessive noise and dust and street litter the contractor often parks vehicles illegally in residents parking slots in (address removed). This practice seems to have the Council's approval.</i></p>	<p>Noise and vibration</p>
<p><i>Yes. It's a matter of degree. I'm in favour of people improving their property and increasing the volume of living space in their house. I'm not in favour when the whole thing gets out of hand and the increase underground can amount to</i></p>	<p>Noise and vibration</p>

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<i>more than 100, 200 or 300 per cent! With consequent disruption to traffic, noise, etc. In what is essentially a quiet residential community.</i>	
<i>Yes. Limit construction period. The noise factor for over six months is disruptive to those who remain at home during the day.</i>	Noise and vibration
<i>Yes. Suspension of resident bays and parking meter. Noise and disruption of traffic. Like living in a war zone!</i>	Noise and vibration
<i>No immediately adjacent development, therefore comments related to developments within 100m, none of which caused any particular problem or concern.</i>	None
<i>No other comments.</i>	None
<i>None</i>	None
<i>None. I do not trust property racketeers, they bribe everyone they live already in a tax haven.</i>	None
<i>Not a problem for me.</i>	None
<i>Building project ongoing.</i>	Ongoing
<i>Development is still ongoing</i>	Ongoing
<i>Development only 50 per cent completed at present.</i>	Ongoing
<i>I was referring to the house across the street, and the work is still on-going. So I could not answer some of your questions. My next door neighbour will start basement construction, but I cannot refer to that as it hasn't started yet</i>	Ongoing
<i>It is not finished yet.</i>	Ongoing
<i>It is not finished yet.</i>	Ongoing
<i>It is not yet complete so cannot answer q10. This is a year and a daily discomfort and disruption to the experience of living in my home. The developers investment is now at considerable cost to this household. We want to see if the completed project will affect the criteria in q10.</i>	Ongoing
<i>It is ongoing. I moved from (address removed) in June. There were three developments - one finished, one nearly finished and our immediate neighbour's just beginning. The latter affected our house sale detrimentally - the others disrupted the locality.</i>	Ongoing
<i>It is still ongoing so cannot answer all the questions.</i>	Ongoing
<i>Just started.</i>	Ongoing

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<i>Not yet complete.</i>	Ongoing
<i>Not yet completed.</i>	Ongoing
<i>Note the works are still in progress. The basement work is, I believe, substantially complete but the building itself has been gutted and is being rebuilt to a seemingly poor standard. The party wall agreement is in two parts - basement and rest of building. Both are in force until the works are completed in 2013. In principle, our objection in this instance is not with the concept of a deeper basement but the way in which it has been managed. I believe the Council should have stronger powers to enforce regulation compliance.</i>	Ongoing
<i>Present basement development is ongoing (at (address removed)) and so far presents no 'neighbouring' problem.</i>	Ongoing
<i>Ref q10: at the time of writing, 3rd September 2012, the work is ongoing under three adjoining terrace houses, presumably owned by one person.</i>	Ongoing
<i>Since the works are ongoing (more than a year) it is impossible to ascertain the long term effects on structural integrity of our property and risk of flooding in extraordinary precipitative condition.</i>	Ongoing
<i>Still not finished.</i>	Ongoing
<i>Still under construction. (Address removed).</i>	Ongoing
<i>The basement at number (removed) is still not completed (after two years...) And the work on the one at number (removed) has just started. Too early to assess consequences. My landlord will....</i>	Ongoing
<i>The basement development has only just started so we do not currently know what its full impact will be on our living conditions or property. Whilst the contractors seem to be doing a reasonable job, the noise and vibration make working from home challenging.</i>	Ongoing
<i>The basement development is ongoing so am unable to answer some of the questions above. The dust is very bad and our plans to repaint our house this year are now delayed. We believe that some financial compensation fund for neighbours for cleaning/repainting after a basement project is completed should be a precondition for planning permission</i>	Ongoing
<i>The basement is not yet completed</i>	Ongoing
<i>The extensive development at (address removed) started recently so it is too soon to answer the questions. (I'm at number (removed))</i>	Ongoing
<i>The work is still continuing throughout the whole terrace.</i>	Ongoing
<i>The work is still ongoing, so I cannot comment on the state after completion. Damp and cracks have appeared throughout the common parts, and every flat has experienced movement of their front doors. There was no monitoring of movement for several months due to wall studs being "knocked off", so we have no idea about movement. I am amazed that RBKC have not taken more interest in the continuing work (at (address removed)).</i>	Ongoing

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<i>The works are not yet completed at basement (address removed).</i>	Ongoing
<i>The works have not yet been completed so hard to assess overall impact. Also the all the occupants of our house are out all day and so do we feel the impact of works during the daytime working hours only occasional early weekend starts.</i>	Ongoing
<i>They are ongoing so I am unable to complete q10. However I would enter 'noticed no change' for all responses if the work was complete. I have been impressed by the care and consideration taken by the builders etc. To minimise the disruption to the public and neighbours.</i>	Ongoing
<i>This basement development is still ongoing until the end of the year. One more basement is about to start shortly in our street (going down three levels and another one is seeking permission in our short street.</i>	Ongoing
<i>Work still continuing.</i>	Ongoing
<i>* to date! However, the (garden) now is entirely compromised of paved areas and plastered walls mean the noise coming from the (garden) is intrusive. Also, as reported to planning control the new trellis appears significantly higher than of the previous height and b) neighbouring (garden?).</i>	Other
<i>*unclear* the Planning and Borough Development. This not been very helpful.</i>	Other
<i>(Address removed) was a substantial piled subterranean development not the usual one storey.</i>	Other
<i>All houses in our street were constructed with basements however three houses are now doing/have sub basements and my comments above relate to these.</i>	Other
<i>As we had subsidence a lot of the improvement was due to the poor condition of the property beforehand.</i>	Other
<i>Ask the right questions please. How about the (illegible) of the actual works?</i>	Other
<i>Constant builders.</i>	Other
<i>Do not want anymore.</i>	Other
<i>Do not wish it on any neighbour.</i>	Other
<i>Egregious - as are so many others - there have been several around Pembridge Ward. One two level excavation under way now at (address removed) and others - worrying.</i>	Other
<i>For more impactful are the whole house developments.</i>	Other
<i>Having a working relationship with a site manager helps to minimise disturbance. It means that you know what they're doing and what (and when) to expect it.</i>	Other
<i>I am concerned at the number of basement consents - when one finishes - another starts!</i>	Other
<i>I am grateful for your interest. Our experience is one of uncertainty - and the concern of being next to a derelict.</i>	Other
<i>I am happy to keep my basement storage.</i>	Other
<i>I believe that in (address removed) most of the houses have done it so far so the future should be calmer re</i>	Other

Appendix two: written comments

<i>developments.</i>	
<i>I believe the developer should be required to put up a bond in cash once the development starts under the PWA, this would ensure lost damage put right. (Bond held at solicitors)</i>	Other
<i>I certainly shouldn't want to relive that year.</i>	Other
<i>I do not think it is necessary to insert piles for the construction of a basement.</i>	Other
<i>I feel sympathy for the householder living in the other half of the semi.</i>	Other
<i>I have responded as owner of (address removed) occupied by tenant.</i>	Other
<i>I really wish you had conducted this survey after the very major work carried out next door around ten years ago, when I would have had considerably more to complain about.</i>	Other
<i>I refer you to my answer to q4 above.</i>	Other
<i>If all of a street did basement conversion simultaneously there would be chaos! Equally if there were one a year it would be persistently awful! Hard to come up with a solution...</i>	Other
<i>It happened on the other side of the road... So less disruption than if it was my direct neighbours house *unclear*</i>	Other
<i>It is the scale of the developments which makes them so intolerable.</i>	Other
<i>It is very much dependent on how much the individual is prepared to spend on their development as to how much disruption is caused to neighbours. A large budget usually corresponds to more considerable contractors and a generally better experience for those affected by the works. The more disgruntled contractors are, the worse the noise levels, disruption etc.</i>	Other
<i>It was an existing basement just made a bit lower.</i>	Other
<i>It will not be surprising to have the majority of respondents answer negatively to this survey, as that is the nature of surveys and comments. People have a tendency to file them or fill them out when disgruntled, not when pleased. So they are inherently negatively biased. Though inconvenience is acceptable to support borough development, an actual economic loss should not be suffered due to neighbouring development, as in the case of rentals, which I feel should somehow be addressed.</i>	Other
<i>Massive overdevelopment project.</i>	Other
<i>Most of the houses in our area already have basements.</i>	Other
<i>My back downstairs window was boarded up for the duration but what I could see of the site from my back bedroom window (the one ruined) the site was a disgrace. Everything thrown willy nilly - planks of wood with the nails facing up - no order at all. They also commandeered part of (address removed). I had to employ lawyers/consulting engineers throughout to prevent (address removed), placing machinery, vents etc against my back wall.</i>	Other
<i>My neighbours were very considerate to me.</i>	Other

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<i>(Address removed) is a major eye-sore. Property has not been occupied for six years. Plant growing in gutter on second floor.</i>	Other
<i>No. To clarify: the development in question was to provide and underground basement swimming pool.</i>	Other
<i>Not a typical basement excavation - only an extension into garden of existing basement. A full sub-basement extension would undoubtedly caused enormously more noise, damage, dust, inconvenience, etc, etc.</i>	Other
<i>Now the government has made moving house so expensive this has caused basement development.</i>	Other
<i>Please see attached (we have submitted several forms of this over the years opposing basement developments).</i>	Other
<i>Pointless how big does the house need to be? Cinemas abound in London. No need to build your own.</i>	Other
<i>Problem is street volume of work being undertaken.</i>	Other
<i>Properly constructed/supervised basements are fine.</i>	Other
<i>Property was next door but two.</i>	Other
<i>See answer to q5. The development was over my back fence, not in an adjacent terraced house.</i>	Other
<i>See my comments overleaf.</i>	Other
<i>See previous page. I suspect some home owners use "basemen") to get very long party suspension. Cumulative problems if more than one developed at once.</i>	Other
<i>The basements here were carried out by RBKC and few of your questions really apply. Residents had to control own building activities.</i>	Other
<i>The development I am referring to is the major development in (address removed). This makes your concerns about individual house basements look completely irrelevant.</i>	Other
<i>The development of (address removed) appears to be on an industrial scale - which was not what we were led to believe it was.</i>	Other
<i>The developments in this area are increasing in size and depth. Current applications in the vicinity without exception are for the construction of basements and lower basements extending into the whole garden to the maximum permitted distance from adjoining properties.</i>	Other
<i>The house I live in already has a basement. When certain houses opposite dig down to lower and enlarge their basements, this would be worrying. I believe any basement development should have the same floor level as existing.</i>	Other
<i>The issue is not so much the development of basement but more who is carrying out the works (i.e. team type - engineer/architect/builder). In one instance, there was no monitoring engineer, the architect seemed unaware of did not want to be involved and the contractor tried to pass off inadequate work. More back ground checks to the teams carrying our works would be preferential. With a good team, works should not effect anyone.</i>	Other
<i>The relief when construction is over is immense but everyone dreads it happening again. Some streets have at least</i>	Other

