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forget to
have your
say!**



Lewisham CPZ Engagement Summary Report

Lewisham Housing Estate Controlled Parking Zone

Client Name: London Borough of Lewisham

Reference:

Date: 08 October 2021



EXECUTIVE SUMMARY

Purpose of this report

This report provides an overview of the engagement activities undertaken, a detailed breakdown of the responses received, and recommendations on how to implement the proposals, if approval is gained.

Background

From **Tuesday 7th September** to **Tuesday 12th October 2021**, the London Borough of Lewisham and Lewisham Homes carried out a targeted consultation seeking feedback from residents on proposed changes to controlled parking zones and enforcement regime within the estates.

Council owned housing estates are currently enforced via the use of contract law via a private enforcement company. However, due to Department for Transport (DfT) advice which recommended for council owned housing estates / car park to be enforced via Traffic Management Orders (TMO's), the Council and Lewisham Housing are proposing to change the current enforcement regime and introduce traffic management order within the housing estates which will be enforced and managed by the Council's existing parking team.

The aim of introducing TMO's is to provide a more effective enforcement service which would protect the parking needs of residents and enable them to park close to their homes whilst also restricting the use of spaces to other road users. The regime would work the same in practice and require residents or their visitors to display / have a valid permit in order to park within the housing estate parking spaces.

Consultation

Throughout the 5-week consultation, information on the scheme was shared online: [Lewisham Housing Estates Controlled Parking Zones | Project Centre \(consultprojectcentre.co.uk\)](https://www.consultprojectcentre.co.uk) and through a variety of engagement activities, details of which can be found in section 7 of this summary.

A consultation questionnaire was made available online via the above link and sent directly to residents within the consultation area as a hardcopy return document. In total **369** responses were received during the consultation period, providing an **8%** response rate.

Consultation aims

The aims of the consultation were to find out:

- How tenants and leaseholders feel about the introduction of TMO's being used to manage estate parking
- Whether these changes will encourage residents to apply for a permit in the future
- How residents feel about introducing cycle storage and electrical charging points in estate car parks

Key findings

Key findings are shown below and a detailed summary of all responses, broken down by each estate, can be found in Section 5.

KEY FINDINGS

- In total **369** responses were received during the consultation period, providing an **8%** response rate across the consultation area.
- Of those that responded, **11%** were supportive of our proposals, **25%** were against them whilst **64%** were unsure or required additional information before they could give their view.
- Respondents who were unsure about the proposals requested further information regarding the price of permits and clarification on how visitor permits would work.
- Most respondents who commented on the introduction of electric vehicle and cycling infrastructure were supportive of this part of the proposals.

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1. INTRODUCTION

1.1 Background

On 14 July 2021, the Mayor and Cabinet approved in principle the introduction of new parking enforcement arrangement on 30 housing estates managed by Lewisham Homes and RegenterB3. The current parking arrangements is managed by external parking enforcement companies.

Following a comprehensive review of the current parking enforcement approach on council-owned housing estates the Council recommended the introduction of Traffic Management Orders (TMOs) to enforce parking restrictions on housing estates where controlled parking is required. The introduction of TMOs in the Council's housing estates would allow a fairer, robust and more effective enforcement regime within the estates and bring them in alignment with other parking arrangements in the borough.

This report will provide a summary of the responses received from the residents during the consultation process and present an impartial account of the public's response towards the proposed changes to parking enforcement on housing estates.

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2. ENGAGEMENT

Engagement was carried out between **Tuesday 7 September to Tuesday 12 October 2021**, allowing for five weeks of public engagement and responses to the survey. The engagement was originally scheduled to take place over four weeks, however, due to requests from residents, it was agreed to extend this period by an additional seven days. During this extension, a further 16 responses were received.

2.1 Aims

The aims of the consultation were to find out:

- How tenants and leaseholders feel about the introduction of TMO's being used to manage estate parking
- Whether these changes will encourage residents to apply for a permit in the future
- How residents feel about introducing cycle storage and electrical charging points in estate car parks

2.2 Consultation area

The consultation took place with all tenants and leaseholders on the following estates:

Adolphus Estate	Allison Close	Aviary Estate	Benden House	Blessington Road
Burnett House and Lacey House	Cedar House	Crossfield Estate	Dacre Park and Lee Park	Dressington Avenue
Eliot Park	Evelyn Estate	Fairfields Estate	Gilmore Road	Gilmore Estate
Hatfield Close	Lovelinch Close ¹	Lynch Close	Mercator Road and Rawlinson House	Myrtle House and Rowan House
New Butt Lane Estate	Paynell Court	Ryculff Square	Saxton Close	Sayes Court Estate
Tanners Hill	The Terrace and Colonnade	Vaughan Williams Close	Viney Road	Wadcroft Court

Figure 1: Consultation area by estate

¹ Lovelinch Close is also known as the Winslade Estate. For consistency, we will use Lovelinch Close throughout this report.

3. METHODOLOGY AND COMMUNICATIONS APPROACH

3.1 Leaflets and Survey

A total of 4,440 letters, plans and surveys were hand delivered across the consultation area at the start of the consultation period. The letter detailed our proposals and had estate specific proposals as well as a hard copy of the survey and a freepost return envelope. Letters were also sent to leaseholders who reside in another property so they could also have their say.

3.2 Postcards

On Tuesday 21 September 2021 postcards were distributed to all properties within the project area. The postcard was used as a reminder to fill out the engagement survey. The postcard included links to the website for more information and a QR code that took the public directly to the consultation webpage. A copy is provided in section 7 of this summary.

3.3 Webpage

A dedicated webpage was setup on Project Centre Ltd website which was also mirrored on the Lewisham Homes website. This included information about the project and a link to fill out the online survey as well as FAQs which were continually updated throughout the consultation period. The website can be seen as a screenshot in section 7 of this summary and can accessed via the link below:

[Lewisham Housing Estates Controlled Parking Zones | Project Centre \(consultprojectcentre.co.uk\)](https://consultprojectcentre.co.uk)

3.4 Public phone line and email

A dedicated phone line was setup to answer calls specifically relating to this consultation. A total of **17** calls were received over the course of the consultation period, a breakdown of the enquiry is provided in section 7 of this summary. Those wishing to submit comments were also able to respond and ask questions via a dedicated project email address:

parkingconsultation@lewisham.gov.uk. A total of **40** emails were received with **36** of these being direct consultation responses.

3.5 Overview of Email Responses

36 of the 40 emails were in response to the consultation whilst four emails were received from residents of estates not included within this round of consultation, each of those emails requested the estate the resident lives on should also be considered for parking controls.

General comments suggested the respondents were not in favour of parking controls, with the cost of parking permits making up the majority of objections to the proposals. Further comments suggested the introduction of double yellow lines in locations where they are not currently in place would reduce the available parking and make it difficult for residents to park on the estates.

3.6 Overview of Telephone Calls

Of the 17 separate telephone call contacts received during the consultation period, one call was received from a resident who requires a disabled parking place on their estate, one call related to the parking proposals which appeared to be incorrect on the plan with 14 of the telephone calls either general enquiries relating to permits and parking for non-residents on the estates or indicating their support for the proposals. One further call from a resident suggested the current parking arrangements allowed for a parking space as part of the leasehold agreement.

3.7 Targeted engagement

Where estate responses seemed low, targeted text messages to residents were sent on three dates:

- 28 September 2021 – text sent to residents in the Pepys Estate
- 6 October 2021 – text sent to residents in Eddystone Tower, part of the Adolphus Estate
- 7 October 2021 – text sent to residents in the Gilmore Estate

4. SUMMARY OF RESULTS

A total of **369** responses were received during the consultation period, providing an **8%** response rate across the consultation area.

The engagement survey asked respondents to provide their free text views on our proposals. These answers were individually analysed and initially put into three categories:

- Generally supportive of proposals
- Generally unsupportive of proposals
- Unsure/No comment

These responses are further summarised in this section.

4.1 Key Findings

Key findings for all responses:

- **11%** of people felt positively about the proposals
- **23%** of people felt negatively about the proposals
- **64%** were neither positive or negative about the proposals, or left no comment
- Where specifically mentioned in responses, most people were supportive of the proposed introduction of electric vehicle and cycle storage infrastructure.
- Many respondents requested multiple ways of applying for a permit in the future (paper, online and telephone).

4.2 Overview of engagement results

This section will provide a full summary of the survey results. These questions were:

- **Question 1:** Which Estate are you responding from?
- **Question 2:** Are you currently a permit holder?
- **Question 3:** If you answered no to the previous question, are you likely to apply for a permit in the future?
- **Question 4:** Do you have any comments on the proposed parking controls on your estate?

Q1. Which estate are you responding from?

This question asked respondents to specify the estate they reside in or have a property in.

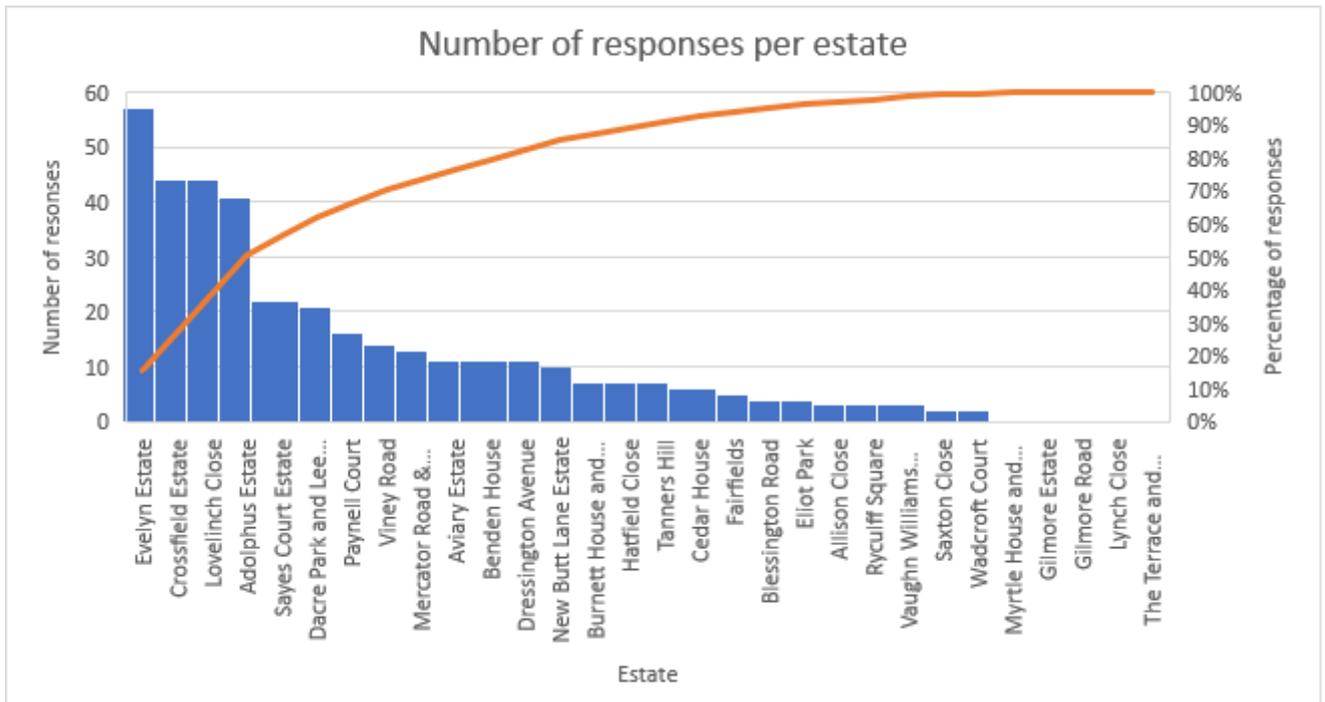


Figure 2: Number of responses received per estate

- As the chart above shows, the greatest number of responses were from the **Evelyn Estate (57)**, **Crossfield Estate (44)**, **Lovelinch Close Estate (44)**, and the **Adolphus Estate (41)**. Combined, these estates make up half of all responses received (**50%**).
- No responses were received from The Terrace and Colonnade, Lynch Close, Gilmore Road and Gilmore Estates.

