

HLEC Residents' Survey – November 2020
Comments by Question

Below you will find comments provided in response to the Residents' HLEC Survey conducted in Oct. – Nov., 2019. These comments are taken verbatim from both the hard-copy (paper) and Survey Monkey (electronic) versions. This report does not list every comment, as there were many similar or duplicate responses and these are each represented by one comment. As this is a qualitative survey, the number of similar responses for any comment has not been included. In addition, we do not identify the comments by zone; although below is a breakdown of the survey responses:

HLEC Survey
Response Breakdown

Zone	Area	Paper	Electronic	Total
1	HL Gardens	2	12	14
2	Hillway (ab. Oakeshott)	3	13	16
3	Hillway (Oak. To Lang.)	3	9	12
4	Hillway (below Lang.)	8	10	18
5	Robin Grove	4	0	4
6	Oakeshott Ave. West	4	14	18
7	HL Mansions	3	18	21
8	Makepeace Ave. West	5	8	13
9	Makepeace Mans./Ave.	4	21	25
10	Langbourne Ave. West	4	20	24
11	Langbourne Mans./Ave	5	17	22
12	Bromwich Ave.	1	9	10
13	Swain's Lane	3	2	5
14	Highgate West Hill	1	0	1
NZ	Blank (No Zone Indicated)	1	2	3
	Totals	51	156	207

Our goal in assembling this list was to establish a better idea of what issues / concerns the residents felt were important to them and to explore some of the many suggestions put forward. An initial assessment of the survey is provided in a separate document (*HLEC Survey Highlights*) that was presented at the Nov. 2019 Half-Yearly meeting; and the final document (*Key Responses and Proposed Actions*). Both are available on the HLE website and will be discussed at the 13 February Residents' Meeting at the Holly Lodge Community Centre.

OVERALL:

1: Like Most:

- Peaceful, quiet community / gardens
- Private / gardens / community
- The privacy, the views and the overall secluded nature of the estate
- Grass in front of the houses
- Quiet / gardens
- Upkeep / privacy / proximity to Heath & SL Shops / staff
- Little traffic / fabulous trees
- Neighborliness / greenery
- Feeling of community
- Well run / lovely views
- Good public transport / Easy access to Central London and Hampstead Heath
- Easy to park
- Great views of London
- Friendly neighbours / cross-section of ages
- Well-maintained in most areas
- Estate manager and staff

- Secluded / easy access to gardens Highgate Village
- Wide avenues and verges
- Greenery, trees and plants
- No busy roads
- Pretty, peaceful and secure
- Privacy / no through traffic
- The community feels safe
- Litter and well-maintained by resident gardeners
- Street Party and Annual Party in top gardens
- Clean streets and verges / private parking
- Mix of flats and houses
- Quality of maintenance and overall management
- Low traffic because of gates / no vans
- Quiet roads / location between Heath and Highgate Cemetery
- Lighting / relative security to walk at nighttime
- Everything! The peace and quiet and good air, the sense that we are in the middle of the country yet still in zone 2, the neighbourliness and mix of residents and the long term nature of many meaning there is a community here.

2. Like least:

- Security becoming more of an issue / trespassers
- Crime / non-residents parking
- Lack of security
- Not enough bins / need a donation box for clothes
- Parking restrictions (need for notes, etc.)
- Feel unsafe at nighttime / esp. HLG & upper Hillway
- Nothing to dislike
- Litter near Tesco / noise of leaf-blowers (environmental impact)
- Over-reaction to legitimate fears of ASB
- Need to more rigorously enforce parking offences / clamping
- Non residents abuse of estate from parking to dog fouling and ASB
- Residents at top parking their cars at bottom / not being able to install a crossover
- No complaints
- Eyesore of 91 / 93 Hillway building sites
- Committee reluctance to be more involved in security issues
- Parked cars blocking crossovers and pedestrian paths
- Narrow gates at bottom of Hillway – gives impression of gated community
- Amount of litter, not cleared up promptly
- Variable care given to different parts of the estate
- Yellow metal signs with meerkats
- Abandoned car parked in Robin Grove for months
- Competitive parking / heavy pruning of trees on Hillway
- Residents paving over front (and sometimes back) gardens
- Drug dealing
- Random destruction of architecture
- Continually contacting Camden as water is cut off or heating fails
- Amount of parked cars
- Cyclists using pavement
- Unauthorised people on the roof
- Parking
- The fact that the Council charges £4000 annually yet fails to deliver
- Gardens (attached to flats) are not looked after
- Poor rubbish management by Camden Council