Appendix two: written comments

<i>one work having a major reconstruction all the year round!</i>	
<i>The workmen have little or no English, they are living rent free, and I'm willing to bet they're being paid cash in hand. If this is true, then no taxes are paid, and the money goes straight out of this country.</i>	Other
<i>There is now yet another basement being planned to take place two doors away from us. We are dreading this and would far rather it didn't take place.</i>	Other
<i>These comments apply to the five different basement developments in or around my square.</i>	Other
<i>Think this piece of paper created by a quango make no sense why or what it is all about.</i>	Other
<i>This is a nursery school. The basement has been there for years we just refurbished it.</i>	Other
<i>This is in relation to a commercial office not home.</i>	Other
<i>This relates to pensions work in the other side of flat in the past.</i>	Other
<i>This was a sub, sub basement development. I believe a simple lower ground basement (one level under ground level) would not have caused a prob.</i>	Other
<i>This was a sub-basement (the basement already in existence) to add a swimming pool to the rear of the building, while turning the property from flats to a single dwelling.</i>	Other
<i>Unable to answer all questions, as basement development is still in progress. Neighbours were keen to knock down a sharing garden wall whilst we were on holiday. Fortunately, our surveyor put a stop to that.</i>	Other
<i>We had sic major redevelopments in the immediate vicinity.</i>	Other
<i>We have so many problems with basement neighbours. They do not give access even for mechanics and electricians who responsible for whole building!</i>	Other
<i>We managed to block a Saudi Arabian family from digging under the garden even though they cut down a tree and spent over a year on building works and extensions in the garden!</i>	Other
<i>Worried as have manhole in my own basement bathroom.</i>	Other
<i>Although we were not affected some other neighbours had damp problems and vermin/pest problems.</i>	Pests and vermin
<i>Basement digging at this time going on on two sides of the building and threatened on third side. Fourth side is the street. Great concern about future possible threat to stability of our property. Council underestimates impact of dust, noise, vermin, general disruption on living conditions of neighbours and future structural defects.</i>	Pests and vermin
<i>Dustbins - the builder should not have blocked access to the bins. There was no discussion or request about this. Bins were not emptied and there were more rodents. I have two cats who keep bringing them in! But definitely more than normal.</i>	Pests and vermin
<i>Having lived in my flat for over 25 years, I did not experience vermin infestation until extensive refurbishments to initially (address removed) and then (address removed). We currently have a further two basement constructions</i>	Pests and vermin

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<i>being carried out, one at number (removed) and one further down the road. Again, having been vermin free, I have another infestation.</i>	
<i>I am sure the level of vibration was within the legal limit imposed by the Council, but that is not acceptable to the person living next door, when metres of earth are being drilled. Some houses in the Grove had to get Rentokil to remove the rats and mice. Although we are not directly linked to any of the house we have had mice for the first time in the 25 years we have lived here. As there are still five properties with holes in the ground and one expecting to start soon the questions about changes after completion are irrelevant. Over the last year or so there is an intermittent but very strong smell of sewage at the top of the Grove, this suggests the drainage is being affected. The lack of porous ground, due to the length of these developments, must cause problems with flooding in the long term. Our drains in the street, do seem more overloaded when we have had heavy rainfall.</i>	Pests and vermin
<i>I think it has caused much disruption to the neighbourhood, and has cost a great deal in our household in regards to pest control.</i>	Pests and vermin
<i>I will deliver six photos of the most recent basement development in my mews tomorrow. You may choose to ignore them; however they certainly give you a picture. There are five significant aspects of the massive basement approvals which should be considered: 1.) There appears to be no or no adequate review of access on such a development in a narrow street such as a mews. The massive trucks/cement vehicles etc. Completely block the street. Surely this cannot be acceptable. The planning committee inspection of (address removed) should have noticed this as they squeezed beside the blockade of vehicles at (address removed); 2.) The level of noise is significant and in a narrow street such as a mews the echo factor is significant, serious, and must exceed all statutory noise levels; 3.) There is no vermin control. In this most recent ongoing basement project, the rat problem (exacerbated by rubbish collection reductions) has materially increased; 4.) There is no enforcement by the Council in relation to any of these problems; 5.) This is not an employment generator for the UK. I have yet to hear one site worker speak anything other than an east European language.</i>	Pests and vermin
<i>It has made the vermin run from the ground into our homes.</i>	Pests and vermin
<i>No real disturbance although damp in my party wall has increased and we have had mice since the work has stopped.</i>	Pests and vermin
<i>Rats where everywhere for a long time especially during the winter months.</i>	Pests and vermin
<i>Since implementation of the basement development to which I am an immediate neighbour is so far in its earliest stages, I am currently unable to answer most of questions 9-10. I can however offer the comment on increase in rats and mice, following a basement development in my street to which I was not an immediate neighbour.</i>	Pests and vermin
<i>The level of disruption to neighbours is outrageous and the vermin completely out of control during excavation with rats and mice all over the property, damage to walls and flooding and damp out of control. They should be curtailed.</i>	Pests and vermin
<i>The noise, dust and vermin impact is greatly underestimated by RBKC Council.</i>	Pests and vermin

Appendix two: written comments

<i>This huge project should have never happened. We all suspect the connections that the family in question had made a difference in getting permission. The noise, drilling, parking suspension, mess on the pavement (wet cement etc). It is time to stop. We never had mice and we had to spend £1600 with Rentokil to get rid of them. When we asked how it comes we have them all of a sudden, we have been answered "have you seen the hole in the ground down the road". We also got numerous problems parking the car for now more than one year given the almost continuous and large parking suspensions.</i>	Pests and vermin
<i>We have seen mice!</i>	Pests and vermin
<i>While I don't think planning permission is necessary, I do think it should be mandatory for developers to post a contact number outside the property and also for hours of work by-laws/restrictions also be properly communicated to both those working on site and to neighbours so everyone knows where they stand (particularly for weekend working). Also, some form of vermin management (e.g. placing of rat-traps should be recommended as this was a problem on this site (though well managed by the contractor once he was alerted to the issue).</i>	Pests and vermin
<i>The contractors were very good at keeping us updated and dealing directly and quickly with any concerns we had.</i>	Positive comments on contractors
<i>The London basement company were an incredibly professional outfit, we received monthly written updates from them outlining upcoming works scheduled and were generally very considerate.</i>	Positive comments on contractors
<i>The neighbours had a good company (the London Basement Co) to dig out the basement and they were quick and did the best they could about disruption. However nothing they would do was enough to stop the noise, vibration and endless dirt and dust.</i>	Positive comments on contractors
<i>They are ongoing so I am unable to complete q10. However I would enter 'noticed no change' for all responses if the work was complete. I have been impressed by the care and consideration taken by the builders etc. To minimise the disruption to the public and neighbours.</i>	Positive comments on contractors
<i>We felt the builders were keen to run a successful site.</i>	Positive comments on contractors
<i>Well executed and builders kept all areas clean.</i>	Positive comments on contractors
<i>Electricity supply damaged twice - shutting us off. The road was frequently cut off by lorries loading soil from the static skip. The soil conveyor was noisy</i>	Power problems
<i>There was a big problem with the cowboy builders who had no insurance. Telephone and electricity cables were cut and over the four years it was a nightmare. Fortunately now resolved.</i>	Power problems
<i>Yes. The contractors disturbed the gas pipes, resulted in a gas leak and the block was evacuated.</i>	Power problems
<i>Has sought permission to have air conditioning units in rear of property (facing our garden) again impacting the use</i>	Reduced outdoor

Appendix two: written comments

<i>and enjoyment of our property.</i>	space
<i>I think it is wrong to allow so many once lovely gardens to be concreted or decked over. The recent basement developments have been detrimental to the feel of the street and the look of it. Your questions relate to a single basement development, but there have been continual works on the basements of about five adjacent properties over the last few years. We have had no peace or let up. It is unfair. And what impact is it having long term on the environment, with fewer trees and plants and consequently less wildlife. If people want more space they should buy bigger houses in the first place!</i>	Reduced outdoor space
<i>I think there is a danger of overbuilding and in this road, the gardens are not very big so if residents build out they take away the garden space - the courtyard behind my flat is now surrounded by walls and is a bit oppressive.</i>	Reduced outdoor space
<i>Impact on rear of house is greater than on front. Consequently our ability to enjoy our garden has been subjected to aggressive over development of basements on both sides of our property.</i>	Reduced outdoor space
<i>It is (they are – two in fact) inappropriate for quaint little Chelsea houses. Very mistaken to allow loss of gardens - not attractive, not healthy, more noisy and less privacy. Both houses done by developers and new owners are not full-time residents which has impact on community. It has affected the character of the neighbourhood. Finally the noise and dirt were very, very disturbing.</i>	Reduced outdoor space
<i>It was very difficult to be at home and use the garden from first thing in the morning throughout the day. Hard to say that the changes in q10 might get worse after a while.</i>	Reduced outdoor space
<i>The enlarged house has reduced the garden significantly and thus the open space behind this house.</i>	Reduced outdoor space
<i>We have now lived through two basement developments in royal avenue and have not been able to open our windows or enjoy our garden for three consecutive summers. The quality of our lives has been negatively impacted for others to make a capital gain. Why?</i>	Reduced outdoor space
<i>We live in a terraced property and because of the noise and dust created by the development next door we're unable to use our back garden during the day for the whole of a summer. Terraced pose particular problems.</i>	Reduced outdoor space
<i>Writing a separate letter of dislocation - disorder - upset - mess etc: re - massive six year basement dig-out at (address removed) and (address removed) combined. Thank you for your neighbours' survey herewith completed and returned, together with observations hereunder, from a resident for and of eighty years. If dig outs could be done by magic overnight, then fine! But, there are two huge problems, Councils always neglect/overlook about these dig-outs - (1) time taken and (2) the titanic/monstrous disruption, inconvenience, dislocation, mess and disturbance caused to hundreds of residents, passersby, tourists and vehicles of all descriptions, daily, even hourly, for an excessive amount of time, n.b far exceeding normal building projects. The above dig out has involved at least a hundred builders and hundreds of lorries delivering and collecting over a period of nearly six years! Extra noise and dirt than we are not</i>	Reduced outdoor space