Q2. Are you currently a permit holder?

This question asked residents to select whether they were currently a permit holder or not.



Figure 3: Number of respondents who own a permit

- All respondents answered this question; **202 people (55%)** currently own a permit and **167 (45%)** do not.

Q3. If you answered no to the previous question, are you likely to apply for a permit in the future?

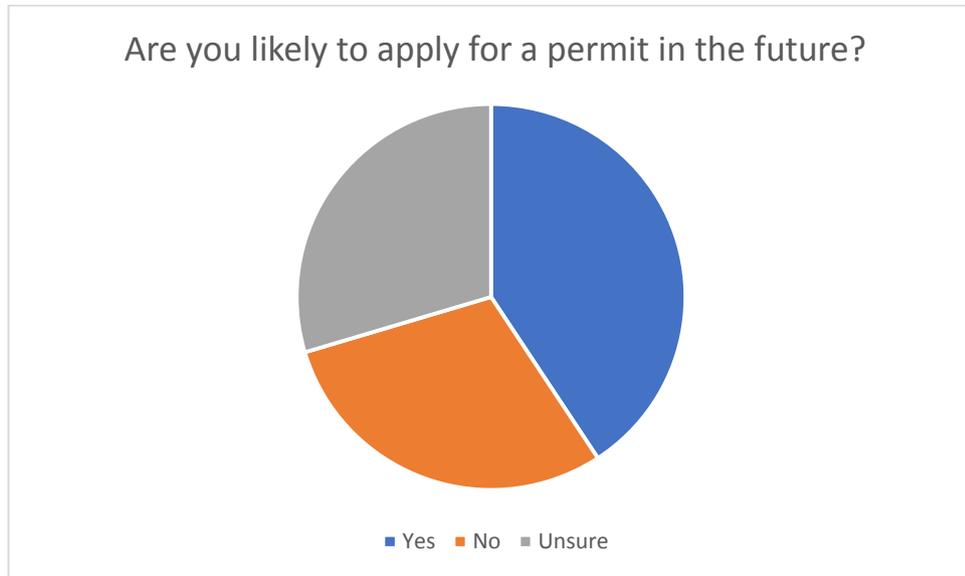


Figure 4: Number of respondents who would apply for a permit in the future

- Of the 167 respondents who answered no to question two, **162 (97%)** responded to question 3.
- **40% (63)** of respondents said they would apply for a permit in the future, almost **30% (48)** said they would not apply and the remaining **30% (48)** are unsure.

Q4. Do you have any comments on the proposed parking controls on your estate?

As part of the survey respondents were given an opportunity to fully share their views, opinions and ideas on the proposals. All comments have been individually analysed, and a thematic framework used to categorise comments which raise certain issues, queries, or discussion points. The below table shows overall themes across the consultation area. This has been further analysed for each estate in section 5 (which is in alphabetical order for ease of reference).

Themes throughout the consultation area		
Supportive	Unsupportive	Suggestions
Electric Vehicle Infrastructure	Confusing Consultation	Provide consistent enforcement throughout all estates
Cycle Storage Infrastructure	Scheme to raise revenue	Transparency of future permit costs
		Clarification on visitor permits
		Retain disabled parking bays
		Clearer on street signage

Figure 5: Free text themes

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5. RESULTS BY ESTATE

5.1 Adolphus Estate Responses

A total of **41** responses were received for the Adolphus Estate, which is **9%** of the total responses received from the entire consultation area. This estate received the fourth highest number of responses throughout the consultation area.

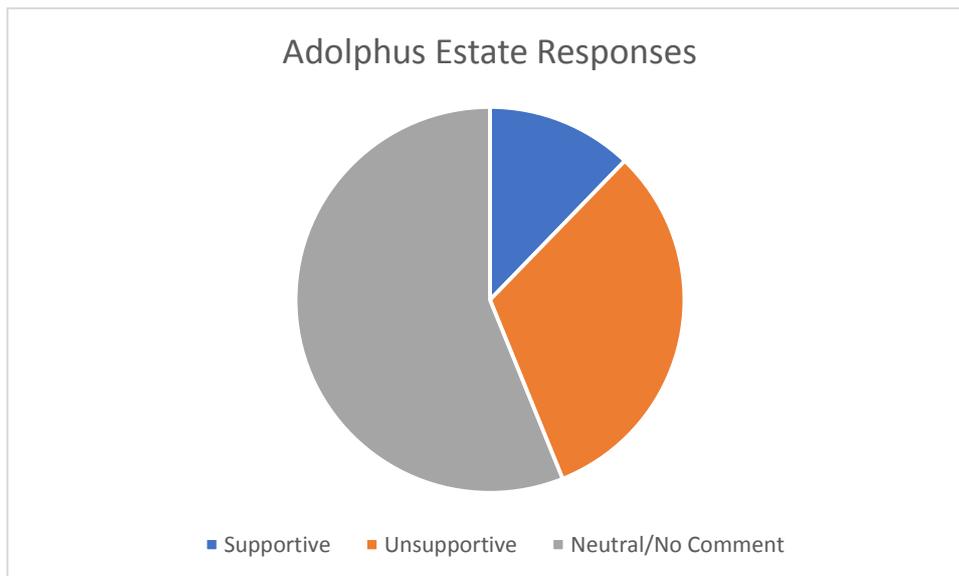


Figure 6: Adolphus Estate response breakdown

- Of these respondents, **12% (5)** were supportive of the proposals, **32% (13)** were unsupportive, and **56% (23)** were unsure or did not leave a comment.
- **50% (2)** of respondents who are supportive of the proposals commented about consistent enforcement being applied across the CPZ.
- There was a varied response for those who are unsupportive of the proposals as detailed in figure 7 below.

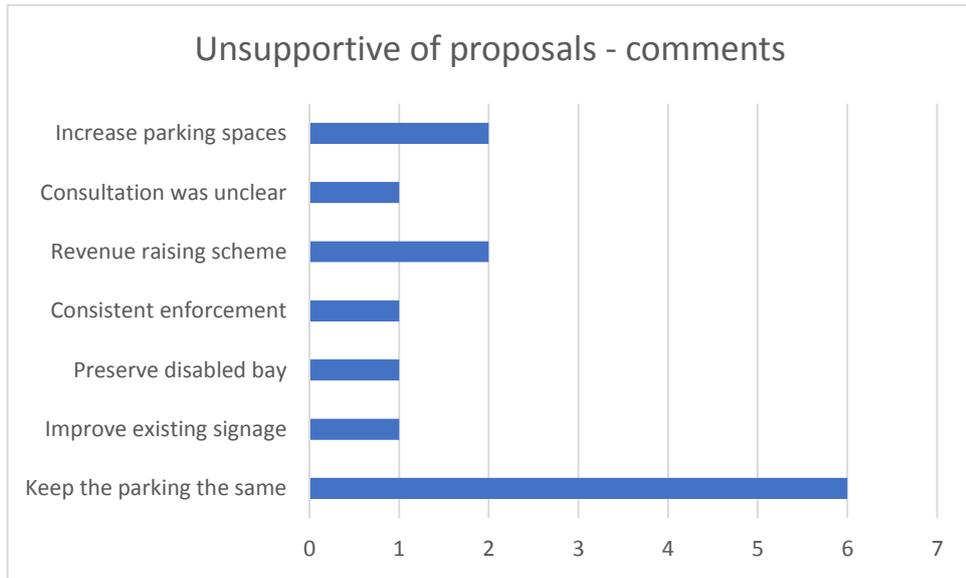


Figure 7: Comments from Adolphus Estate respondents who were unsupportive of proposals

- Most respondents for this estate were unsure or didn't leave a comment either way. Of those that did comment, there was a varied response of additional information required and further suggestions on how to incorporate the proposals with other public realm elements.

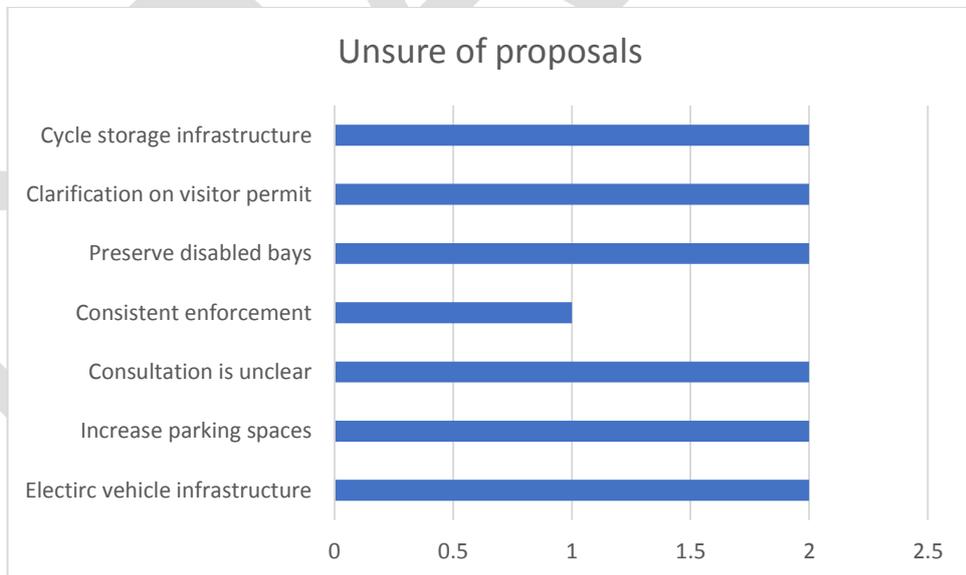


Figure 8: Comments from Adolphus Estate respondents who were unsure of proposals

5.2 Allison Close Responses

A total of **three** responses were received for the Estate, which is **less than 1%** of the total responses received. Of those who did respond, one was unsupportive whilst two were unsure or left no comment.

