

**Holly Lodge Estate
Resident Survey Highlights
20 November 2019**

At the last AGM, the Committee stated that we wanted to hear what residents had to say and would listen to their suggestions.

This survey – open-ended, qualitative and neutral (as much as we could make it) was our way of beginning this process. We want to thank everyone who participated and for the wealth of information provided.

In all we've had over 200 responses, 51 hard copies and 157 on Survey Monkey.

We are currently analysing the results and will issue a complete summary to everyone, along with details of a meeting for those interested to discuss our conclusions and proposals.

In the meantime, allow us to share a few highlights. Remember, no numbers...just a look at your comments, suggestions and generally where on the estate they originated.

Q1 Like

There's a lot to like about the estate. The most frequently mentioned attributes were the peace and quiet, community-spirit, neighbourhood-feel; green environment, and the location near the Heath, shops on Swain's Lane and public transportation.

Q2 Like least

So, what's not to like ?

- Cars and parking seem to be one of the most dominant issues: too many, badly parked, inconsiderate, abuse of the visitor system and residents from the top parking at the bottom.
- Needless to say, security in all shapes and sizes from doing too much to not enough; the incidents at the top, home burglaries and muggings; and the division caused by debate on this issue
- Other items included dog fouling, litter, building sites on Hillway, excessive pruning of the trees, poor street lighting, leaf blowers, and the need for more active engagement between the plot owners and residents of the flats

A brief look at some of the more specifics:

Q3 Gardens, trees and verges

This, not surprisingly, generated the least number of comments with many saying this was about right. A considerable improvement in the past five years (and many thanks to Barbara and her team for a job well done.) There were several good suggestions that we will be exploring to be discussed with the whole Committee:

- Better management of the trees / planting more /with labels on them
- More efforts devoted to Robin Grove
- Allowing the verges to grow wild / with less grass cutting / more bulbs in the Spring
- And a few hot buttons including less dog poo, enforcing residents to trim vegetation hanging over the footpaths and (the big one) "removing the leylandii !!

Q3 Roads and parking

Here we begin to venture in more sensitive areas (and more geographically specific to certain parts of the estate):

- Parking regulations and related bureaucracy; everything from wanting more leniency on one hand to, more specifically, improving the system now being abused by adding greater control through the issue of vouchers or electronic means (such as used by Camden.)
- Stricter enforcement at the bottom of the estate above the gates, where parking should only be for those living in the area; to below the gates, where too many non-residents use it to do their shopping
- More electric charging points
- No more removal of grass verges to add crossovers
- More sweeping of stairs when leaves accumulate / cleaning gutters
- Need to manage rented bicycles left on the estate
- Dislike of cyclists using Hillway as a training ground / track

Q3 Access, trespass and security

Not surprisingly, the topic to receive the most comments...

- But what is striking in fairness is overwhelming sense we seem to be moving in the right direction. If we find that reducing the Parking Attendant's hours may move us in the wrong direction, then we should increase them again. (The jury is still out on this one.)
- There were more comments in favour taking additional actions to increase security measures (than those who want to reduce them) but

we need to examine these more completely before making any proposals.

- There is concern about drug dealing but also the recognition that it is hard to reduce.
- There are calls for CCTV to be installed, a gate at the bottom, and a Security Guard
- But equally, there is support for the efforts undertaken by the Committee thus far and for the introduction of the Security WhatsApp.
- Locking (or unlocking) the gates on the avenues, no cycling on the footpaths, handrails on both sides of the steps and road repairs in Robin Grove. We will take a close look at all of your comments.

Q4 What would you like to remain the same ? and Q5 Any other Topics ?

Generally speaking, most responses were much the same as Question 1 "What you like most about the estate"

- Overall, we seem to have much "about right" from gardens and maintenance to trees and shrubs.
- We must continue to improve our communication on topics such as parking and security plans going forward and explain what we are doing right now.
- We need to make some adjustments in certain areas with the help of your suggestions and detailed ideas.
- In summary, we need to remain flexible.

Just a final observation:

- We did receive a number of responses from the flats. These made us aware that there is considerable confusion as to the responsibilities of the HLE Committee and those of Camden.
- We need to have more interaction with the leaseholders and tenants and will be sharing this information with the HL Residents' Association.

All in all there were many good suggestions that we will examine for their feasibility, cost and effect on the entire estate. These will be discussed in Committee and then shared with you the plot holders in a survey summary, followed by an open meeting early in the New Year.

Again, many thanks to all of you for your interest and participation.