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<p><i>allowed/permitted to complain about! A lovely garden lost and paved/decked over with planking. The property has increased in value tenfold, but that is one of the main reasons developers want dig outs. If not, the answer is exceedingly simple - buy a larger /suitable property elsewhere! This was compounded by the Council (name removed) last month, allowing a further similar, major three year dig out for a swimming pool, at numbers (address removed), next door, and including (address removed). Despite a four hundred signed petition from residents and shopkeepers for this project to be rejected!. Then, after planning is granted, the Council never checks up on progress, whether the right gear is used, smoking, bonfires, out of hours working. Maddening noise. One can't complain every day, particularly as we all know it won't actually achieve any respite. I would like to expand on the above, but must return to hospital for more surgery. Yours truly - (names removed).</i></p>	
<p><i>Concerns over security, large work gangs here for a long time watching our movements. I was burgled yesterday and they chose a very opportune time. Other than that it's the noise and dust and potential damage to the overall structure.</i></p>	Security concerns
<p><i>Noise levels too high, terrible dust and vibration, also please tell builders to close main entrance door to avoid burglars!!!</i></p>	Security concerns
<p><i>These old Victorian houses cannot take basement developments - other properties were affected badly - large cracks appeared on the walls of the property (outside) as well as adjoining properties - a large platform structure was erected on the pavement for nearly one year, this led to three break-ins. Unable to use pavement due to structure and builders. Our garden was badly affected and lots of old plants/shrubs destroyed. A nuisance!! Should not have been allowed.</i></p>	Security concerns
<p><i>We greatly wish we had been protected from it by RBKC not allowing it in the first place. We don't think that you are doing your job when considering planning applications if you do not consider the disruption during the work, both in terms of noise and dust, and in the frequent blockage of the street, and the loss of parking for months on end. Our lives were made hell by it, culminating in the burglary, which police directly attributed to the constant coming and going in what is usually a calm and peaceful street. Please stop these awful basement developments.</i></p>	Security concerns
<p><i>Drainage and cooking smells.</i></p>	Smells
<p><i>Party wall agreements do not work, the architect appoints the same party wall surveyor on each occasion and he just will not agree the costs of repairs and does not respond to any correspondence, there is no traffic management policy given by planning to deal with multiple basements in one street hence chaos, one site (address removed) empties the site portals once a week with sickening smells, no builder adhere to working hours some work seven days a week 12 hours a day . My name is (removed).</i></p>	Smells
<p><i>The noise, disruption, increased traffic, smells from the work made living in what was a peaceful and quiet street most unpleasant for a long period of time while the work was being carried out.</i></p>	Smells
<p><i>The noise, dust and vermin impact is greatly underestimated by RBKC Council.</i></p>	Smells
<p><i>Four so far within 50 yards (removed). Noise for approx four years in summer particularly drilling and excavation noise.</i></p>	Structural concerns

Appendix two: written comments

<i>Too early to say if damage to our foundations etc.</i>	
<i>A major destabilisation to the area.</i>	Structural concerns
<i>Awaiting subsidence!</i>	Structural concerns
<i>Basement digging at this time going on on two sides of the building and threatened on third side. Fourth side is the street. Great concern about future possible threat to stability of our property. Council underestimates impact of dust, noise, vermin, general disruption on living conditions of neighbours and future structural defects.</i>	Structural concerns
<i>Beautiful Kensington and Chelsea has become a horrific construction site which could threaten the stability of the whole area. These houses were not originally built on sound foundations. There should be planning permission required for any basement development and compulsory soil samples necessary as the base beds are vulnerable London clay.</i>	Structural concerns
<i>(Address removed) backs onto (removed) and we were very worried that their excavation would damage the pipe carrying underground lines from Hyde Park to Thames. This line is shown on old maps running between the properties but we are unsure where it runs now – Water Board thought they might have moved it but had we *unclear*. Happily there was no immediate flood from a ruptured pipe but we are still worried that the pipe may have been disturbed and cracked leading to damp and long term damage to our foundations in the future.</i>	Structural concerns
<i>Development not complete, so can't answer q10. A pump was on day and night for several months due to an underground stream (Counters Creek). Apart from the noise, we are concerned that the pumping might have removed some of the sandy soil and thus cause subsidence.</i>	Structural concerns
<i>General concern about the safety of so many basements – i.e. stability of the surrounding properties. The traffic restrictions and building dirt are a constant nightmare.</i>	Structural concerns
<i>Generally. If we go on doing this London will collapse in certain areas. It is not rocket science.</i>	Structural concerns
<i>I am a bit worried about the proposed "underpinning of the garden boundary wall in massed concrete".</i>	Structural concerns
<i>I am concerned about the foundations of neighbouring houses and danger to the utilities. These basements are unnecessary.</i>	Structural concerns
<i>I am grateful to the Council for their efforts in monitoring these developments. I fear, however, for the stability of drainage of the terrace due to the number of these works.</i>	Structural concerns
<i>I am hoping that the basement developments do not interfere with the houses foundations.</i>	Structural concerns
<i>I am most concerned about the number of basement and sub basement level *unclear* being undertaken. Surely it will cause subsidence or ? There are so many rivers running beneath the city. Where can the water be diverted?! As for the superficial 'manicured gardens'.</i>	Structural concerns
<i>I am very concerned about what all the basements are doing to the water table and the long term effects. This issue needs to be addressed.</i>	Structural concerns

Appendix two: written comments

<i>I am worried about future problems as existing properties are not tanked as the ones being altered are due to be when finished. I cannot understand how the Council can police whether these basements are only built on clay and not on strands of gravel. Roads are often affected by long deliveries by "The London Basement Co".</i>	Structural concerns
<i>I do not think the age and quality of original construction of the buildings is good enough to sustain such rigorous reinvention. Better to improve existing building and if more space required that cannot be met above ground - buy a bigger house. The stress it must cause for immediate neighbours children etc must be considerable when in essence it is unnecessary.</i>	Structural concerns
<i>I feel that a five year interval will show if cracks in my property develop. During the development (about 18 months) we were tested to our limits by the continuous noise from the earth conveyor and the space taken from parking and lorry movements.</i>	Structural concerns
<i>I have only seen the development of a garden at the end of our road. These houses are too heavy for significant basement construction/excavations. If one is done the whole block should be done.</i>	Structural concerns
<i>I view basement developments a great hazard and it must weaken adjacent buildings and *unclear* info. It is an unnecessary undertaking and I am greatly against any being built.</i>	Structural concerns
<i>I would worry about subsidence as a result of below standard workmanship.</i>	Structural concerns
<i>It is wrong to structurally alter a terraced dwelling to this extent.</i>	Structural concerns
<i>It seemed to go on forever – (address removed). My daughter was six when the property exchanged hands and has been empty ever since, sold to a property developer I believe. There is already subsidence on this street.</i>	Structural concerns
<i>It was not adequately monitored, structural works have caused damage plus they are ignoring the party wall award and I will have to take legal action to have my damage put right.</i>	Structural concerns
<i>Long term basements will cause terrible structural problems within the terrace *unclear* are built and it is not rocket science to realise this.</i>	Structural concerns
<i>Massively disruptive, noisy, dirty with serious structural problems arising both to the property undertaking the basement works and to neighbouring properties, including my own. Caused serious discomfort and stress. The Council's paper written by Ove Arups only seems to consider the impact of a sub-basement in a single property (which already brings with it all of the above) rather than the cumulative impact of numbers of sub-basements being carried out in a terrace of houses (which I would argue may create serious potential problems regarding ground water levels, structural stability of the terrace, etc).</i>	Structural concerns
<i>My concern is that basement development can undermine the long term structural integrity of adjoining houses. In addition, there is disruption from heavy vehicles and noise during construction.</i>	Structural concerns
<i>My main concerns are: long-term and subterranean damage to the structural solidity of the hill in (address removed) on which all our houses rest. Unacceptable nuisances and restrictions for pedestrians and road users alike.</i>	Structural concerns

Appendix two: written comments

<i>Unacceptable level of dust, not only in the houses but on our cars. Damage to cars due to construction lorries much too big for our residential areas. Our roads are narrow due to the fact that we can park on both sides. Unacceptably long levels of noise pollution due to the extreme length of those works.</i>	
<i>No - but although the development was close, it was not next door. I do believe such developments are inappropriate in London which I think is built on clay.</i>	Structural concerns
<i>(Address removed) - this terrace of houses was built on very poor foundations and my concern is that excavation will effect the neighbouring properties adversely.</i>	Structural concerns
<i>No basement developments should in the future be allowed as they cause subsidence to supporting houses, as happened here.</i>	Structural concerns
<i>Our own house experienced subsidence in the past and although we had it underpinned I was very concerned, as we live at the bottom of a steep hill, that our property would slip again. So far so good.</i>	Structural concerns
<i>Since the works are ongoing (more than a year) it is impossible to ascertain the long term effects on structural integrity of our property and risk of flooding in extraordinary precipitative condition.</i>	Structural concerns
<i>Subsidence and flooding problems are more likely to appear in the near future. The disturbance and increased dust levels has caused stress and constant house-work for us.</i>	Structural concerns
<i>Subsidence is my main concern. This area has a river running under part of it and some buildings are affected anyway. Basements will make buildings sink even more. They should not be allowed in this area. Vermin and noise are also a problem and less wildlife less enjoyment of the garden and home.</i>	Structural concerns
<i>The basement in question is not an immediate neighbour, but the house beyond. The development is still continuing. I should expect the noise and dust disturbance to be much worse next door. The presence of a surveyor across the road every morning measuring the degree of shift does not inspire confidence, bearing in mind the very serious existing damage to property from an earlier basement conversion in this road.</i>	Structural concerns
<i>The basement in this case did not happen but I am against basements in principle as I think they destabilize a property.</i>	Structural concerns
<i>The basement work across the street led to a collapse of the house, affecting two neighbouring houses. Now we have to live with the noise and traffic disruptions associated with three houses, not one.</i>	Structural concerns
<i>The building in which I live is from ca 1850 and is a listed (grade two) property, as I believe is the first property in this row to which an additional basement level was added. I do not understand how this sort of comprehensive change can be in keeping with the mission to preserve these buildings. Furthermore, these are terraced houses. They're old and they lean on each other for support. When the basement work was undertaken to the property two doors up the hill on our street, in total four buildings were damaged: ours, the house between ours and the property being developed as well I understand the two houses further up from the property being developed. Granting planning permission for</i>	Structural concerns