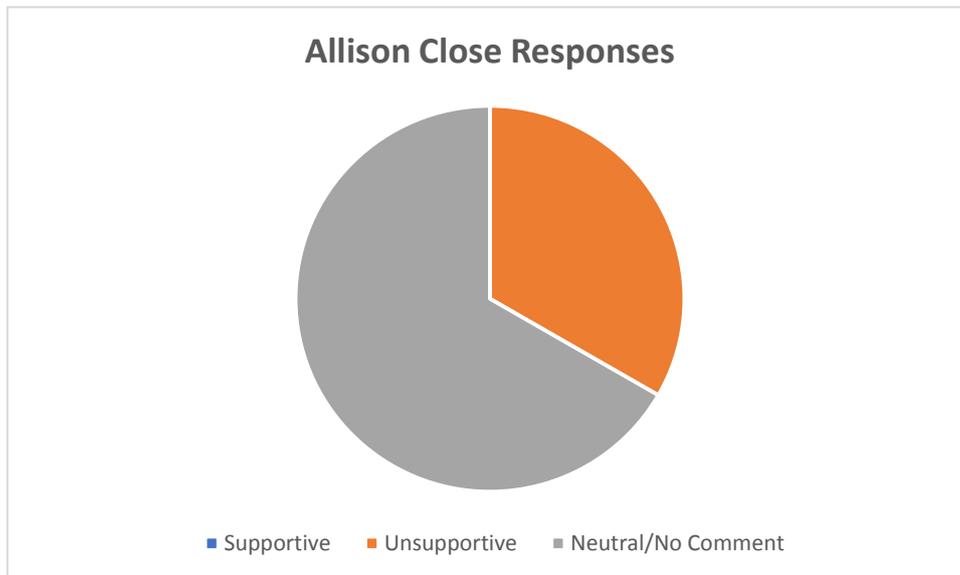


Figure 9: Allison Close response breakdown

- The respondent who was unsupportive of the proposals requested that unused garages are reinstated for residents and would like to see the introduction of cycle storage facilities.
- Of the two respondents who were unsure, one left a comment relating to whether the proposals will mean each resident will have a dedicated numbered parking bay.

5.3 Aviary Estate Responses

A total of **10** responses were received for the Aviary Estate, which is almost **3%** of the total responses received.

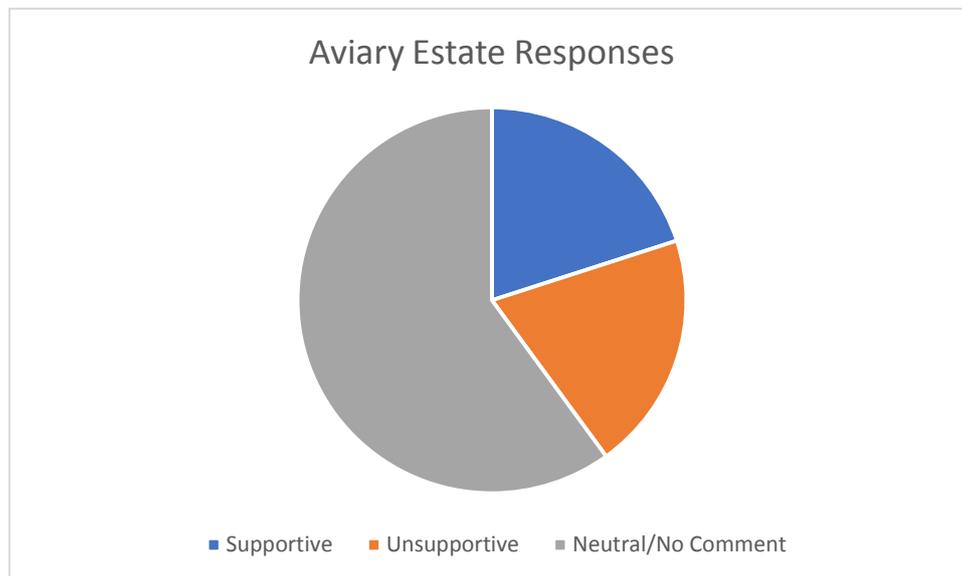


Figure 10: Aviary Estate response breakdown

- Of the ten responses received, **two (20%)** were supportive of our proposals, **two (20%)** were unsupportive and **six (60%)** were unsure or left no comment either way.
- The respondents who were supportive of the proposals both left comments; one would like to see our cycling provisions to include affordable cycle storage and free cycle training for residents. This respondent has also requested that any electric vehicle infrastructure does not reduce accessibility for pedestrians.
- The other supportive respondent has requested that these changes are implemented straight away.
- Both respondents who were unsupportive of the proposals also left comments. One was concerned about the loss of parking and disabled bays and requested clarification on the issuing of visitor permits. The other respondent has requested that the scheme stays as it is.
- Of the respondents who were unsure, two left comments requesting further consultation on the proposals. One suggested introducing a tiered system for households who have more than one vehicle; and one respondent required clarification on permit costs and visitor permits.

5.4 Benden House responses

A total of **eleven** responses were received for the Benden Estate, which is just over **3%** of the total responses received.

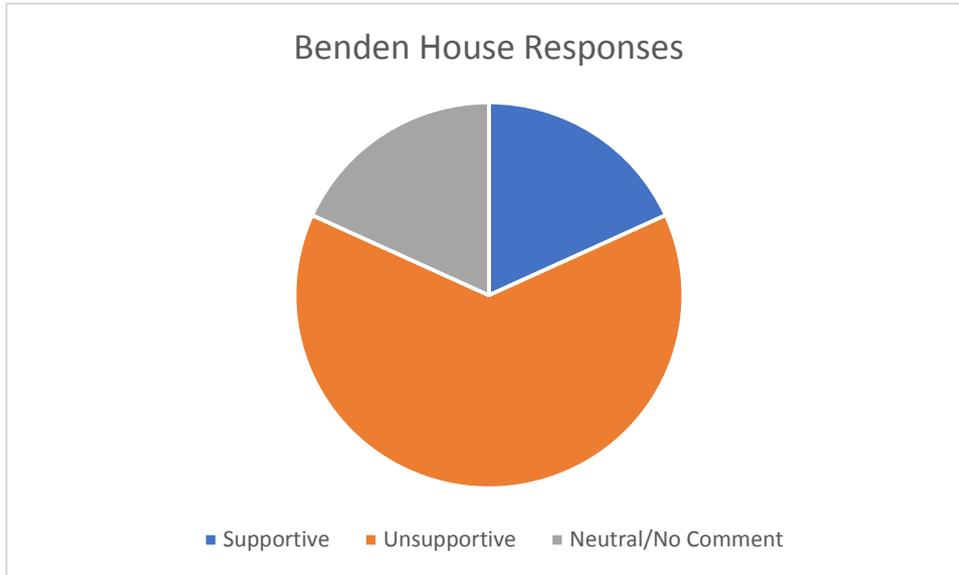


Figure 11: Benden House response breakdown

- **2 (18%)** respondents were supportive of our proposals, **7 (63%)** respondents were unsupportive, and **2 (18%)** respondents were unsure or did not leave a comment.
- The comments left by the positive respondents included ensuring enforcement is covered 24/7 and implementing the proposals as soon as possible.
- Those who did not support the proposals commented that parking on the Benden House estate is currently working well for residents and controlled parking zones should not be introduced. Other comments included a worry that restrictions would not be 24/7. One respondent stated that they are unsupportive of the proposals but welcome the introduction of electrical vehicle infrastructure.
- Of the two respondents who were unsure, one commented regarding the preservation of disabled parking bays.

5.5 Blessington Road Responses

A total of **four** responses were received for the Blessington Road Estate, which is **1%** of the total responses received.



Figure 12: Blessington Road response breakdown

- All four respondents from this estate were either unsure of our proposals or didn't leave a comment. One comment left requested that two resident permit and two visitor permits should be allowed for each household.

5.6 Burnett House and Lacey House responses

A total of **seven** responses were received for the Burnett House and Lacey House Estate, which is almost **2%** of the total responses received.

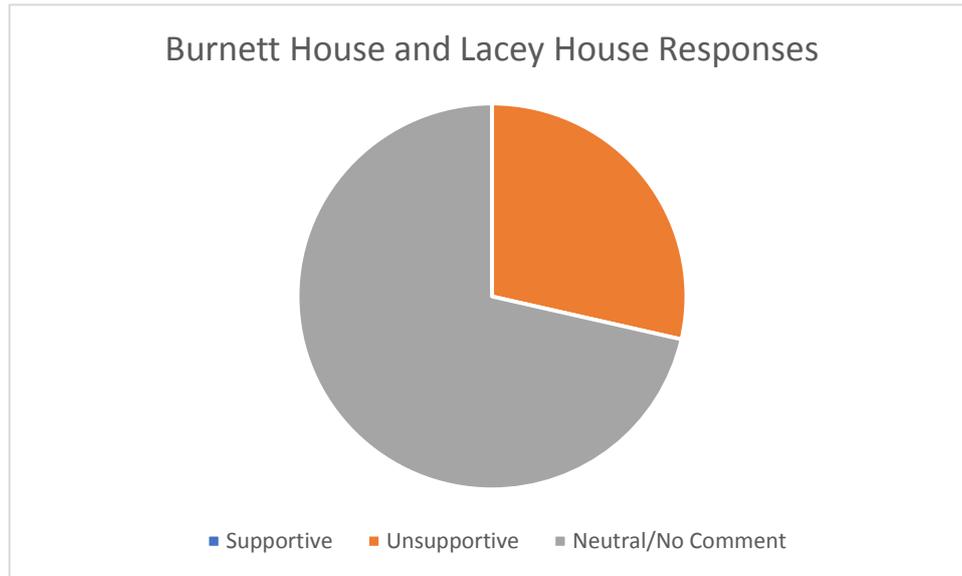


Figure 13: Burnett House and Lacey House Response Breakdown

- No respondents from this estate supported the proposals. **Two** respondents (**29%**) did not support the proposals and **five** respondents (**71%**) were unsure or did not leave a comment.
- Both respondents who were unsupportive are both happy with the current arrangements and do not support the introduction of a CPZ.
- Two respondents who were unsure left comments; one respondent would like more details of the cost of permit and information on how visitor permits will operate. The other respondent also requested that permit costs do not increase and had concerns about the location of the proposed cycle hanger regarding emergency vehicle access.

5.7 Cedar House responses

A total of **six** responses were received for the Cedar House Estate, which is **under 2%** of the total responses received.