- Camden's rubbish collection is confusing and unsatisfactory. Problem is compounded by foxes (or other animals) attacking organic refuse bins at night.
- Increased car parking congestion in the avenue
- Bike storage locked from inside/ boards from building development work still standing / pond overgrown / rubbish left outside the bins
- Over-emphasis on security / gates suggest "exclusivity"
- Shrubs and trees overhanging the pavements (not trimmed by residents)
- Fear and 'noise' about security
- Increased emphasis on additional security
- Parking restrictions too complicated
- The four leylandii trees
- Leaf blowers / noise pollution
- Management of grass verges
- Poor street lighting at night
- Litter and dog fouling (usually by non-residents)
- Lack of Community spirit / activities (at the Community Centre)
- Feeling of not being part of the larger community
- Attempts to make HLE more like a 'gated exclusive estate'
- Fussiness about rules. Sense of "otherness" that some people seem to want to promote, rather than inclusiveness with each other and the wider local community
- Rule about not hanging out washing on line in these days of heightened ecological awareness

3. Specifically: Gardens, trees and verges (wish to change)

- Most comments were "nothing to add or perfect as it stands"
- Management of trees on Hillway (not allowed to get too big) / display names of plants and trees
- More planting in gardens and flower beds
- Lime trees (sap on cars)
- Don't feel that gardens are safe after dark
- Public areas should be kept litter free and footpaths useable (no overhanging vegetation or dangerous branches)
- Gardens better maintained / benches in top re-cemented / verges more bulbs
- Verges-attempt to reduce dog fouling
- Trees on Hillway – too much growth down the trunks
- Robin Grove neglected / looked after by residents
- Leaves should be collected and recycled rather than blown into hedges / prefer brooms to leaf blowers
- Must replace trees that have been removed
- Need to keep drains clear
- Weeds grow in RG and trees removed but not replaced / whole area looks scruffy
- Gardens should not be paved / tree height limited to chimney tops / Sycamore trees are weeds and should not have TPOs
- More care on verges (weeding, patching and re-seeding) / replace dead trees
- Gardens (by flats) should be maintained
- Camden needs to spend more time and money on gardens
- Would love to see a residents' allotment
- Considerable improvement in last five years / top gardens could have a 'wild life' friendly zone / garage should be demolished to create more wild space
- Ask residents to trim shrubs that make walking on pavement difficult
- Plant more trees
- Perhaps part of the gardens could become 'communal vegetable gardens' (allotments)
- Remove the leylandii

- Verges should be managed to encourage wild flowers / current mgmt. unimaginative and outdated / move to 'flowering lawns'
- More comfortable benches on Hillway / flowering shrubs on Hillway entrance / parks and verges need 'bulbing up'
- When trees on avenues are replaced should use cherry or rowan
- I'd like to see more pollinator planting. The banks of the avenues should be left wild. New trees should be pollinator friendly. Lime trees shouldn't all be cut in the same year as they take 6 or 7 years to flower after pollarding. If they were trimmed on rotation there would always be some that flowered each year. It's annoying that cars get covered in grass clippings regularly.

3. Specifically: Roads and parking (wish to change)

- More EV charging points / availability of car club vehicles
- Need to manage rented bicycles left on the estate
- To eliminate unauthorised parking, visitor's scratch cards or visitor's scratch cards issued on line
- A real issue at the bottom of the estate
- Parking isn't always available
- People should park in the road they are living in / more enforcement
- Dislikes cyclists using Hillway as a track
- A better way managing parking / system is abused
- Want to be able to add a crossover to charge vehicle
- Tightening parking regulations by adding date a good idea
- Specific number of (visitor) parking passes given to plot owners (e.g.2) and additional ones sold / All flats should pay for parking permits (Camden charges £90 / pa)
- Restrict free parking of more than two cars per household / fine people who park across pedestrians paths
- New shops will exacerbate parking problem
- RG road needs resurfacing / why was abandoned vehicle parked here ?
- Robin Grove road surface very poor
- No more removing grass verges to add cross overs
- Ensure that residents park properly without occupying one and one-half spaces
- More frequent gritting when it snows
- Appreciate 'free parking ' for visitors offered by the estate
- Roads could have 'child play' area for football
- I have an electric car...charging points please
- Proposed parking / CCTV changes make it feel less 'welcoming'
- Would like to have an extension to the electric charging points
- People drive too fast
- Gates at end of avenues should be unlock-able
- More sweeping of steps / paths when wet leaves present
- Parking sign at Hillway / Langbourne Mansions better lit / sited
- Gutters need to be cleaned
- Parking at bottom of Hillway should be for residents who live there
- Stricter enforcement of 3 hour parking zone at entrance of the estate
- Encourage electric vehicles and discourage multi-car ownership (i.e. parking for 1-2 cars free, then start charging / some road closures for children play time)
- Invest in more EV charging points as ULEZ restrictions will increase the number of EVs on the estate
- Charging points for electric vehicles/multiple charging areas as this is the future trend
- A method to enable plot holders to charge in front of their homes should be made available
- Gates and fences need to be cleaned or better maintained