Appendix two: written comments

<i>further basement development - as has since happened - seems downright irresponsible, and it is hard to understand how the Council allows such works to go ahead when neighbours are being inconvenienced, yes, by the works but also suffering damage and the consequent loss in value to their properties. Outrageous.</i>	
<i>The buildings and out old and historic. I strongly disagree with any assurances that basement excavations will not change the integrity of the foundations. I think too many basements are a disaster waiting to happen and I feel very strongly that it is wrong to put everybody's homes in jeopardy just for the sake of the gain of a few people (plus developers).</i>	Structural concerns
<i>The development lasted an undue length of time (years), causing serious nuisance to neighbouring houses and flats. Flooding was a problem in the basement, prolonging works. Neighbours are concerned about future impact of such a large underground development on flood and subsidence. There is no compensation for neighbours.</i>	Structural concerns
<i>The houses in our road were built in 1849 - they should not be tampered with so excessively!</i>	Structural concerns
<i>The projects I have in mind had no direct impact on my property - however I would be extremely anxious about foundation, movement, and drainage if it had been next door. I am also concerned about possible building movement when grassed areas are paved as it appears to restrict natural movement of buildings</i>	Structural concerns
<i>The property is a Victorian property, and people don't know the long term effect it will have.</i>	Structural concerns
<i>The short and long term implications of inappropriate basement excavations are being ignored, in non-basement residential streets in Chelsea. Such basements are a fire and flood hazard to occupiers and neighbours, often no rear safety exit is provided, contrary to building regulations. Long term the water-table will be affected, street flooding risk increased. Basement development threatens the stability of neighbouring small terrace houses.</i>	Structural concerns
<i>The work is still ongoing, so I cannot comment on the state after completion. Damp and cracks have appeared throughout the common parts, and every flat has experienced movement of their front doors. There was no monitoring of movement for several months due to wall studs being "knocked off", so we have no idea about movement. I am amazed that RBKC have not taken more interest in the continuing work (at (address removed)).</i>	Structural concerns
<i>There are bound to be long term adverse consequences because there are (a) so many underground stress (b) few if any houses round here with foundations.</i>	Structural concerns
<i>There are far too many basements being constructed in this area - there is no assurance that the foundations can support this quantity of subterranean excavation. There is a history of subsidence already in this area.</i>	Structural concerns
<i>There has been no time over the last four or five years when a basement was not being dug within a few houses of our property. There has been unremitting noise, filth, vibration, air pollution from dust and diesel equipment and long term damage to properties immediately adjoining the excavations. The road is frequently blocked for long periods making it uncertain when you will be able to leave by car to go to an appointment. Basements have essentially destroyed our quality of life. It is quite impossible to work at home or even have a telephone conversation. Because the Council only</i>	Structural concerns

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<p><i>considers the effect of an individual project, no consideration is given for the effect of a continuous series of basement developments occurring within one street over a period of time. For example we have had situations where two basements were being dug at the same time either side of us, thus blocking our access for long periods. Another issue is long term structural problems this work is and will cause. Victorian houses, the majority of RBKC housing stock, have very limited foundations. If you then put a basement under one house in a terrace, as the clay/ marl/ gravel soils swell and shrink with changes in ground water, the terrace will naturally move, except for the now firmly entrenched house with basement. This will inevitably damage the adjoining properties, however carefully the basement construction has been done. I think it is a travesty of common sense to allow the building of basements under properties that are connected to others which will not also have a basement structure inserted. Who will pay for such damage when it has occurred two or three years after the project is complete? The more immediate issue is the lack of understanding of the degree of disruption and misery these projects cause for one nearby basement project and many times more for a seemingly endless series of basement developments. Why can you not say that there can be only one basement construction active per so many hundred metres of street length? Much stricter rules must be put in place for traffic disruption and pollution- many basement digs put an almost continuous stream of clay and cement slurry into the public drains. This would not be countenanced for a moment for an industrial site, so why can builders get away with it in probably the most affluent borough in the country? Please do something, this is ruining our quality of life.</i></p>	
<p><i>There have been several basement developments in our street the past few years and one is still continuing opposite me. I do not object to them in principle but the length of time these developments are allowed to take is far too long. I cannot recall how long the one opposite has been going for but it seems forever. They and cause too much disruption for too long a period in our street. At one point three such conversions were being done all very close to each other in our street and two opposite each other, meaning that some days you could not drive down our street due to lorries parked on both sides. I think that one such conversion in a small street such as ours at any one time is enough and the Council should consider the impact on the street before granting permission or tell the residents they have to wait. My house is detached but my neighbours are semi detached and I know that some have experienced considerable issues with their neighbour's basement project, including subsidence caused by the development.</i></p>	Structural concerns
<p><i>This must have impact on water table and also the stability of the terrace – it's nearly always carried out by developers - the owners have sold after one year! We would support a ban on these developments - the house number (removed) was bought by developers after the 18 months of chaos they have sold and are moving on to do another similar scheme in (address removed).</i></p>	Structural concerns
<p><i>Understand that we have no room left but somehow all this basement stuff is surely making everything less stable and making water go elsewhere etc.. Lots of cowboys I believe - needs very strict policing by planning authorities.</i></p>	Structural concerns
<p><i>Very bad idea - the crescent already suffers from subsidence and most houses show cracks and evidence of this. My</i></p>	Structural concerns

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<i>house has had subsidence problems. Clay soil etc. We have had to renew the foundations. These houses were not intended to have this sort of development.</i>	
<i>Very worried about long term damage to foundations of buildings as more and more basements excavated. One might do no damage - but five or ten? Does anyone know?</i>	Structural concerns
<i>We have had four plus in the 200 yard vicinity and this cannot help earth structure.</i>	Structural concerns
<i>We have several basements being dug out near here. Cumulative effect?</i>	Structural concerns
<i>We live on a hill. Basement development seems optimistic to say the least. I am not sure what 'come-back' neighbours have it projects go wrong. I live in housing association property. (No money for any wrangles)</i>	Structural concerns
<i>Whilst this example was not a basement 'dig-out' per se to an existing house. The borough should take into account the obvious over-development of a small site such as this, which created an impossible position for the surrounding neighbours over a long period of time. The creation of new subterranean floors in 19th century terraced houses will in my opinion create huge structural problems in future for such terraces as well as making life unbearable for the nearby residents during the period of construction. A change in the planning law is required. When is RBKC going to lobby for this on behalf of its residents who fund the Council's existence?</i>	Structural concerns
<i>Why does everyone want these things! If we should have a very bad weather period - will these premises withstand them. I think it awful - I understand the next house may go through the same thing - it really is pretty awful!</i>	Structural concerns
<i>1 Lengthy reduction of on street residents' parking 2 No apparent effect on the offending, or on neighbouring, rateable value! 3 Likelihood of higher occupancy and hence more vehicles per building, thus more parking pressure.</i>	Traffic and parking
<i>A major issue is blocking of road with trucks as we live on a one-way crescent.</i>	Traffic and parking
<i>All of the above answers relate to the recent redevelopment of (address removed). Currently numbers (removed) are having basement developments, as is (address removed). (Address removed), next door to me, is being converted from four flats back to a single dwelling. All four of these projects are major construction sites and they are all within spitting distance of my own property. This sheer intensity of construction work is, and has been for the last several years, making my life here unbearable. The level of noise, dirt, construction traffic, and disruption is totally unacceptable. The vast scale of these huge basement developments (ten metres down in the case of no.(removed)!), is totally inappropriate and out of all proportion in a quiet residential street within a conservation area.</i>	Traffic and parking
<i>Although the basement company has tried to be as tidy as they can, the pavement restrictions due to control movement of workmen has meant having to walk in the road. Also, lack of residents parking bays for over 12 months is unacceptable.</i>	Traffic and parking
<i>Altogether made life in (address removed) miserable for the past year - constant traffic, road regularly blocked by lorries delivering and taking away rubble, unacceptable noise levels, a vast eyesore, rude or ignorant builders.</i>	Traffic and parking
<i>Apart from the issues in q8 the works caused considerable parking problems in our square because of parking bay</i>	Traffic and parking

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<i>restriction for the construction company's vehicles.</i>	
<i>As previously stated, this development was some distance from my house but the disruption and inconvenience to the whole street was considerable - constant road blockages from large lorries taking mud away, or delivering materials, relentless loud humming and vibration, mud on the pavement and road and I know the direct neighbours had to move out. My concerns are that neighbouring properties have no control or say in these decisions which can have extremely significant effects on families - try studying for your A levels with that noise going on right next to your house, or trying to get babies and young children to sleep. The trouble is that these developments can take many, many months, if not years and no matter how sincerely builders say they will minimise disruption, we all know that they cannot do this even with the best will in the world. There are rules to stop loud parties, barking dogs etc so it is baffling that people can be subjected to 18 months of environmental disruption with the sanction of the Council.</i>	Traffic and parking
<i>As usual the site took up road space. No tickets were given to vans parked. Behind the partitioning taking up road space it was disorderly - i.e. not neat.</i>	Traffic and parking
<i>Because the development is some little distance away my only comment is that it utilised the whole of one parking bay for residents and already there was insufficient parking space for residents.</i>	Traffic and parking
<i>Builders constantly block off the road without seeking RBKC permission and are aggressive.</i>	Traffic and parking
<i>(Address removed is a one-way street, which is very narrow. It was often blocked for hours during the excavation of the basement.</i>	Traffic and parking
<i>Caused extensive disruption in terms of access to a narrow street that is a no through road....our car was often trapped when we needed to leave for workparking restrictions weren't adhered to by builders making it difficult to find parking near home....amount of dust and noise was unacceptable and at times was impossible to work from home. Complaints were not well accepted! Overall was amazed the development was allowed in such a restricted small area.</i>	Traffic and parking
<i>Causes huge disruption in street, pavements often blocked and necessary to use roadway. Residents parking spaces inaccessible, double parking frequent, increased danger to motorists and pedestrians, dust, dirt constant. Affecting parked cars and houses although five (terraced) houses away, we will have to redecorate.</i>	Traffic and parking
<i>Complete disruption of the road and pavement during building works, especially in the mornings for deliveries etc. Skip dumping etc. From 8am. The road often closed in east direction because it is narrow single lane.</i>	Traffic and parking
<i>Constantly break bylaws and pay fines - suspend parking without permission - had two flat tyres from rubbish during construction which they deny.</i>	Traffic and parking
<i>Construction machines blocking my home entrance from 8am till 15:00</i>	Traffic and parking
<i>Construction period was terrible. Contractors say they are not responsible for their subcontractors. Basement digging creates huge amount of surplus earth and results in many heavy lorries removing earth.</i>	Traffic and parking
<i>Contractors particularly noisy and initially couldn't care less about mess/noise/parking.</i>	Traffic and parking