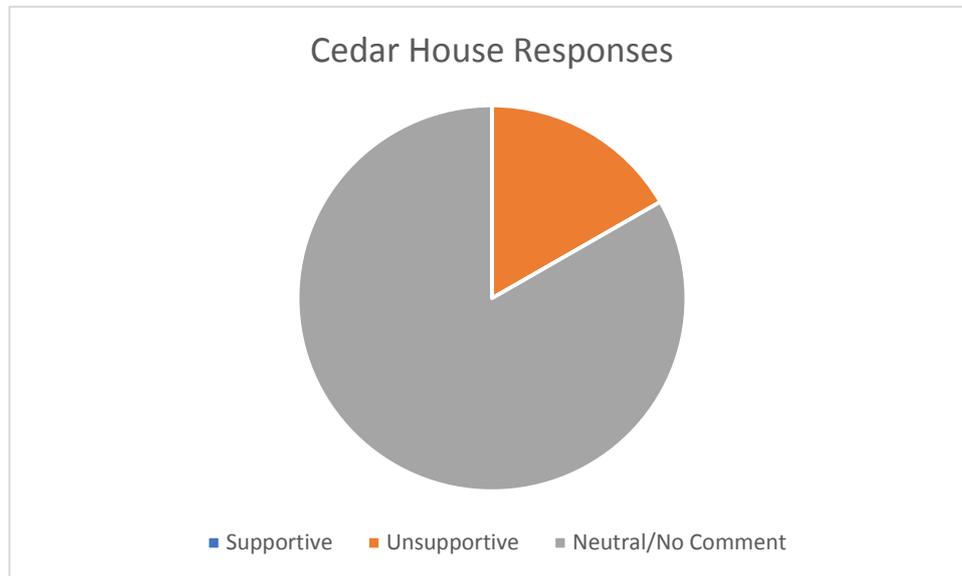


Figure 14: Cedar House response breakdown

- **Five** respondents (**83%**) did not leave a comment or were unsure about the proposals, and **one** respondent (**17%**) was unsupportive of the proposals.
- The respondent who was unsupportive does not believe the proposals will benefit residents and would like the current system to remain in place; they are concerned about permit costs and also mentioned the socio-economic make up of the area will mean the vast majority of residents will not be able to afford an electric vehicle.
- Of the respondents who were unsure, three left comments; one respondent wanted to ensure consistent enforcement was applied throughout the proposals; one was concerned that there is already a lack of car parking spaces for permit holders and that the proposals will add to this; and one respondent wanted to ensure cycle storage provisions are introduced alongside any CPZ.

5.8 Crossfield Estate responses

A total of **44** responses were received for the Crossfield Estate, which is **12%** of the total responses received. This estate received the second highest number of responses throughout the consultation area.

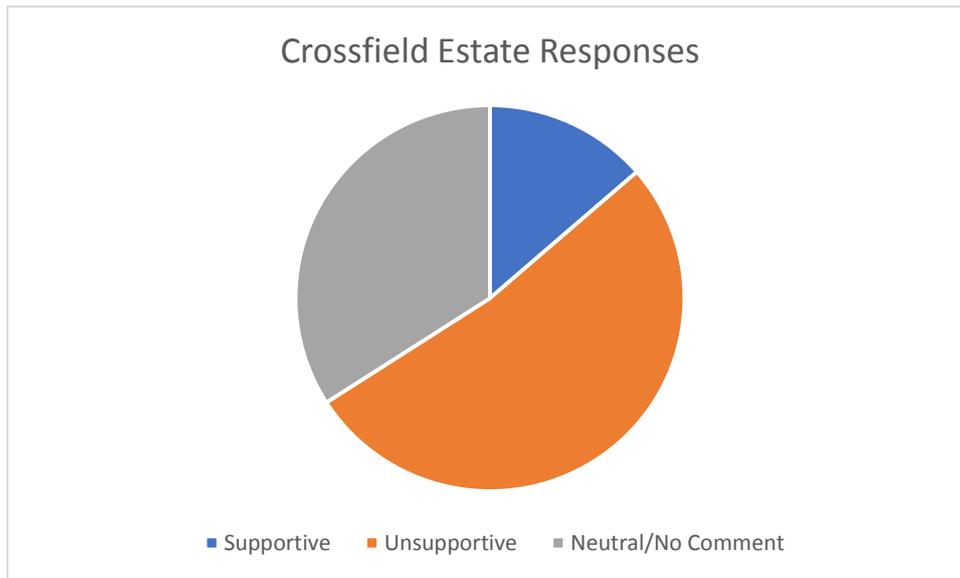


Figure 15: Crossfield Estate response breakdown

- **Six respondents (14%)** were supportive of the proposals, **23 respondents (52%)** were unsupportive, and **15 respondents (34%)** were unsure or left no comment.
- Of the respondents who were supportive, two were fully supportive of the proposals; two respondents agree with the proposals as long as permit costs do not increase; one respondent agrees with the proposals as long as there is not a reduction of parking bays; and one respondent agreed but requested further information regarding visitor permits as detailed in figure 16 below.

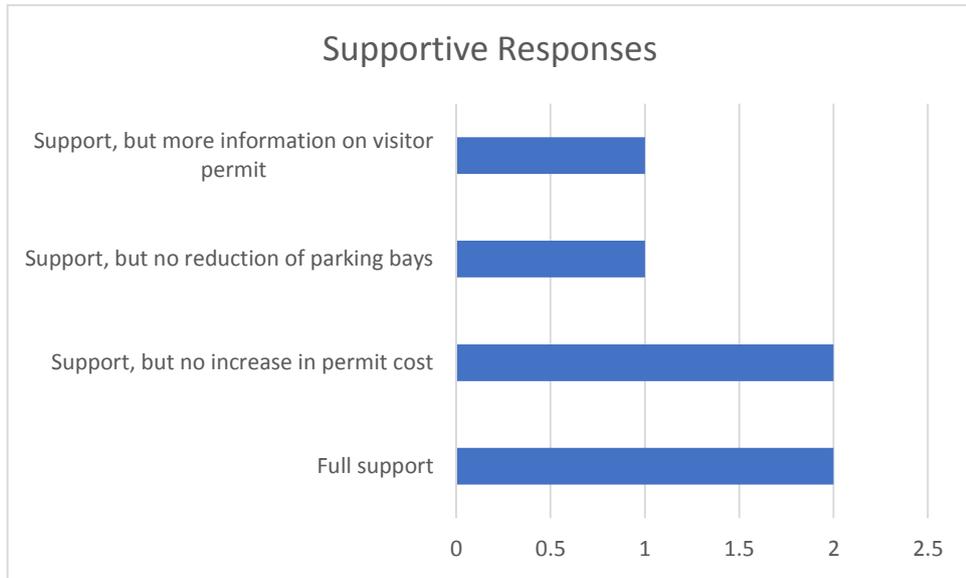


Figure 16: Comments from Crossfield Estate respondents who were supportive of proposals

- All 23 respondents who were unsupportive of the scheme mentioned various reasons why which is detailed in figure 17 below. Most respondents were concerned about the future cost of permits, the introduction of electric vehicle infrastructure and the impact that will have to parking spaces, and the majority also requested further consultation and/or a meeting to discuss the proposals in detail.

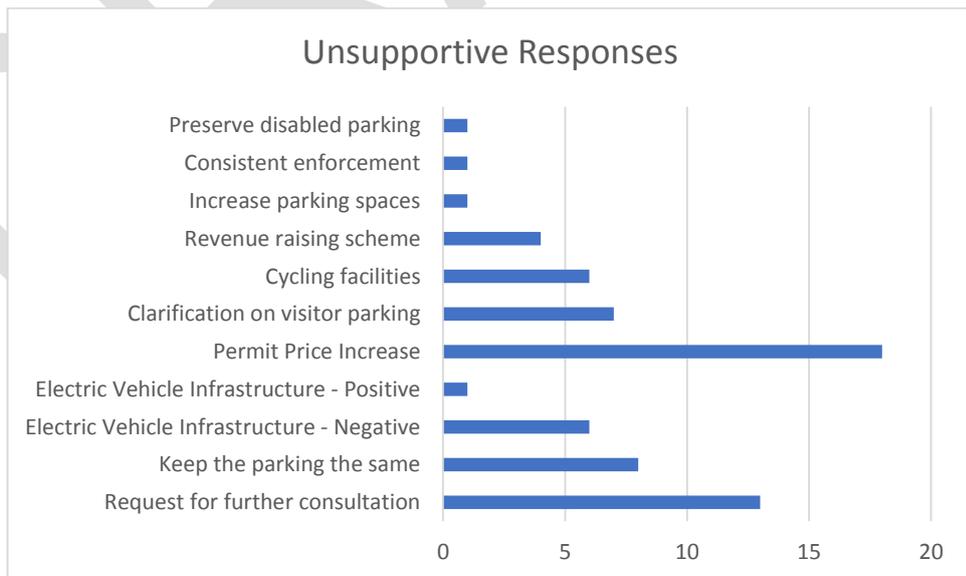


Figure 17: Comments from Crossfield Estate respondents who were unsupportive of proposals

- Of the 15 respondents who were unsure, 11 left a comment. Of those that did comment, one respondent would like a further consultation on proposals, one was disappointed that electric vehicle infrastructure was not included on this estate and two respondents mentioned their disappointment at cycle storage infrastructure not being included in these plans. Consistent enforcement, future permit costs, and clarity on visitor permits were themes that were mentioned the most throughout the 11 responses, as displayed in figure 18 below.



Figure 18: Comments from Crossfield Estate respondents who were unsure of proposals

5.9 Dacre Park and Lee Park Responses

A total of **four** responses were received for the Dacre Park and Lee Park Estate, which is **just over 1%** of the total responses received.

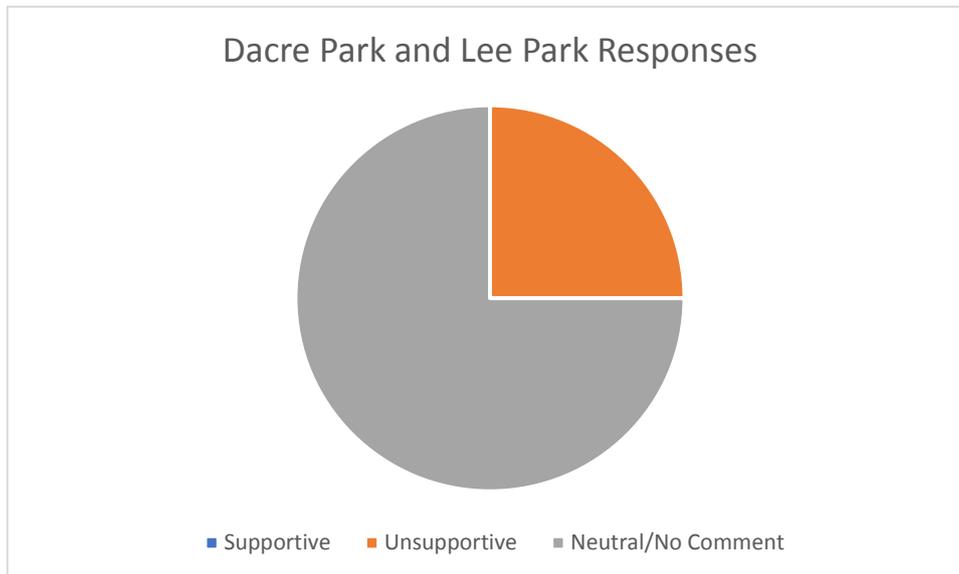


Figure 19: Dacre Park and Lee Park response breakdown

- **One** respondent (**25%**) was unsupportive of the proposals and **three** respondents (**75%**) were unsure or left no comment.
- The respondent who was unsupportive wanted the current scheme to remain in place. They were also opposed to cycle storage as they fear this will decrease parking. Concerns were also raised around visitor permits and the increase in costs of both resident and visitor permits.
- One respondent who was unsure left comments and requested further clarification surrounding the issuing and cost of visitor permits.