- It would be useful to have CCTV on the estate: there have been numerous collisions on the estate (including into my MGB that then needed considerable work). Also quite a bit of antisocial behaviour and vehicle thefts I note.
- Visitors parking should be for a day only not two weeks, as people in the area are aware of this who do not live on the estate and use it to leave their cars here with a note and go on holiday, they put any door number on the note as they know they do not get checked
- For residents to be mindful about the way they park to allow as much space as possible for others to park and that motorcycles not to park length ways like cars this takes up too much room. One person in particular does this all the time. Have a clearly marked designated area for motorcycles. Address uber cycles being left on the estate. The bicycles are just dumped anywhere and are often a health and safety risk.
- It may be time to restrict the number of parking permits held by any one household as parking is becoming increasingly congested. I'd like to see much more provision for the charging of electric cars, for example, the provision of charging points, preferably high speed chargers. The Estate has none at all high or low speed in a world where internal combustion engines are increasingly becoming obsolete.
- I look forward to the EV parking points finally coming, and there should also be some towards the lower end of the estate where there is very limited off street parking eg Bromwich
- Sometimes suffer inconsiderate parking with others with drivers leaving their cars outside our house for weeks at a time. Would like it if there were regular reminders for residents to avoid parking outside the house of another resident.
- The Estate would benefit from having a more formal guest parking arrangement. It's currently too casual and open to abuse. E.G. Each household could be issued dedicated guest parking passes.
- A new parking system is needed with official guest tickets that can be displayed by visitors and contractors. A system that understands the needs of carers etc who make multiple visits to clients during the week should be initiated. Better signage to indicate that the estate is private and parking is restricted. There may be reasons to close the estate entry points more often during the year to question entry as this may have an impact on problem parking and trespass.
- I think there should be a way for cyclists to make their way to the road after walking through the pedestrian gates, by making a ramp of sorts on both sides of the turning circles.
- These electric bikes are a nuisance and a danger, not to mention an eyesore. Would we not be better if residents did use them to have a designated area with at the top or bottom of the estate.
- Stop the racing cyclists from going up and down Hillway. They are a hazard not only to drivers but also to children and the elderly. We don't want to stop our children playing outside or the elderly from walking on Hillway as they find the paths difficult. Stop the unauthorised cars who park up at the top of Hillway who are aggressive and pose a threat to residents.
- I would like to be able to push a pushchair or wheelchair up the pavements of Avenues at the intersection with Hillway so you do not need to go out into the the road to get up the hill. I have asked for this for many years and there are arguments that I am aware of that a ramp would be too steep or it would spoil the look of the bank. I think the health and safety issues of having to push a wheel chair into the road outweigh issues of the beauty of a curved ramp and where there is a will there is a way.

3. Specifically: Access, trespass and security (wish to change)

- Why haven't security cameras been installed ? / PA has really helped
- Use bottom gate (Hillway) as a form of security (perhaps with a code)

- Possibility of keeping the bottom gate closed at night
- Would like to see a security guard employed
- Would like to see CCTV installed
- Barrier at Swains Lane entrance with vehicle recognition, CCTV on roads
- Would like cameras / security guard to minimise "crime"
- We support the Committee's action in these matters
- Swain's Lane gate manned and closed under scheme of hours of operation
- Welcome a security guard but WhatsApp group borders on paranoia
- Ban door-to-door salesmen on the estate
- Better lighting at the top of the estate around the park
- Too many unwelcome visitors on the estate (at night); need a better deterrent
- We agree to security patrols
- Parking attendant seems to be effective, but can we reduce his number of hours
- All gates on Highgate West Hill should be in/out like HLG
- In favour of a security company
- RG has security cameras, but PA should still visit there as part of patrol
- Would not object to CCTV in limited area
- RG and the garages appear to be a great places to do drug deals
- Responsibility of individuals plot holders for their own security
- Really concerned about security and no longer only on Hillway at night
- Would like hand rails on both sides of steps
- Security is reasonably OK in this block, but have notice some suspicious behaviour but the Council was no help when reported
- No access to streets by locked gate should be kept / brighter roads at night / security cameras as a deterrent is not the answer
- Perhaps a dedicated security team at night to patrol to deter drug dealing
- Keep gates closed (except at bottom) to maintain and safety
- No more security / car-free weekends
- Try private security patrols
- Find ways to prevent drug dealing at the top of the estate; the measures already taken seem to be effective
- "No Cycling" on footpath gates are very helpful (but do get vandalised)
- HLEC and Camden Council need to work together to deter drug dealing / garage area needs CCTV
- Want estate to be more private and secure / manned barrier on Hillway
- Side gates need oiling / some very stiff and difficult to open
- All residents who pay full EMF should be given opener for top gates / closed gate would deter criminal activity
- Aggressive begging on SL / can HLEC play a more active role in making area safer by collaborating with local police
- Not keen to have limited /controlled access but happy for CCTV at top of estate
- Happy with what's been tried recently (for security) and glad there is WhatsApp
- Frequent late night activity at the top of Hillway and HLG which can be disturbing and threatening at times
- I think the parking attendant that is currently employed in the evening is a really beneficial initiative. I think it is a huge deterrent to trespassers and I personally feel safer in my home knowing there is someone keeping an eye of the streets at night. I think this is a much more obvious and visible deterrent that the camera option and I would like to see him employed full time. The previous AGM highlighted the minimal amount of spending on security issues. As nice as it is, I'd rather have better security than pretty verges!
- People have been asked why they are on the estate making them feel as if they're trespassing. I'd like the concept of trespass to be removed and the estate to be welcoming.