Appendix two: written comments

<i>Development has taken three and a half years. Not acceptable in a residential area. Pre agreed conditions for noise, working hours, traffic were consistently ignored.</i>	Traffic and parking
<i>Development was very disruptive. The noise levels were excessive. The traffic was disrupted daily, the parking was restricted and it appears there has been damage to the structure of the terrace.</i>	Traffic and parking
<i>During construction there was no consideration given to neighbours' quality of life: working outside permitted hours, parking on private property, blocking of road, use of unnecessarily noisy equipment etc.</i>	Traffic and parking
<i>Endless subterranean development in my road has caused and continues to cause severe problems for nearby residents. We endure constant noise and traffic disruption. We are surrounded by properties being excavated and the situation seems quite out of control.</i>	Traffic and parking
<i>Four major sub-basement developments currently being built on our street. The disruption is traffic, parking and appalling dust has been intolerable. It is about time the Council had a re-think of their planning policies.</i>	Traffic and parking
<i>Frequent delivery of materials, ships, etc. causing (address removed) to be blocked and traffic actively re-directed to (address removed).</i>	Traffic and parking
<i>General annoyance - parking restricted - noise - roads blocked - workmen sitting around doing nothing.</i>	Traffic and parking
<i>General concern about the safety of so many basements – i.e. stability of the surrounding properties. The traffic restrictions and building dirt are a constant nightmare.</i>	Traffic and parking
<i>(Address removed) have seven plus simultaneous projects and another two granted permission. It is often impossible to move around all the trucks taking away soil, delivering and this many projects at once should not be permitted.</i>	Traffic and parking
<i>Given the level of disruption these basement dig-outs cause to local residents largely because of the need to remove large amounts of earth and therefore the need for over-the-pavement conveyor belt systems, I think a strict time limit should be placed on these developments. I think this should especially apply if residents parking bays are suspended because of the works.</i>	Traffic and parking
<i>Have suffered from a series of basement developments within 100 yards over last two or three years. Very disappointed that yet another one was given permission, especially with potential long term damaging effect on arch and parking (new garage too).</i>	Traffic and parking
<i>I am worried about future problems as existing properties are not tanked as the ones being altered are due to be when finished. I cannot understand how the Council can police whether these basements are only built on clay and not on strands of gravel. Roads are often affected by long deliveries by "The London Basement Co".</i>	Traffic and parking
<i>I feel that a 5 year interval will show if cracks in my property develop. During the development (about 18 months) we were tested to our limits by the continuous noise from the earth conveyor and the space taken from parking and lorry movements.</i>	Traffic and parking
<i>I have not suffered from flooding etc as my property is far enough away not to be affected, but I know that other</i>	Traffic and parking

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<p><i>properties nearby have been affected (there are a lot of underground springs nearby). The construction traffic was the main problem for me, in a very constricted area and over such a very long period. The dumper trucks ran all day (two of them) just a few feet from my door and windows (our house is just one room deep). The noise was unbearable and the whole place shook. And the end result is a gerry-built mess, adding nothing of value to the area - quite the contrary, as two charming old studios of real merit have been destroyed in order to create a mainly underground building that nobody will really want to live in. Indeed nobody has lived there (except the polish builders) until a few months ago when some furniture were delivered, and I don't know if anyone is living there again now.</i></p>	
<p><i>I have written (enclosed) to Ms Tollitt. Thank you for sending the questionnaire which I have duly answered and enclose here. It is the first time anyone has asked for any kind of answer to your questions. In March 2010 a basement building developer began working at (address removed). Very soon this narrow cobbled walk in a conservation area was overwhelmed by the workers, trucks, cement mixers, loaded wheelbarrows and of course, skips and large cranes. The dust and fumes from all those machines crept into the windows in my house leaving their stench and spewing poison in their wake. It was inevitable to contract a nasty cough with a throat ache and an ear infection (which I have yet to throw off). Before falling prey to the damage caused by the ongoing work, I wrote to the Town hall, the MP, the Councillor and even, the Mayor. No notice was taken. No apology was given. In fact, one truck driver who saw me leaned out of his cab window and said, "I'm really sorry, m'aam". That was before the accident on July 6th when I slipped on the sandy cobbles and broke my left wrist. On July 21st I tripped on the broken paving stones, fell and broke my hip and shoulder. I enclose copy of photographs showing damage to my person. I spent two months in hospital and then in a recovery unit after which I was confined to a wheelchair. I am still an invalid from such total negligence on the part of those builders. Their concern for the safety or for the health hazards caused by themselves for an elderly lady in the walk has been nil. Even now they refuse to accept liability either towards me or the damage to my house. I am glad to know that now there is someone like yourself to take an interest in the welfare of residents in Chelsea. Yours sincerely (name removed).</i></p>	Traffic and parking
<p><i>I live in (address removed). The noise and nuisance of the traffic and machinery over years makes living here quite a trial. The noise when one is in the garden is often deafening.</i></p>	Traffic and parking
<p><i>I was referring to the house across the street whose work is still on-going, so some questions I could not answer. The basement work next door will be more relevant for me, but the work has not started yet so I could not refer to that. My concern will be (1) noises, (2) the long-term effect to the building/exterior wall and (3) the frequent presence of the huge lorries to block the traffic. However, if you ensure the safety of such construction from the technical point of view, the noise and the traffic would be a necessary nuisance, which I am prepared to bear as a neighbour.</i></p>	Traffic and parking
<p><i>I will deliver six photos of the most recent basement development in my mews tomorrow. You may choose to ignore them; however they certainly give you a picture. There are five significant aspects of the massive basement approvals</i></p>	Traffic and parking

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<p><i>which should be considered: 1.) There appears to be no or no adequate review of access on such a development in a narrow street such as a mews. The massive trucks/cement vehicles etc. Completely block the street. Surely this cannot be acceptable. The planning committee inspection of (address removed) should have noticed this as they squeezed beside the blockade of vehicles at (address removed); 2.) The level of noise is significant and in a narrow street such as a mews the echo factor is significant, serious, and must exceed all statutory noise levels; 3.) There is no vermin control. In this most recent ongoing basement project, the rat problem (exacerbated by rubbish collection reductions) has materially increased; 4.) There is no enforcement by the Council in relation to any of these problems; 5.) This is not an employment generator for the UK. I have yet to hear one site worker speak anything other than an east European language.</i></p>	
<p><i>In general, although basement works tend to take a longer time, the level of nuisance from basement works is no worse than that from reconstruction of a house without a new or enlarged basement. The most significant problem for us is the blocking of the road with delivery lorries etc., when the person doing the works has arranged no, or inadequate, parking suspension and the lorries park in the middle of the road. This can cause significant congestion but nobody seems concerned to penalise the obstruction.</i></p>	Traffic and parking
<p><i>Increased accommodation leads to increased parking permit applications - and crowding on already over parked street.</i></p>	Traffic and parking
<p><i>It has had a detrimental effect on the quality of life on (address removed). The building has vibrated, noise is unbearable, constant parking suspensions, inconvenience with my wheelchair bound mother.</i></p>	Traffic and parking
<p><i>It has taken far too long and is still ongoing now! Major eyesore in the street. The activity has actually cracked the pavement stones, something I doubt will be fixed. The skip and vehicles regularly take up all the parking spaces outside several properties including ours with constant parking restrictions. Unacceptable levels of dust in the street and contractors who have more than once accosted female residents as they leave their own home.</i></p>	Traffic and parking
<p><i>It was done very efficiently. The only problem was that sometimes the road was blocked by lorry delivering or removing material. This problem though is not restricted to basement creation. Lorries often block the road. The police and wardens do absolutely nothing.</i></p>	Traffic and parking
<p><i>It was five years of noise, congestion, disruption and hell.</i></p>	Traffic and parking
<p><i>It was very inconvenient and invasive during the year long work programme. Six resident parking bays were lost for a year.</i></p>	Traffic and parking
<p><i>It went on for very long, the builders left their trash in our garden and the parking on our street was suspended for a long time.</i></p>	Traffic and parking
<p><i>My concern is that basement development can undermine the long term structural integrity of adjoining houses. In addition, there is disruption from heavy vehicles and noise during construction.</i></p>	Traffic and parking

Appendix two: written comments

<i>My main concerns are: long-term and subterranean damage to the structural solidity of the hill in (address removed) on which all our houses rest. Unacceptable nuisances and restrictions for pedestrians and road users alike. Unacceptable level of dust, not only in the houses but on our cars. Damage to cars due to construction lorries much too big for our residential areas. Our roads are narrow due to the fact that we can park on both sides. Unacceptably long levels of noise pollution due to the extreme length of those works.</i>	Traffic and parking
<i>My property was just outside the requirements of a party wall award so I had to pay for my own condition survey. During the works there was no boarding of the site and the generator was placed in the road creating additional noise, vibration and traffic problems. Complaints were raised several times with the architect and contractors who were polite but the actions in response did not result in any material improvement.</i>	Traffic and parking
<i>My street is now one huge building site, restricted parking, length of projects two to three years, quality of life seriously affected.</i>	Traffic and parking
<i>Need to curtail building works. Scaffold and hoardings cause obstructions on pavement.</i>	Traffic and parking
<i>Next door basement just completed too early to notice changes - other basement conversions on the street house taken larger and caused more disruption - noise, traffic, dust.</i>	Traffic and parking
<i>No, other than specific care should be taken before consent is granted by the Council and the Council should enforce restrictions against noise, vibration and traffic that is not kept within acceptable limits after any complaints from residents.</i>	Traffic and parking
<i>Noisy, dusty, reducing available parking.</i>	Traffic and parking
<i>Obstructions need to be controlled. Residents parking spaces not to be used but only the agreed one or two. Noise levels by lorries make homes unliveable at times.</i>	Traffic and parking
<i>Our street has been a building site for at least the last five years, there is always someone doing their basement, street has been blocked on many occasions due to trucks blocking road/unloading/changing skips. Trucks often take up residents parking without having applied, dust is unbearable, it is also a great shame to have seen some lovely trees on the street be chopped down for the basement developments. Maybe there can be a few months of the year where no building can take place to give the other residents a break from all of this.</i>	Traffic and parking
<i>Party wall agreements do not work, the architect appoints the same party wall surveyor on each occasion and he just will not agree the costs of repairs and does not respond to any correspondence, there is no traffic management policy given by planning to deal with multiple basements in one street hence chaos, one site (address removed) empties the site portals once a week with sickening smells, no builder adhere to working hours some work seven days a week 12 hours a day. My name is (removed).</i>	Traffic and parking
<i>RBKC allowed this development to a land locked site with no vehicle access. The pavement is smashed up and the owner of (address removed) has not repaired.</i>	Traffic and parking