5.10 Dressington Avenue Responses

A total of **11** responses were received for the Dressington Avenue Estate, which is **3%** of the total responses received.

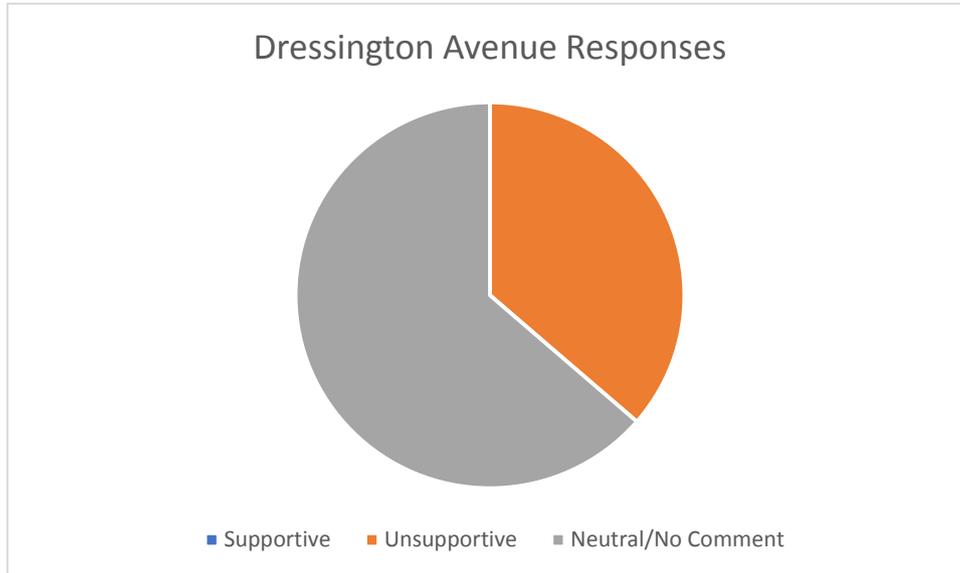


Figure 20: Dressington Avenue response breakdown

- **Seven** respondents (**64%**) were unsure or did not leave a comment about the proposals, **four** respondents (**36%**) were unsupportive and no respondents were supportive.
- Of those respondents who were unsupportive, one respondent believed the proposals are disguised as a revenue raising scheme for the council. The other three respondents all commented that permitting is not needed on Dressington Avenue as the current system works well.
- Two respondents who were unsure left comments; one respondent highlighted that 133 – 145 Dressington Avenue have dedicated parking spaces. They would like clarity on whether this will be maintained. The other respondent is concerned about parking spaces as they live in a building with ten properties and the proposals show four parking bays.

5.11 Eliot Park Responses

A total of **four** responses were received for the Eliot Park Estate, which is **just over 1%** of the total responses received.

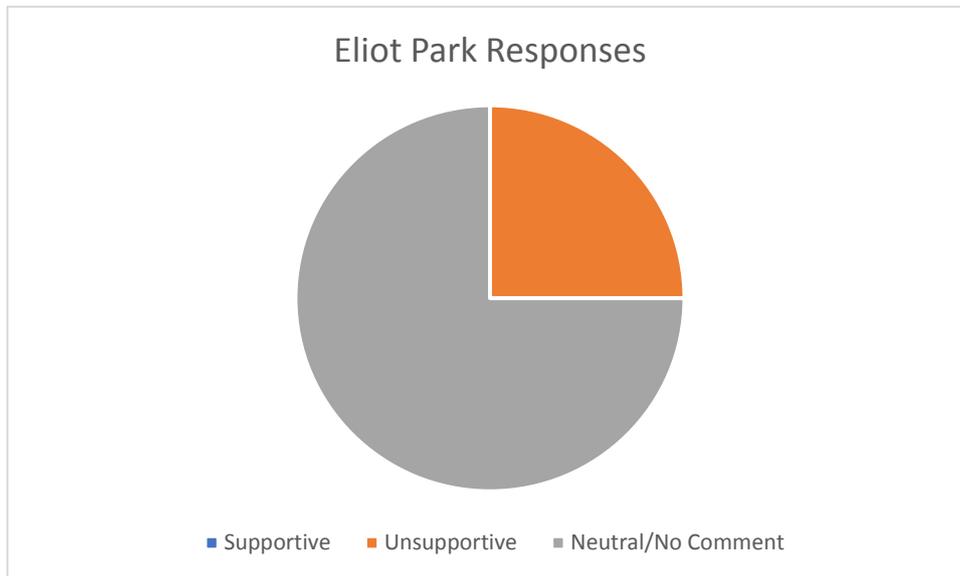


Figure 21: Eliot Park response breakdown

- **One** respondent (**25%**) was not supportive of the proposals and **three** respondents (**75%**) were unsure or didn't leave a comment.
- The respondent who was not supportive would like the current arrangements to stay in place.
- All respondents who were unsure commented about the current lack of enforcement across the estate and are concerned that this will continue with the proposals. They are also concerned that parking will not improve under the proposals.

5.12 Evelyn Estate Responses

A total of **57** responses were received for the Evelyn Estate, which is **15%** of the total responses received, which is the highest response rate across all estates.

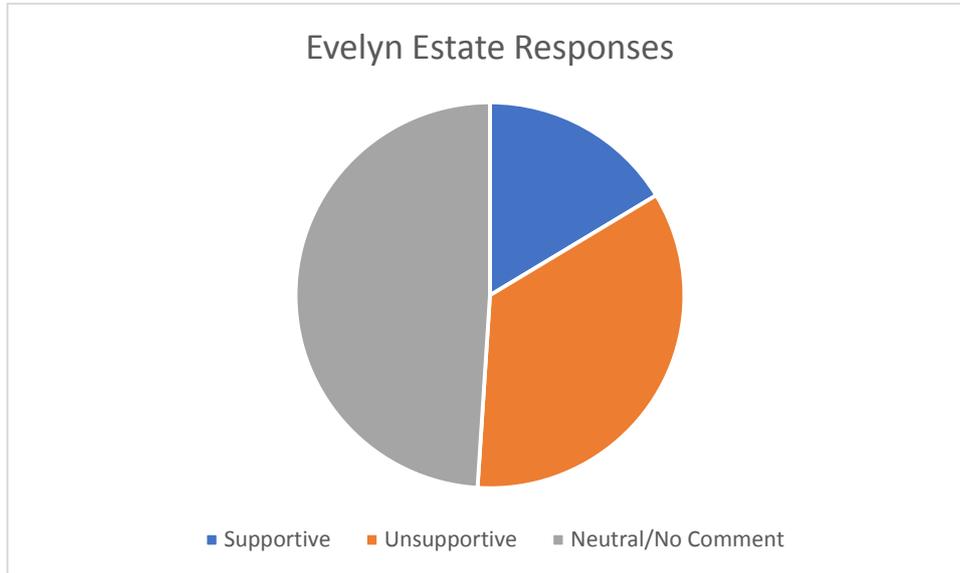


Figure 22: Evelyn Estate response breakdown

- **31** respondents (**54%**) were unsure of the proposals or did not leave a comment, **18** respondents (**32%**) were unsupportive, and **eight** respondents (**14%**) were supportive of the proposals.
- Of the eight respondents who were supportive, all left comments. Half the respondents (50%) requested that the scheme is implemented straight away; others were supportive of the scheme with certain caveats as detailed in figure 23 below.

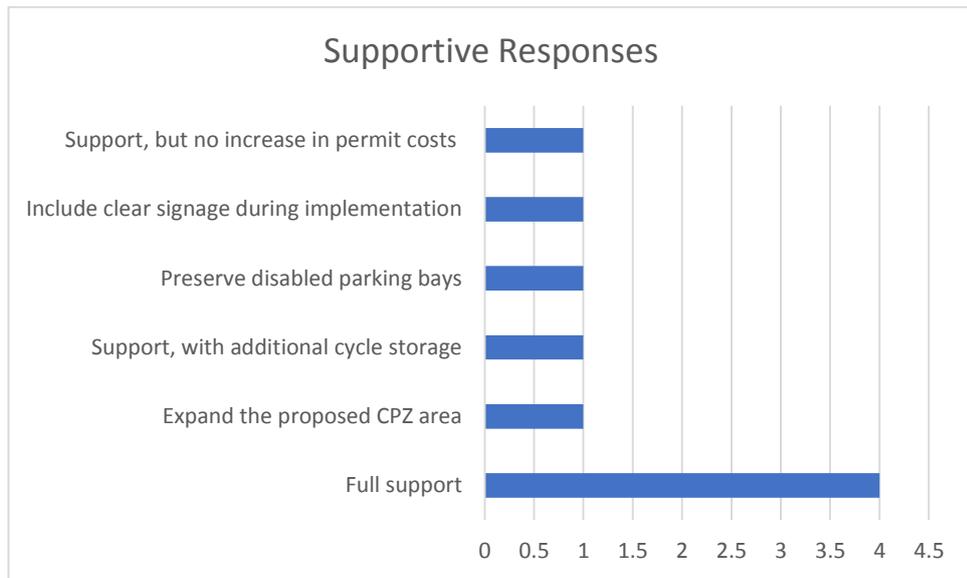


Figure 23: Comments from Evelyn Estate respondents who were supportive of proposals

- Of the respondents who do not support the proposals, 41% were concerned about the future permit costs; 35% of respondents wanted to keep the parking enforcement as it currently is; and other respondents also raised concerns regarding further consultation and whether the scheme is just to raise revenue for the council. Responses are detailed in figure 24 below.

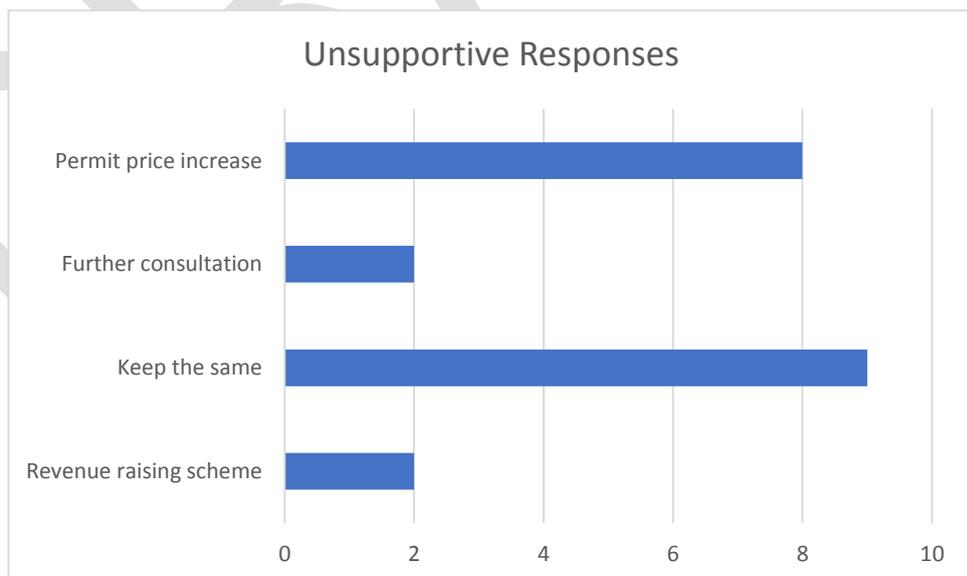


Figure 24: Comments from Evelyn Estate respondents who were unsupportive of proposals

- Of the respondents who were unsure, thirteen left comments pertaining to the proposals. One respondent would like to purchase two resident permits per household; two respondents wanted assurance that disabled parking bays will be preserved; one respondent wanted more information on the proposals before they made a decision. The most popular theme across this group was for further information on visitor permits. Figure 25 below details the themes of responses.