4. What would you like to remain the same ?

- Generally speaking there is unanimity among most that they are happy with the way things are / very grateful to HLE Manager / staff and want the items in Q 1 to remain
- Calm peaceful environment / sense of neighbourhood
- Night security to remain (too expensive to use PA / hire a security guard and teach him to issues tickets)
- General maintenance / having Barbara is good
- Gardens / keep gates closed at night and roads private
- New Halloween procedure a vast improvement
- Thanks to the estate team / manager for a great job
- To maintain the things we love about the estate, we accept that some changes must occur
- Each road (or zone) should have a representative on the Committee
- Staff attitudes and friendliness
- Protected parking area at the bottom of the estate needs more protection from non-residents / may well become a major problem when new shops open / reduce time limit to one hour to reduce misuse
- Locked gates in Highgate West Hill and Swains Lane
- Keep gardens free of ball games / BBQs /noise
- The parking arrangements
- The summer party
- The current level of security / annual event in the gardens
- No development permitted on the estate
- The 'over-decorated' house on Hillway at Christmas
- Bicycle ramps at some estate pedestrian entrances to prevent verges being spoilt / pavement cycling
- Having a dedicated parking/security attendant has worked really well. I prefer this system to security camera plan... it feels more personal. Of course, he can't be there 24/7 which I could be an issue sometimes, but it has definitely made a big difference
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5. Any other topics ?

- Thank you to Committee and Estate Manager for hard work
- Would like CCTV cameras on estate
- Take action to resolve state of #6 Hillway
- Concern about reduction in service of 214 and 88. Can HLEC complain on behalf of the residents ?
- HLEC should deal with the issue of ASB / security at a deeper level than 'parking' Security analysis / full-time security person
- Why has HLEC banned blue badges ? It is not above the law and has to comply with the Equalities Act (replacing the Disability Discrimination Act)
- Residents must be made aware that they cannot prune or remove trees without permission
- Get rid of the abandoned car in RG
- Surfaces in Robin Grove should be "roughened" to prevent people from falling
- There is a need for more consistency when residents make changes to their properties (esp. fronts: haphazard renovations, garden designs, plastic windows, etc. do not benefit the estate or the property values of other residents. Although we are conservation area, this is not being recognised or enforced)
- We paid a lot of money for a lift repair. It is no broken again and Camden says that the tenants have to pay for the repairs. (Flat dweller)
- Please advise residents in advance when repairs / renovations are being conducted on their street. This will help them from being stuck behind large lorries...perhaps opening the gates on that street

- ASB is not being 'tackled' by the housing officers
- Something should be done to restrict estate agents boards
- Several concerns about the state of Makepeace Mansion blocks: bins, gardens, hallways (Flat dweller)
- As a therapist, I would like to be able to hire a room on the estate to see clients
- The HLEC should look into establishing a recycling scheme
- Car free days (on the weekend ?) perhaps on a rotating basis and to help create a sense of community
- More access points for EV / occasional street closures for children to play in streets / communal allotment gardens / increase of use of Community Centre
- Rubbish outside Tesco / encourage individual additions to the estate (book exchange on Makepeace) / More joint activities with flat dwellers (e.g. summer party)
- Public events at Community Centre (table top sales) / film nights / guest authors
- Should SL residents be financially responsible for maintaining roads, paths and verges (when we are not part of the estate) ? / A separate fee for parking ?
- Mobile signals weak on the estate – consider mast or tower
- I was unfamiliar with how the planning committee worked on the estate and knowledge of this (and any of the other committees) would have been useful as I found dealing with Camden frustrating and difficult.
- Hope you can do this survey again in the future. With more time could come up with ideas. Like the idea of more events or opportunities for residents of the estate to interact.
- I would like to say thank you for the wonderful and tireless work that Barbara and the estate gardeners put in to making our environment so exceptional.