Appendix two: written comments

<i>Several parking places taken for duration, road blocked for skips from time to time, noise from machinery. NB current basement to last one year (informed by circular at outset - 52 weeks was exact wording!).</i>	Traffic and parking
<i>Slight problems with dust on cars and parking but generally minimal impact.</i>	Traffic and parking
<i>Some slight damage to road caused by heavy trucks - one "puddle" should be fixed.</i>	Traffic and parking
<i>Started June 2011 and is still ongoing, building a swimming pool and total renovation of the house, causing and unacceptable level of noise, dust and disruption, with constant trucks coming and going, and use of our resident parking places, we are now threatened with two more planning applications for this road after the others we have had and in surrounding roads, which add to the disruption with builders trucks there has to be an end to this for people who have to have a swimming pool.</i>	Traffic and parking
<i>(Address removed) - already a narrow road, was frequently blocked by vans and skip lorries - vans often stayed all day - with works going on at number (removed) - we were blocked in. Traffic wardens do not patrol this road so bad luck for residents. Noise a very large factor too.</i>	Traffic and parking
<i>The amount of disruption to everyone else in the vicinity (neighbours, pedestrians and motorists) was an order of magnitude out of proportion. Trees were damaged, cars were scratched by lorries.</i>	Traffic and parking
<i>The basement developments were not adjacent to my property and too far away to affect number (removed). Traffic flow and parking has certainly been badly affected.</i>	Traffic and parking
<i>The basement project next to my property was huge. It went down one and a half levels. Apart from the inconvenience of the skips it really did not bother me.</i>	Traffic and parking
<i>The basement work across the street led to a collapse of the house, affecting two neighbouring houses. Now we have to live with the noise and traffic disruptions associated with three houses, not one.</i>	Traffic and parking
<i>The Boltons/Little Boltons/Tregunter Road area seem to have continual work. Parking bays continually being suspended and work vehicles double parked. The Council should be stricter on this or give thought to other neighbours.</i>	Traffic and parking
<i>The contractor reserved a parking bay outside my front door as a builders yard and location of a portable toilet. This was most disagreeable and unreasonable. My complaints to contractor and Council were of no avail.</i>	Traffic and parking
<i>The Council appear to have no regard to keeping noise to short periods. Despite complaints no interest in traffic and parking control - disinterested and useless.</i>	Traffic and parking
<i>The Council is turning down applications for small extensions and other development on the grounds that the exterior of the property is not allowed to change. But it allows these massive basement developments, which can go on for years and make neighbours' lives a misery simply because at the end of the development the exterior of the property remains largely unchanged. We have had six basement development projects in (address removed). As soon as one ends, another begins. The dust is indescribable. The traffic congestion unbearable. I work from home and the</i>	Traffic and parking

Appendix two: written comments

<i>vibration and noise coming from next door was so intense I had to use earphones of the kind used by operators of jackhammers. I wore those earphones, not for twenty minutes a day. Not for half an hour. Not for an hour. But for four hours at a time!! My husband and I applied for a small back extension to our second floor, backing on (address removed), which is no more than a service alley and has no architectural integrity. Our application was turned down. We were also threatened with legal action by the RBKC Council because of a replacement hedge we erected after our previous hedge died because of the basement development next door. But next door a massive basement development was allowed, which could in future have severe impact on the groundwater levels. I have lived as a tax payer on my property for 17 years and I am fed-up with this situation. Basement development needs to stop now!</i>	
<i>The development of basements has caused significant disruption. Multiple ongoing projects have been noisy, dirty, dusty and have had a huge impact on traffic and parking.</i>	Traffic and parking
<i>The disruption caused by noise, dust, traffic associated with the development, is immense for us and our neighbours, together with the fear that our home which is attached to our neighbours maybe considerably damaged.</i>	Traffic and parking
<i>The disruption caused by the builders' vehicles and their total ignoring of working hours was often intolerable.</i>	Traffic and parking
<i>The disturbance caused by the construction was quite unnecessarily disturbing for the neighbourhood. Traffic was heavy, and parking restrictions seemed to be suspended, as cars and vans associated with the work were not booked or towed in spite of being parked in residents' bays without permission, and on yellow lines during working hours.</i>	Traffic and parking
<i>The disturbance on the pavement (which was closed) and to the street was very substantial. Traffic flow was impeded. Parking was much reduced.</i>	Traffic and parking
<i>The equivalent of at least two car parking spaces were blocked off throughout the period of the basement development. A part of the pavement was also sectioned off for several months during a period when earth/rubble was being excavated and loaded onto articulated dump trucks. At one point the entire pavement was blocked out making it inconvenient for pedestrians - especially those with children and heavy shopping.</i>	Traffic and parking
<i>The first conversion at no (address removed) was well managed, the present one is a disaster. Noise is terrible, lorries bad and their kit looks ancient.</i>	Traffic and parking
<i>The impact on our personal lives has been horrendous - continual road blockages, loud noise, continual dust and dirt, damage to our garden (though hopefully to be repaired) impossible to lead a normal life for 18 months.</i>	Traffic and parking
<i>The key challenge was managing parking and activity at the front of the property.</i>	Traffic and parking
<i>The main problem was the lorries delivering to the site and the removal of the material/skips which caused traffic to be blocked from time to time.</i>	Traffic and parking
<i>The neighbour to the development should be given a full rates rebate over the period of the building works to be paid for by the developer/owner. Also - parking permits rebate:- builders taking-up spaces. Time limits should be given for developments. It went on for 18 months!</i>	Traffic and parking

Appendix two: written comments

<i>The noise, disruption, increased traffic, smells from the work made living in what was a peaceful and quiet street most unpleasant for a long period of time while the work was being carried out.</i>	Traffic and parking
<i>The noise, dust and vermin impact is greatly underestimated by RBKC Council.</i>	Traffic and parking
<i>The noise, vibration, damage and occasional road closures (address removed) are a problem worth investigating. Too many simultaneous works make life extremely aggravating.</i>	Traffic and parking
<i>The number of basements being done is far too many. It causes traffic hell and the noise and vibration is shocking. It makes life during the work unbearable.</i>	Traffic and parking
<i>The problem for us was noise - there is no limit during construction hours, and the traffic flow which was severely disrupted for 18 months. A pretty ghastly experience.</i>	Traffic and parking
<i>The process of construction is not taken into account in the planning process and this is wrong. My flat became uninhabitable for seven months. I work from home and that was impossible given the noise and vibration. I had to move out and was not given any compensation for this by my neighbours. They have again acted entirely selfishly and it will never be the same living in this house. In this area there is constant refurbishment of property and other significant maintenance. Today I can see five houses under some form of major renovation - two are shrouded in plastic from top to bottom. There is already plenty of noise, dust, vehicles and litter without adding to this by allowing basement works for no good reason. I really think that the Council needs to rethink this policy. It is not right that there is so much disruption and permanent damage to the housing stock for the reasons of wanting a bigger TV watching space. People have to make compromises in life, including living somewhere that is suitable for their needs, not just wanting to live at a particular, smart address. The balance of power seems to be entirely skewed in favour of the developer, even though the development is for no good purpose. The stress that this development has caused is enormous. So the impact of the new basement on living in this property has been, from start to finish, entirely detrimental. Please stop basement developments in divided houses and where the impact on neighbours is so large due to confined space.</i>	Traffic and parking
<i>The project, which included a full renovation of the terraced house, took many years to complete. The digging out of the basement itself took over a year. The project did not seem to be well managed and the builders had frequent shouting matches and physical fights among themselves! During the digging out there was a skip outside the house taking up valuable parking spaces. The adjoining houses appeared to suffer a lot of damage with new cracks appearing in their stucco exterior. Obviously the adjoining neighbours did not paint or renovate their exteriors during this period so the whole stretch of road started to look like a slum rather than a conservation area.</i>	Traffic and parking
<i>The risk of flooding is substantial. Remember Abbotsbury under water pre-Thames barrier, presumably Woodford also. I return your questionnaire. (Address removed) comprises 131 terraced houses. Work is in its final two years work stages on numbers (removed). The noise level has been intolerable with gangs of workmen drilling in all three houses</i>	Traffic and parking

Appendix two: written comments

<p><i>simultaneously. Large trucks have been parked outside daily, frequently more than one, making access difficult. The dust and debris has prevented the planting of annuals in the nearby section of gardens and the vibration can have done the nearby houses no good at all. What are we to do if even a small proportion of the remaining dwellings are extended in this way? Are the risks of subsidence and flooding given professional extension? On this last point I have personal experiences. New neighbours excavated some 16yr. To form a sunken patio at the rear of their house, taking the work right up to the boundary wall (not in the plans). This de-stabilised my house, which was semi-detached, dated from the 1840's, and had minimal foundations. No compensation was given under the party wall agreement. Five years later the basement floors had to be replaced and the degree of subsidence of the house itself become obvious. I had to sell in 2003, being unable to contemplate the cost of renovation: my home for 32 years. Currently work is finishing at number (removed) (begun in January), work is in progress (minimal) at number (removed) and five of the remaining houses in the road have been the subject of extensive renovations. The disturbance has been continuous and the noise level quite dreadful. Please remember the environment when making your assessments! Yours sincerely (name removed).</i></p>	
<p><i>The road is blocked for hours several times a week for removal of spoil and the pouring of concrete, this has now been going on for over five years with different houses constructing basements. The noise of machines and lorries as many as ten a day in a very small street.</i></p>	Traffic and parking
<p><i>The specific problem in our lane is there have been many basement disruptive developments, some causing serious problems when they break into the canalised river, and all causing a variety of problems - traffic, noise, dust, etc. Do we need more small properties converted to multi-million pound ones?</i></p>	Traffic and parking
<p><i>The tarpaulin over the sky outside the property was a great deal of noise constantly due to winds. When their basement and double basement flooded the pumps were very noisy and traffic jams were caused.</i></p>	Traffic and parking
<p><i>The traffic disruption is extreme. We live on a one-way street and the builders' vans etc inevitably block the street, making access very difficult for months, regardless of any restrictions imposed on them.</i></p>	Traffic and parking
<p><i>The traffic from the development of (address removed) two years ago was terrible and arrogant.</i></p>	Traffic and parking
<p><i>The work has been blocking the entire basement for over a year now. It's a real nuisance, especially as I have to walk on the road now with my pram. There are too many of these works going on all around the neighbourhood!</i></p>	Traffic and parking
<p><i>The work next door is not yet finished, so I cannot comment on q10. I can say that, having lived here for 62 years I have never had so much noise, disruption and dirt and traffic congestion as this year!!</i></p>	Traffic and parking
<p><i>The worst is the rubbish and dirt and food which we constantly find on our property. When the builders have their lunch they just dump the leftovers in our front garden and hedge. The latest was a big spill of white paint on the road right opposite of our house. No one felt responsible for it and it remained for ages. Since we pay a lot of Council tax one should take better care of these matters. It was really ugly to look at. They constantly block our gates, although there</i></p>	Traffic and parking