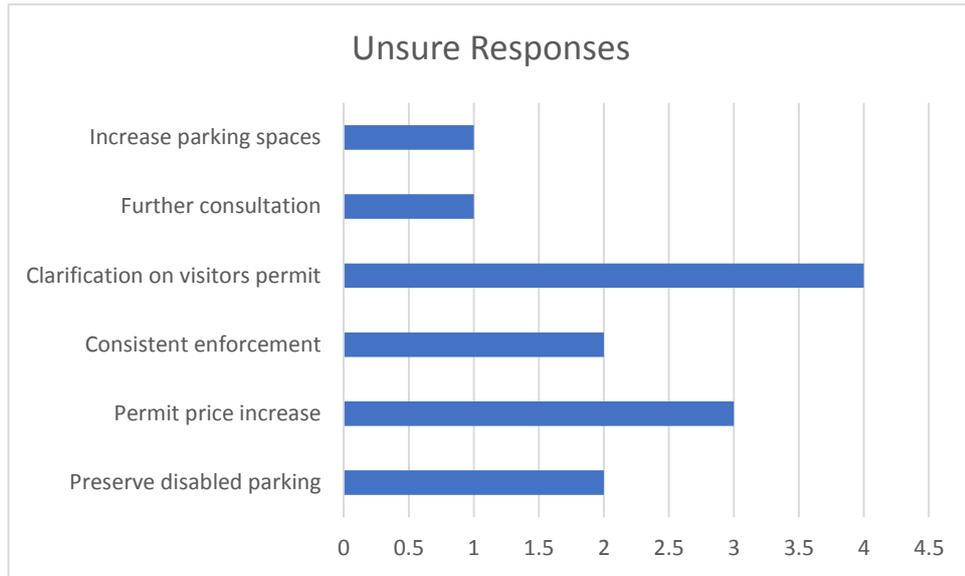


Figure 25: Comments from Evelyn Estate respondents who were unsure of proposals

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5.13 Fairfields estate responses

A total of **5** responses were received for the Fairfield Estate, which is over **1%** of the total responses received.

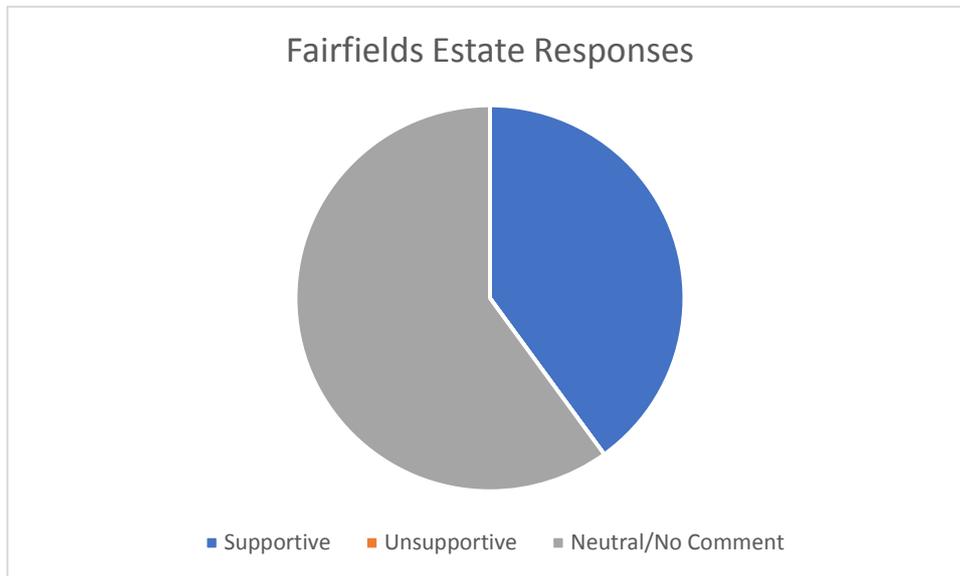


Figure 26: Fairfields Estate response breakdown

- **Two** respondents (**40%**) were supportive of the proposals and **three** respondents (**60%**) were unsure.
- One respondent who was supportive would like reassurance that the measures will be enforced; and the other respondent wanted reassurance that the permits will be for Fairfield's Estate residents only and not for neighbouring businesses.
- Of the three residents who were unsure, two left comments relating to the proposals. One was concerned that there was no designated disabled parking bay and the other was concerned about the issuing and cost of visitor permits.

5.14 Hatfield Close responses

A total of **seven** responses were received for the Hatfield Close Estate, which is just under **2%** of the total responses received.

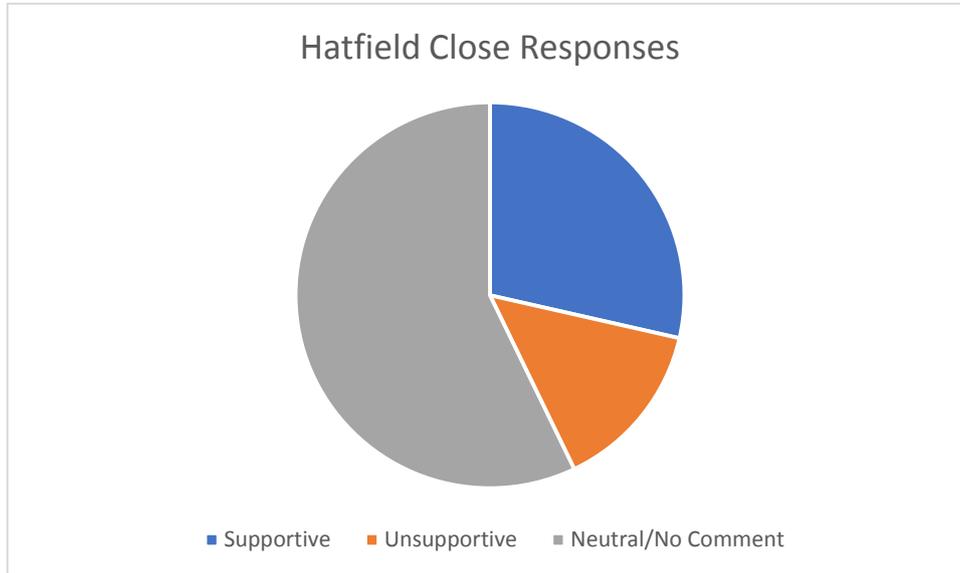


Figure 27: Hatfield Close response breakdown

- **Two** respondents (**29%**) were supportive of the proposals, **one** respondent (**14%**) was unsupportive, and **four** respondents (**57%**) were unsure or left no comment.
- The two respondents who were supportive both wanted reassurance that they would be able to get permits and a parking space within their estate. One of the respondents raised concerns about a nearby residential new build which is nearing completion, and the strain on existing parking in the area.
- The respondent who was unsupportive believes the proposals will not help residents and will only benefit the council by raising revenues.
- Of the four respondents who were unsure, two left comments. One would like the council to go further to discourage car use and utilise public transport; and one respondent would like clarification on visitor permits and costs.

5.15 Lovelinch Close

A total of **42** responses were received for the Lovelinch Close Estate, which is **just under 12%** of the total responses received. This estate received the third highest number of responses throughout the consultation area.

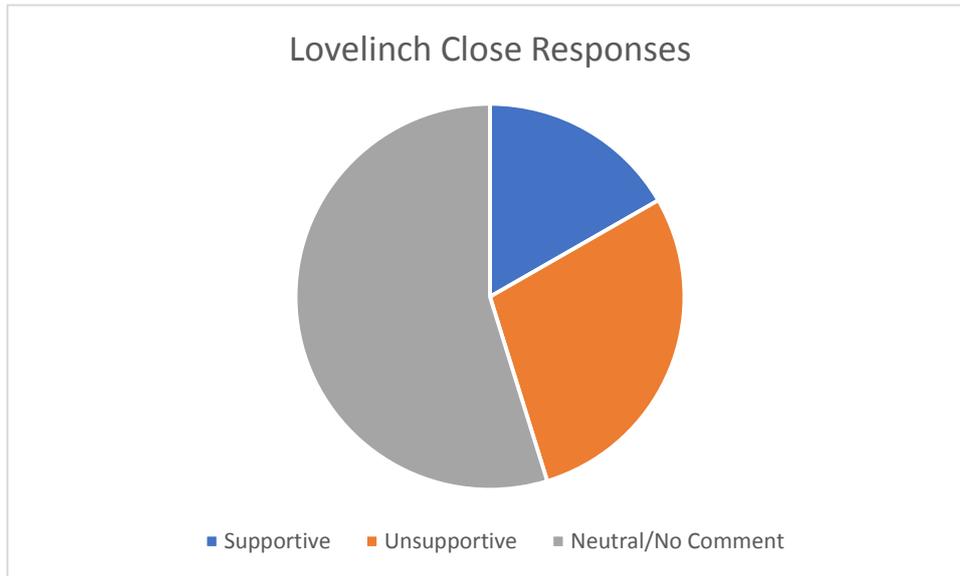


Figure 28: Lovelinch Close response breakdown

- **Seven** respondents (**17%**) were supportive of the proposals, **12** respondents (**29%**) were unsupportive and **23** respondents (**54%**) either left no comment or were unsure.
- Those respondents who were supportive, one respondent was please with the proposed cycle storage hangers; one respondent is in full support but requires further information on the times the permit would be enforced; one respondent would like all permit requests to be digital; One respondent is happy about the proposals but would like the estate to be residents only to protect against nearby residential new builds. The other respondents would like the proposals to be included as soon as possible.
- There were varying reasons for respondents who did not support the proposals as detailed in figure 29 below.

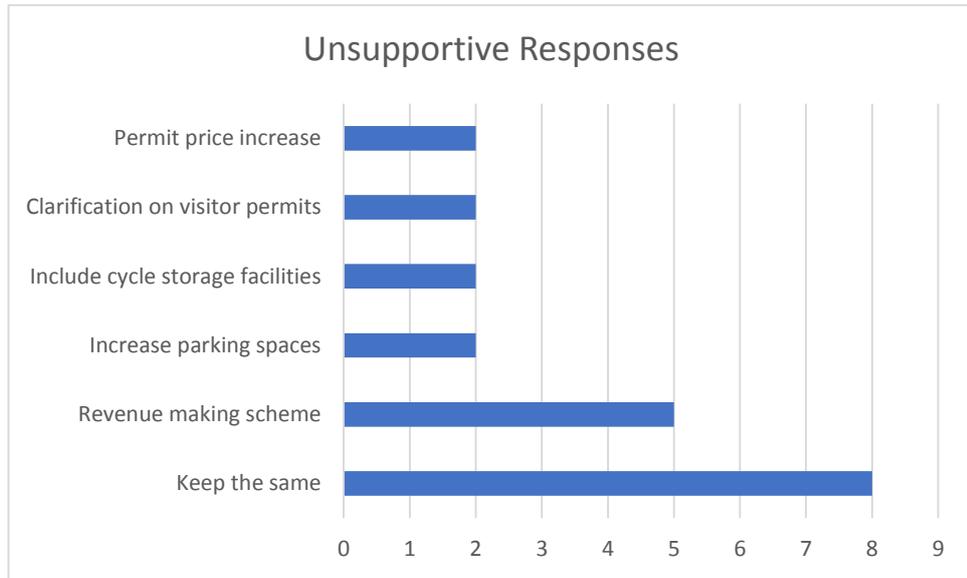


Figure 29: Comments from Lovelinch Close respondents who were unsupportive of proposals

- Of those who were unsure, eight left comments relating to the proposals. two respondents wanted clarity around visitor permits; three respondents requested an increase of parking spaces; a respondent mentioned that the plan in his consultation pack was unclear so couldn't comment; one respondent wanted to ensure enforcement would be consistent across all estates and one respondent wanted to be able to apply for permits across a number of avenues (online, post, and telephone).

5.16 Mercator Road and Rawlinson House

A total of **12** responses were received for the Mercator Road and Rawlinson House Estate, which is **3%** of the total responses received.

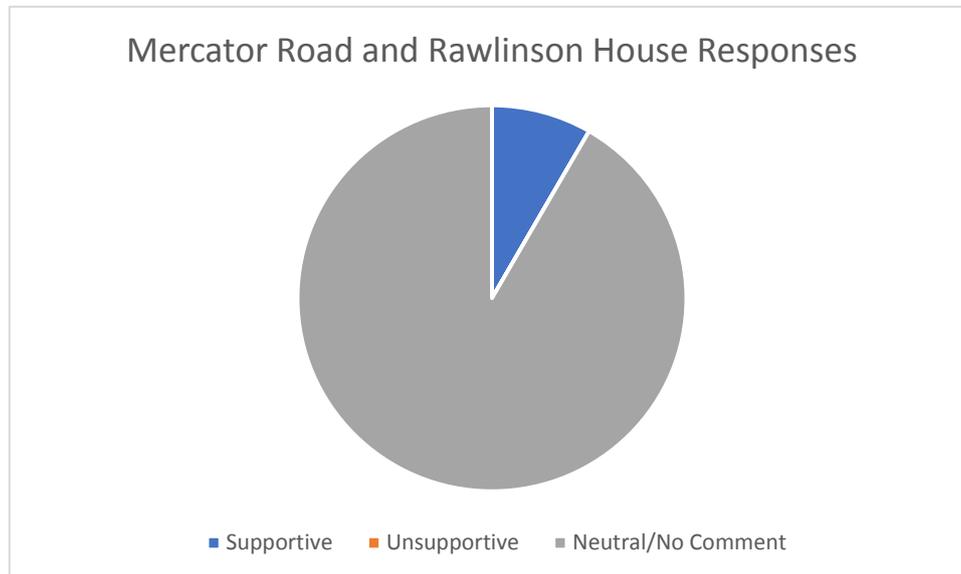


Figure 30: Mercator Road and Rawlinson House response breakdown

- No respondents were unsupportive of the proposals, **one** respondent (**8%**) was supportive of the proposals, and **11** respondents (**92%**) were unsure or left no comment.
- The respondent who was supportive wanted to see cycle storage facilities and electric vehicle infrastructure to be implemented at the same time as the CPZ.
- Of those who were unsure, four left comments about the proposals; all respondents wanted further information about visitor permits. One respondent would like to see an increase of parking spaces, and one respondent was happy with the electric vehicle infrastructure part of the proposals.

5.17 Myrtle House and Rowan House Responses

There was **one** response received for the Myrtle House and Rowan House Estate, which is less than **1%** of the total responses received.

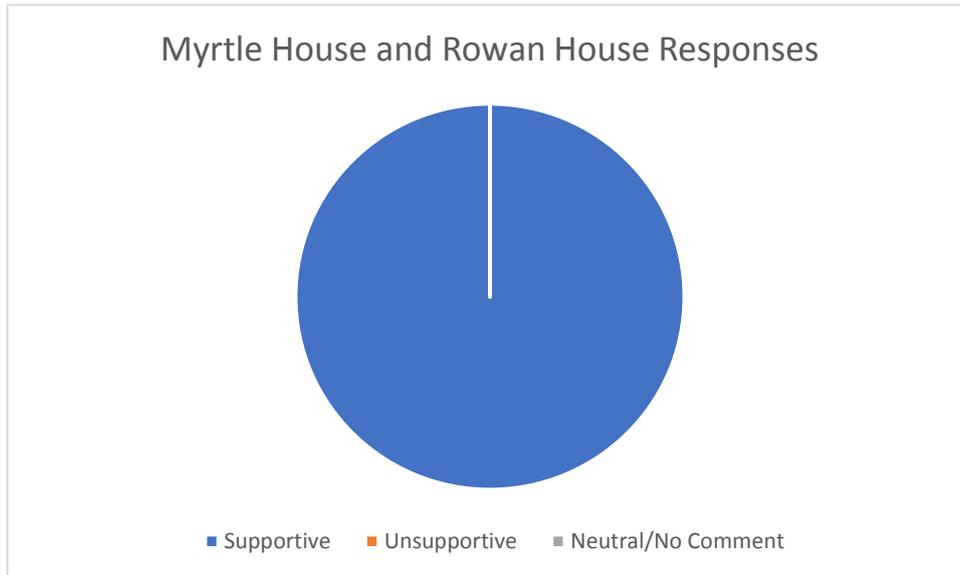


Figure 31: Myrtle House and Rowan House response breakdown

- There was one response for this estate and the respondent was supportive of the proposals as they believe it will be beneficial for residents.

5.18 New Butt Lane Estate

A total of **11** responses were received for the New Butt Lane Estate, which is **3%** of the total responses received.

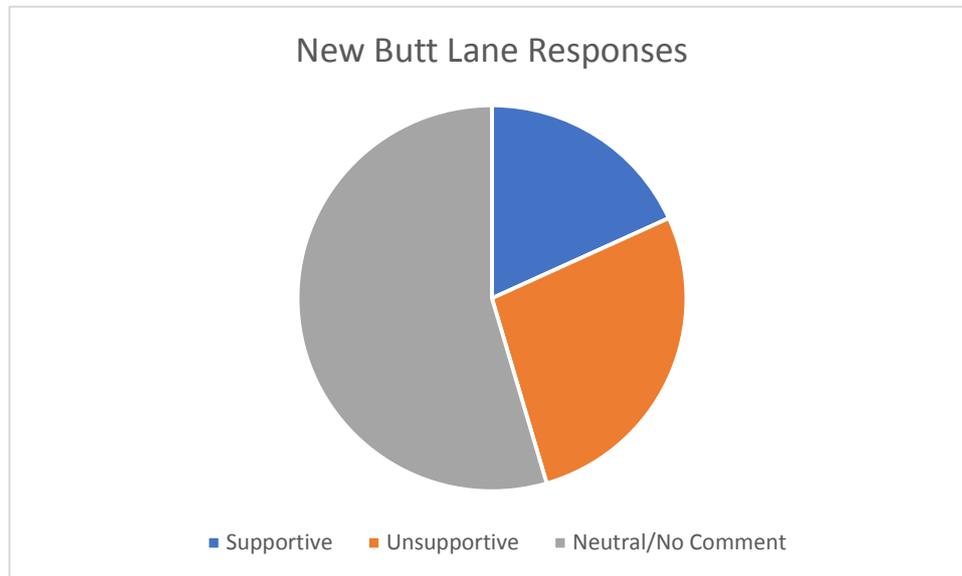


Figure 32: New Butt Lane response breakdown

- **Two** respondents (**18%**) were supportive of the proposals, **three** respondents (**27%**) were unsupportive, and **six** respondents (**55%**) were either unsure or did not leave a comment.
- Both supportive respondents commented that this is needed for the estate, and they think it will work better than the current system.
- All respondents who were unsupportive of the proposals left comments. One respondent wanted more clarity on visitor and third-party contract parking before they would be supportive of proposals; one respondent is against the proposals due to future price increases for resident permits; and one respondent would like it to remain the same.
- Of the respondents who were unsure, two left comments about the proposals. One respondent wanted reassurance the permits per household would be limited to ensure fair access to parking across the estate. The other respondent would like to see an increase of cycle storage facilities throughout the proposals.

5.19 Paynell Court responses

A total of **15** responses were received for the Paynell Court Estate, which is **4%** of the total responses received.

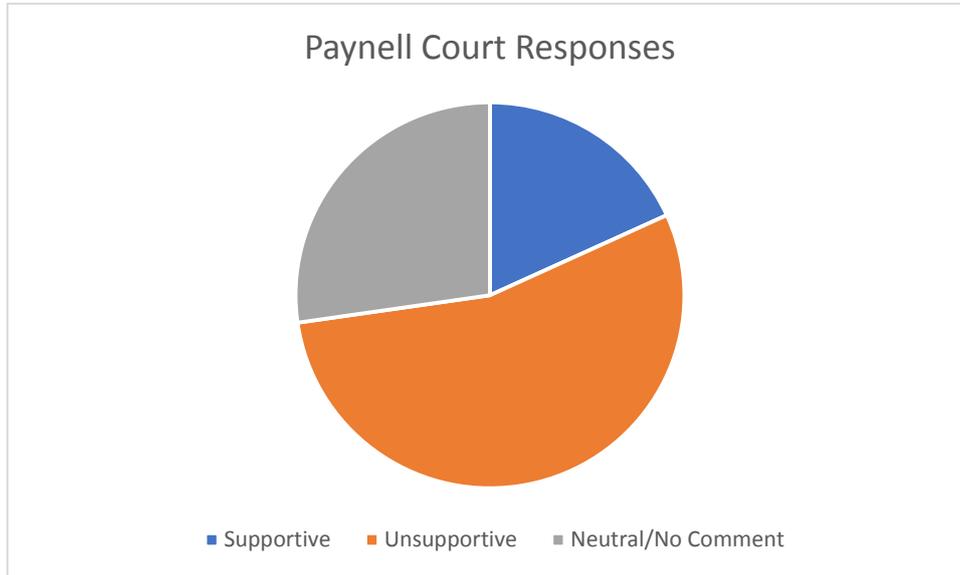


Figure 33: Paynell Court response breakdown

- **Two** respondents (**13%**) were supportive of the proposals, **eight** respondents (**53%**) were unsupportive, and **five** respondents (**34%**) were unsure.
- Of the respondents who were supportive, one is supportive providing the cost of permits does not increase, disabled parking is preserved, and more detail about visitor permits is provided. The other respondent welcomed the proposals, especially surrounding the introduction of electric vehicle infrastructure.
- Of those who were unsure of the proposals, five respondents comments on the proposals. One would like to see an increase of parking spaces before proposals are introduced. Two respondents are concerned about price rises as prices have significantly increased recently; One respondent would like to know if households without vehicles will have a lower price for visitor permits; and one respondent would like a barrier installed at the entrance to the estate for resident parking instead of introducing permits.
- All eight respondents who were unsupportive of the proposals left comments;
 - two respondents did not want any parking controls in the area;

- one respondent was weary about the reasons for the changes, they believe this is a way for the council to raise revenue and not to help parking and traffic issues;
- one respondent believed there are too many car owners for the proposals to work and is concerned this may lead to accidents;
- two respondents were concerned about the increase in permit costs and emergency vehicle access;
- one respondent was concerned that introducing double yellow lines as they believe this will hinder and not improve parking on the estate;
- one respondent was concerned about visitor permit as many residents on the estate rely on family visits and carers; and
- one respondent was concerned about increasing costs to leaseholders.