Appendix two: written comments

<p><i>is a big sign no parking. The noise level should be monitored, since very often it is out of limit. Especially in summer time. The builders use very loud and strong language which is not nice to have around. Especially when you spend some time in the garden with the kids. Once one building site is finished, the next one will start. We live in our property since seven years and were constantly surrounded by building sites. We had a lot of trouble with the builders and the constant never ending dust. Building sides should be continuously monitored by humans or electronically.</i></p>	
<p><i>There are too many of them. Parking becomes more difficult. Our neighbourhood looks pretty unsightly because of the quantity of these basement developments.</i></p>	Traffic and parking
<p><i>There has been no time over the last four or five years when a basement was not being dug within a few houses of our property. There has been unremitting noise, filth, vibration, air pollution from dust and diesel equipment and long term damage to properties immediately adjoining the excavations. The road is frequently blocked for long periods making it uncertain when you will be able to leave by car to go to an appointment. Basements have essentially destroyed our quality of life. It is quite impossible to work at home or even have a telephone conversation. Because the Council only considers the effect of an individual project, no consideration is given for the effect of a continuous series of basement developments occurring within one street over a period of time. For example we have had situations where two basements were being dug at the same time either side of us, thus blocking our access for long periods. Another issue is long term structural problems this work is and will cause. Victorian houses, the majority of RBKC housing stock, have very limited foundations. If you then put a basement under one house in a terrace, as the clay/ marl/ gravel soils swell and shrink with changes in ground water, the terrace will naturally move, except for the now firmly entrenched house with basement. This will inevitably damage the adjoining properties, however carefully the basement construction has been done. I think it is a travesty of common sense to allow the building of basements under properties that are connected to others which will not also have a basement structure inserted. Who will pay for such damage when it has occurred two or three years after the project is complete? The more immediate issue is the lack of understanding of the degree of disruption and misery these projects cause for one nearby basement project and many times more for a seemingly endless series of basement developments. Why can you not say that there can be only one basement construction active per so many hundred metres of street length? Much stricter rules must be put in place for traffic disruption and pollution- many basement digs put an almost continuous stream of clay and cement slurry into the public drains. This would not be countenanced for a moment for an industrial site, so why can builders get away with it in probably the most affluent borough in the country? Please do something, this is ruining our quality of life.</i></p>	Traffic and parking
<p><i>There have been two significant and lengthy (six months plus) basement and general building works opposite my property in the last 18 months. My biggest irritation is the almost incessant suspension of multiple residents parking bays, the dust and dirt, and blocking of driving passage due to regular, often daily deliveries of building materials or their removal. Also, noise levels of work taking place, often very early, on Saturday mornings are highly annoying.</i></p>	Traffic and parking

Appendix two: written comments

<p><i>There is still a long way to go before this work is finished but so far it has been extremely stressful due to noise, dust and traffic blocking my door and window.</i></p>	<p>Traffic and parking</p>
<p><i>There now five basements being developed in (address removed) plus we are in the middle number (removed). Impossible to park a car. Should not be allowed. Years of hell</i></p>	<p>Traffic and parking</p>
<p><i>There was major disruption with traffic, parking, noise, vibration and dirt. The bonnet of my car, parked close to my house, was damaged. I came out to find a large dent in the bonnet with white paint. Obviously, one of the builders had opened a van door without paying attention. Of course, the van was nowhere to be seen. The street was chaotic. The noise was terrible. Day to day life was disrupted for more than 12 months. It was not a good environment in which to live. The Council did not appear to give any consideration to our well-being. We have had to continue paying Council tax, service charges etc while the quality of our lives was diminished.</i></p>	<p>Traffic and parking</p>
<p><i>There were two other similar developments in our street at the same time, all involving large lorries double parked in the street and a lot of noise and dirt. Could developments be limited to one at a time within a particular area? That would help a lot. I think immediate neighbours and the Council should receive a large fee to compensate, say £10,000; this might also help to reduce the number of applications.</i></p>	<p>Traffic and parking</p>
<p><i>This created havoc re parking availability. An average of two to three parking spaces were suspended for more than 18 months. We are very concerned that this could happen on our side.</i></p>	<p>Traffic and parking</p>
<p><i>This development in (address removed) has continued for more than a year with a stoppage because the developers went bankrupt. Throughout this time residents' parking has been suspended. When the work is in progress (at this and neighbouring properties, one a few doors away on the same side of the street and one almost opposite) the road is blocked nearly every day for considerable periods of time with lorries delivering concrete, changing skips or using cranes to haul in materials. The exit from the road that leads into (address removed) is obscured to right and left on a daily basis so that driving out is dangerous. Huge lorries often park along the end of the street and at places in (address removed) without a permit waiting to deliver their goods. The traffic wardens say they are not allowed to penalise such parking if it is for deliveries.</i></p>	<p>Traffic and parking</p>
<p><i>This development was, and all surrounding basement developments are severely disruptive to people actually living in their homes during the working day. Extreme noise, congestion, and pollution all commence before 8 am, and many jobs are finishing late, or in our case, Saturday work frequently carried on past the 1pm cut off time into the afternoon, until we physically had to march over and complain. We can't take it anymore. The amount of work in our vicinity at one point has numbered four sites within earshot to disrupt time at our home, at present there are three going that regularly disrupt us in our home. We must put a stop to basement excavations, especially those going down an extra floor. Please do drive down (address removed) any time of day, turn left (address removed), and count the lorries, jackhammers, basement excavators, diggers, and skips, skips, skips of rubbish. How long are residents of this</i></p>	<p>Traffic and parking</p>

Appendix two: written comments

<i>Kensington and Chelsea supposed to put up with this 'planning' designed to maintain and improve our borough? We have had enough of this disruption.</i>	
<i>This huge project should have never happened. We all suspect the connections that the family in question had made a difference in getting permission. The noise, drilling, parking suspension, mess on the pavement (wet cement etc). It is time to stop. We never had mice and we had to spend £1600 with Rentokil to get rid of them. When we asked how it comes we have them all of a sudden, we have been answered "have you seen the hole in the ground down the road". We also got numerous problems parking the car for now more than one year given the almost continuous and large parking suspensions.</i>	Traffic and parking
<i>This particular development was well organised etc but still the disruption to parking, use of pavement outside the house (and it is a pavement used a lot by children), dust/dirt and above all noise was appalling and very intrusive into the lives of all living in the street.</i>	Traffic and parking
<i>Traffic disruption and unannounced full or partial road closures would appear at a moment's notice. How any of the emergency services will ever get through, I hope I do not live to see the incessant noise, disruption, dust, pollution for 18 plus months is simply too much. Especially so there are now four in place on the one road!</i>	Traffic and parking
<i>Traffic wardens harassed residents on parking restrictions. Had to go to appeal on towing of my car in front of my house (which I won having to go to arbitration). Still haven't had a refund.</i>	Traffic and parking
<i>Traffic, builders on pavement, construction rubbish and dust all increased to an unacceptable level.</i>	Traffic and parking
<i>Unbearable noise, vibration, dust with prolonged periods of traffic chaos.</i>	Traffic and parking
<i>Unsightly, dusty, difficult to use pedestrians way on the pavement.</i>	Traffic and parking
<i>Volume unacceptable - five neighbouring houses at once. Lack of understanding in particular from traffic wardens. All builders allowed to park on unsuspended bays, blocking driveway and yellow lines. Residents fined, towed away etc. Because unable to find space on bays in use.</i>	Traffic and parking
<i>We have had four basement/swimming pool installations in the last ten years during residence in this property. All have been on the other side of the narrow street so party wall considerations are not relevant. However Council officials have no idea of the traffic disruption or the dirt involved and treat these developments in the normal way. Most of the damage to our property or car was done by heavy lorries and the contractors denied any responsibility for their subcontractor actions. Contractors must be made responsible for neighbour damage.</i>	Traffic and parking
<i>We live in narrow cul de sac, houses built in 1950/60's, all joined. Just no room for this type of unsuitable development. No traffic plan. Too small for a proper basement anyhow. Communal view central gardens "vandalised" by tree felling.</i>	Traffic and parking
<i>Why didn't the purchaser buy a larger house elsewhere?! Massive upheaval for those neighbours immediately next door. Inconvenient for pavement users, and people trying to find parking slots.</i>	Traffic and parking
<i>Work and deliveries often started before 0800 thus disturbing the neighbourhood. Builders vans are parked in</i>	Traffic and parking

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<i>residents' bays and the wardens seem not to ticket or move them on. I wonder if an arrangement has been done between the builder and the wardens. In narrow roads, lorries park in the middle to unload and cause problems. No sooner is one basement finished then another one seems to start nearby making the area a noisy building site for years. For people working from home it is a constant noise pollution all day.</i>	
<i>Yes, work should be conducted within a reasonable time, say six months, and parking restrictions should be kept to an absolute minimum. What right have private developers to cause other road users to have their cars towed away when no work is being carried out? And for so long?</i>	Traffic and parking
<i>Yes. Aside from the excessive noise and dust and street litter the contractor often parks vehicles illegally in residents parking slots in (address removed). This practice seems to have the Council's approval.</i>	Traffic and parking
<i>Yes. It's a matter of degree. I'm in favour of people improving their property and increasing the volume of living space in their house. I'm not in favour when the whole thing gets out of hand and the increase underground can amount to more than 100, 200 or 300 per cent! With consequent disruption to traffic, noise, etc. In what is essentially a quiet residential community.</i>	Traffic and parking
<i>Yes. Suspension of resident bays and parking meter. Noise and disruption of traffic. Like living in a war zone!</i>	Traffic and parking
<i>Ever since the beginning the basement entrance and front of house has been an almost permanent ugly building site. The damp has also increased the insurance premium of all other base holders by more than 50 per cent.</i>	Visual impact
<i>It is (they are – two in fact) inappropriate for quaint little Chelsea houses. Very mistaken to allow loss of gardens - not attractive, not healthy, more noisy and less privacy. Both houses done by developers and new owners are not full-time residents which has impact on community. It has affected the character of the neighbourhood. Finally the noise and dirt were very, very disturbing.</i>	Visual impact
<i>It was absolutely terrible. It took three times longer than promised, it was five times more intrusive than promised and it caused severe damage to our home and near total loss of amenity. The party wall laws did little to compensate us for the damage and loss of use of our house in its original condition. Yes, there was an eventual payment under the party wall agreement, but it was wholly inadequate given the damage and costs to us. These basement excavations should be refused planning permission as they are changing the character of our neighbourhood (which is distinct from appearance) and they are posing substantial risk to properties in the conservation area. The home that undertook the excavation experience damage far in excess of the damage that our house experienced, but of course they made no complaint, as they caused it to themselves. The Council has a duty to protect even the houses undergoing the excavations, as well as neighbouring properties.</i>	Visual impact
<i>Most recent was on opposite side of road so cannot answer most questions. Long periods of inactivity. High perimeter boarding round front garden for more than two years.</i>	Visual impact
<i>(1) Complete loss of historical character of buildings. (2) Noise disruptive and projects last for years. (3) Loss of light</i>	Visual impact of

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<i>and privacy. (4) Enclosed space with built up walls.</i>	development
<i>Development not finished yet. Quite out of character with road of *unclear* houses. Large house, basement quite unnecessary.</i>	Visual impact of development
<i>I have not suffered from flooding etc as my property is far enough away not to be affected, but I know that other properties nearby have been affected (there are a lot of underground springs nearby). The construction traffic was the main problem for me, in a very constricted area and over such a very long period. The dumper trucks ran all day (two of them) just a few feet from my door and windows (our house is just one room deep). The noise was unbearable and the whole place shook. And the end result is a gerry-built mess, adding nothing of value to the area - quite the contrary, as two charming old studios of real merit have been destroyed in order to create a mainly underground building that nobody will really want to live in. Indeed nobody has lived there (except the polish builders) until a few months ago when some furniture were delivered, and I don't know if anyone is living there again now.</i>	Visual impact of development
<i>I think they undermine the foundations of terraces and often cause an eyesore when having to look at the strange and out of character designs from the garden side.</i>	Visual impact of development
<i>Imposition and intrusive to neighbours - noisy, dirty - changes to the character of the residential neighbourhood.</i>	Visual impact of development
<i>No attempt has been made to maintain the appearance of the property at street level.</i>	Visual impact of development
<i>Our street is listed – same care taken to external of building (in terms of approvals, etc) should also apply to internal works!</i>	Visual impact of development
<i>The "gentrification" of mews facades is very sad, a mews building should retain its heritage of stable doors/artisan dwelling, not neo Georgian penetrations.</i>	Visual impact of development
<i>The hard white surface of the front garden is so far quite out of keeping with other properties. I do not know how much this will affect the draining away of heavy rain, but am glad I do not live in an adjacent property. If incomers require more space why not buy a larger property somewhere else?</i>	Visual impact of development
<i>The main impact at the rear was on the look of the upper and lower basement levels. This is now aggressively modern and I would resist any future development of other houses which take this further. This is a conservation area!</i>	Visual impact of development
<i>The neighbours builders violated many rules - raised the roof without planning permission, did not adhere to agreed hours, over ran by three years, did not properly brace the houses either side, used mechanical means of removing chimney breasts although party wall agreement said they were not to - it was a total nightmare, and we did not receive adequate compensation to cover damage. It ate up ten years of our lives. The party wall surveyors were not especially helpful and if I ended up in the hands of solicitors. Although we were told 54 weeks, the project took four years. The end result is unsightly and not an improvement. A number of neighbours complained to the Council about this</i>	Visual impact of development

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<i>development. We were told that once permission was granted, there was little the Council could do as it then became the responsibility of the party wall surveyors. I think the Council should have done more to protect us!</i>	
<i>The noise from rock-breaking was the worst thing. Also the garden has a hideous, bad taste Grecian gym in it. All wrong for a Georgian area.</i>	Visual impact of development
<i>The removal of awning was a great shame... Perhaps it was temporary?</i>	Visual impact of development
<i>The side wall of (address removed) lacks character and the new build wall is too obvious and clashing with existing. Wrong type of bricks and mortar techniques.</i>	Visual impact of development
<i>The work on the basement started over a year ago. The garden is full of rubbish and it makes us feel vulnerable.</i>	Visual impact of development
<i>There appears to be a very high level/number of basement developments, during construction time it is very noisy and dirty for the whole street, and the overall impact on the look and feel of the city is very sad with the loss of larger plants and trees and genuine greenery.</i>	Visual impact of development
<i>There are too many of them. Parking becomes more difficult. Our neighbourhood looks pretty unsightly because of the quantity of these basement developments.</i>	Visual impact of development
<i>These type of works look impressive when undertaken but after the works are find it does not make any difference.</i>	Visual impact of development
<i>These works often taken an excessively long time. The nearest construction has been ongoing for over a year and has yet to finish. The depot where the workers keep the waste is right next to a public garden and is a huge eyesore. Construction works start early in the morning and I need to keep the windows shut to avoid the dust and noise.</i>	Visual impact of development
<i>This house was created into a *unclear* 17th house. This was a denial of the natural development of the changes in the area. It attracted people who do not understand respect and this is reflected in their behaviour. The new appearance is an insult to the properties of genuine heritage in this heritage area.</i>	Visual impact of development
<i>Unsightly, dusty, difficult to use pedestrians way on the pavement.</i>	Visual impact of development
<i>Very disruptive - dust, noise, early Saturday drilling. Unsightly - mismatched bricks, bolt on extensions, ugly from rear view abutting our property.</i>	Visual impact of development
<i>We strongly opposed the development on in regards to the impact that it would have on the look of the street due to the proposed loss of trees both in front of and next to the property. We do not feel that planning permission should have been granted, and felt that the Council allowed this far too easily and without sufficient regard due to the loss of greenery.</i>	Visual impact of development
<i>Work not completed. Two adjacent properties are being reconstructed at same time. Both including basement</i>	Visual impact of

Appendix two: written comments

<i>excavation. The cumulative effect was noisy, ugly and is taking many months.</i>	development
<i>Work still in progress, garden looks a mess!</i>	Visual impact of development
<i>I object in principle to basement developments and feel the long term effects on the water table could be hazardous. I think a curb should be put on such developments, especially if applications are in a small area.</i>	Water table
<i>It is too soon to tell if water table will remain high and if this will cause damp problems.</i>	Water table
<i>Major concern that the basement has broken into the water table.</i>	Watertable
<i>Must watch water board and super strong extended party wall agreement.</i>	Watertable
<i>No, but worry in general about developments below Thames level.</i>	Watertable
<i>The Council is turning down applications for small extensions and other development on the grounds that the exterior of the property is not allowed to change. But it allows these massive basement developments, which can go on for years and make neighbours' lives a misery simply because at the end of the development the exterior of the property remains largely unchanged. We have had six basement development projects in (address removed). As soon as one ends, another begins. The dust is indescribable. The traffic congestion unbearable. I work from home and the vibration and noise coming from next door was so intense I had to use earphones of the kind used by operators of jackhammers. I wore those earphones, not for twenty minutes a day. Not for half an hour. Not for an hour. But for four hours at a time!! My husband and I applied for a small back extension to our second floor, backing on (address removed), which is no more than a service alley and has no architectural integrity. Our application was turned down. We were also threatened with legal action by the RBKC Council because of a replacement hedge we erected after our previous hedge died because of the basement development next door. But next door a massive basement development was allowed, which could in future have severe impact on the groundwater levels. I have lived as a tax payer on my property for 17 years and I am fed-up with this situation. Basement development needs to stop now!</i>	Watertable
<i>The Council should not have approved the creation of an underground car park and electric car stacker. The potential damage to underground water courses should have been a sufficient enough reason to block this proposal, let alone the noise nuisance I mention above.</i>	Watertable
<i>The developers hit underground water at sub-basement levels. Presumably they tanked to divert it and it will re-surface under neighbouring houses</i>	Watertable
<i>The short and long term implications of inappropriate basement excavations are being ignored, in non-basement residential streets in Chelsea. Such basements are a fire and flood hazard to occupiers and neighbours, often no rear safety exit is provided, contrary to building regulations. Long term the water-table will be affected, street flooding risk increased. Basement development threatens the stability of neighbouring small terrace houses.</i>	Watertable
<i>This must have impact on water table and also the stability of the terrace – it's nearly always carried out by developers</i>	Watertable

Appendix two: written comments

<i>- the owners have sold after one year! We would support a ban on these developments - the house number (removed) was bought by developers after the 18 months of chaos they have sold and are moving on to do another similar scheme in (address removed).</i>	
<i>We have two basement works - one immediately behind and one next door. Apart from dirt, dust etc I am very concerned re: subsidence, water table etc - all which are potential long term issues. I do not feel the Council has been diligent enough or professional in its approach to the engineering and safety issues. You do not have any 'presence' in the process to assure the short and long term issues are properly commanded. The Council needs to have full review of *unclear* and long term issues. Their performance in the two applications adjacent to us has been pathetic.</i>	Watertable
<i>We're all worried about the water table and what might happen in the future.</i>	Watertable
<i>Ban Saturday working - stop it, traffic/parking disruption - stronger policing.</i>	Weekend working
<i>Basements are disruptive and works on a Saturday should be restricted from 11am onwards.</i>	Weekend working
<i>Basement works should not be allowed to take place at weekends. Noise and vibrations ruined my Saturdays.</i>	Weekend working
<i>Construction workers repeatedly breeched the terms and timing of work:- heavy jack hammers during w/e noise on Saturday and Sunday daytime</i>	Weekend working
<i>Damage to two adjoining properties. Distress and anger to residents in same. Emergency work requiring Sunday working on health and safety grounds - noise. Difficult to complete this questionnaire in a way which could express the depth of my feelings on this topic. The most recent development in my vicinity is ongoing having caused damage, not to say havoc to both adjoining houses. I had a basement development at a property backing onto my home some three to four years ago which fractured the brickwork on a raised bed. A substantial area of garden fell into the development 'pit'. I had no alternative but to level and rebuild the garden. This was done at my own expense as I am a pensioner and extremely nervous of initiating litigation with "extremely rich crocodiles". So far I have been fortunate in that neither of my immediate neighbours have decided to go down yet!</i>	Weekend working
<i>Dust and noise is always an issue. I did not appreciate work being carried out on Saturdays. If you work the whole week, you want some quiet over the weekend, and not to have drilling next door!</i>	Weekend working
<i>Garden committee dealing with flooding in communal garden. Work was so noisy at times it was impossible to use back room, drilling work continued all day Saturday until we objected.</i>	Weekend working
<i>Hours of construction should be kept from 8am to 6pm weekdays only.</i>	Weekend working
<i>It is ongoing. I moved from (address removed) in June. There were three developments - one finished, one nearly finished and our immediate neighbour's just beginning. The latter affected our house sale detrimentally - the others disrupted the locality.</i>	Weekend working
<i>Noise now travels through ground floor walls - even conversations!! Despite repeated complaints about noise levels and work being carried out on Sundays - nothing deterred the owners from continuing to flout the law!!!</i>	Weekend working