5.20 Ryculff Square responses

A total of **three** responses were received for the Ryculff Square Estate, which is less than **1%** of the total responses received.

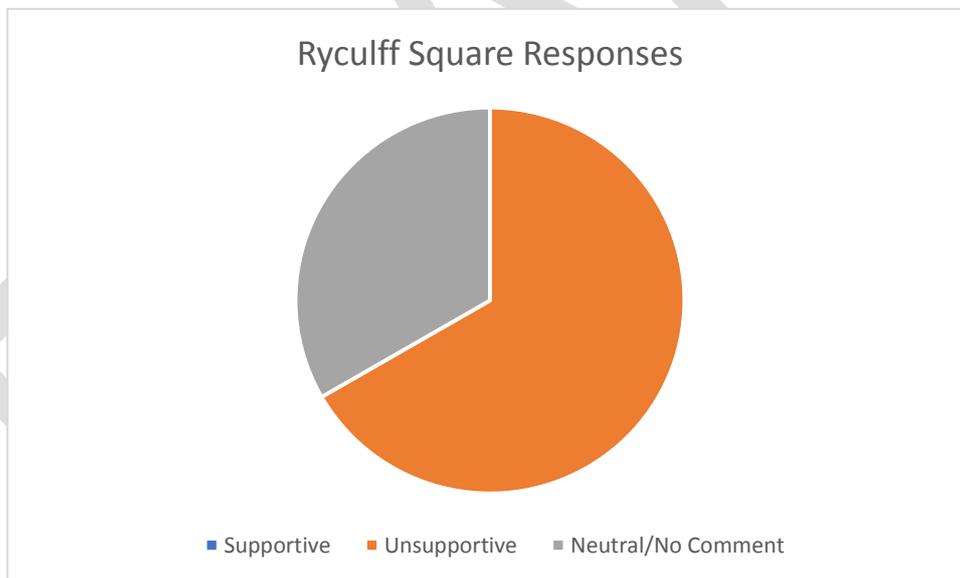


Figure 34: Ryculff Square response breakdown

- No respondents supported the proposals, **two** respondents (**67%**) were unsupportive, and **one** respondent (**33%**) did not leave a comment.
- The respondents who were unsupportive left comments; one respondent was disappointed that electric vehicle infrastructure was not

included in this estate proposal and feels this will impact negatively on residents who own cars with higher emissions.

- The other respondent believes that parking is not an issue on this estate so are unsure about the proposals. They also commented that they were concerned about the increase of permit costs. This respondent also suggested gifting residents a number of free visitor permits.

5.21 Saxton Close responses

A total of **two** responses were received for the Saxton Close Estate, which is **0.5%** of the total responses received.

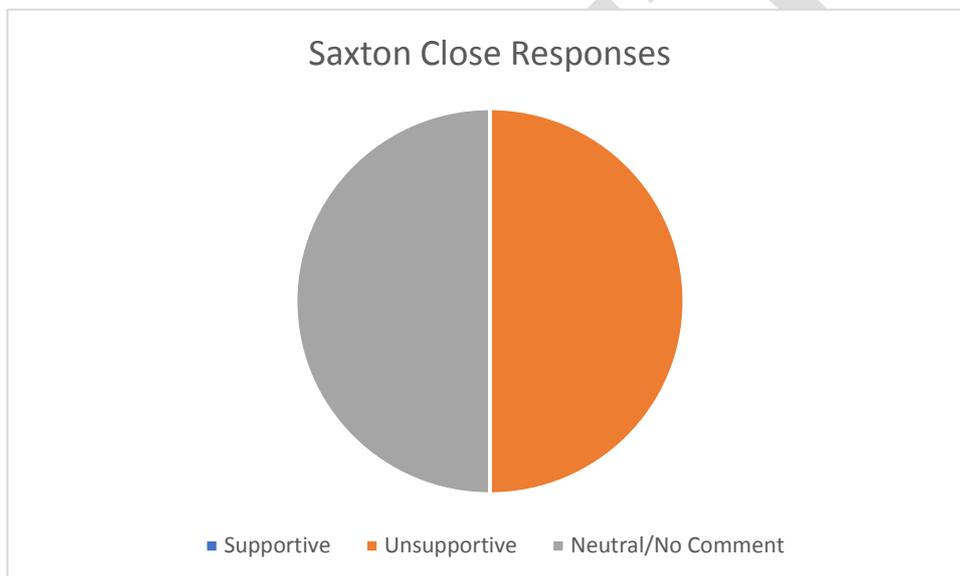


Figure 35: Saxton Close response breakdown

- **One** respondent (**50%**) was unsupportive of the proposals and **one** respondent (**50%**) was unsure.
- The respondent who was unsupportive disagreed with the introduction of parking controls; if controls have to be introduced, the respondent would like permits for leaseholders to be included in overall service charge costs or be given free. They would also like more clarity about visitor permits and have raised concerns that family and friends will not visit if the parking costs outprice them.
- The respondent who was unsure would like clarity around the issuing and cost of visitor parking permits.

5.22 Sayes Court Estate responses

A total of **22** responses were received for the Sayes Court Estate, which is **6%** of the total responses received.

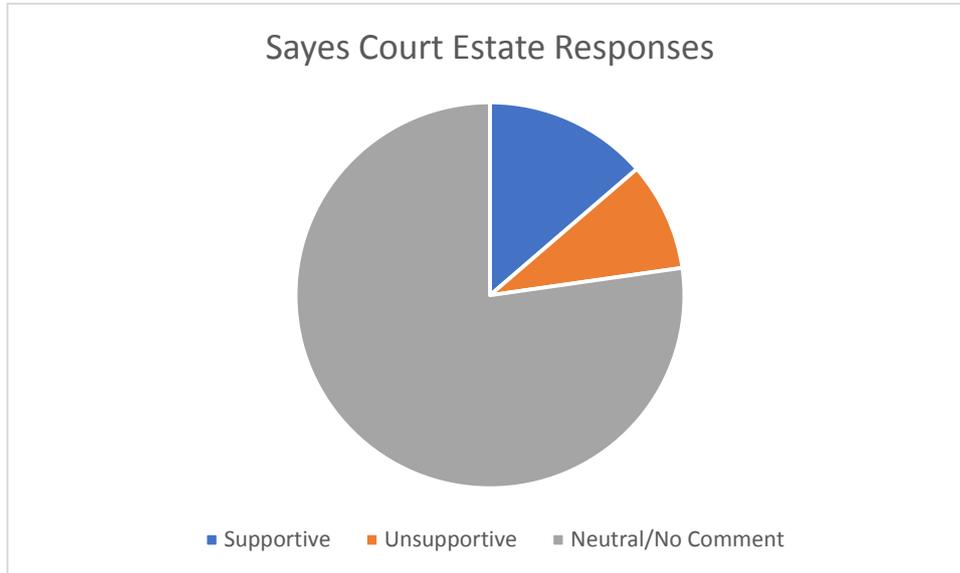


Figure 36: Sayes Court Estate response breakdown

- **Three** respondents (**14%**) were supportive of the proposals, **two** respondents (**9%**) were unsupportive, and **17** respondents (**77%**) were either unsure or did not leave a response.
- Of the respondents who were supportive of the proposals, one welcomed the proposal in its entirety, one was supportive as long as permit prices did not increase, and one would like the proposal areas to be extended.
- Both respondents who were unsupportive of the proposals left comments; one was unsupportive as they believe the parking works well with the current scheme; and one respondent was concerned with the rise of permits alongside the extension of the ULEZ in this area.
- Of the respondents who were unsure two left comments pertaining to the proposals; both respondents wanted clarity around the permit cost before they made a decision about the proposals.

5.23 Tanners Hill Responses

A total of **seven** responses were received for the Tanners Hill Estate, which is almost **2%** of the total responses received.

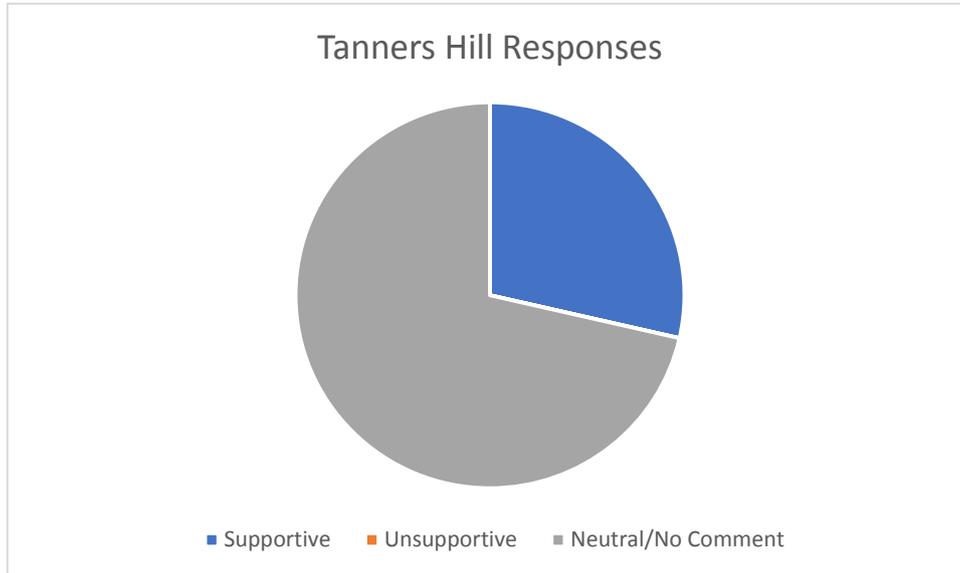


Figure 37: Tanners Hill response breakdown

- **Two** respondents (**29%**) were supportive of the proposals and **five** respondents (**71%**) were either unsure about the proposals or left no comment.
- One respondent who supported the proposals would like to see various ways of requesting visitor and resident parking that benefits those without access to the internet. The other respondent is supportive as it helps residents and increases safety.
- All respondents who were unsure left comments; four respondents wanted further information about the cost of permits; two respondents mentioned further clarity surrounding visitor permits; one wanted an increase in cycle storage; and two respondents commented as leaseholders, and they expect the residential permit charges to be included under service charge provisions.

5.24 Vaughan Williams Close Responses

A total of **three** responses were received for the Vaughan Williams Close Estate, which is less than **1%** of the total responses received.

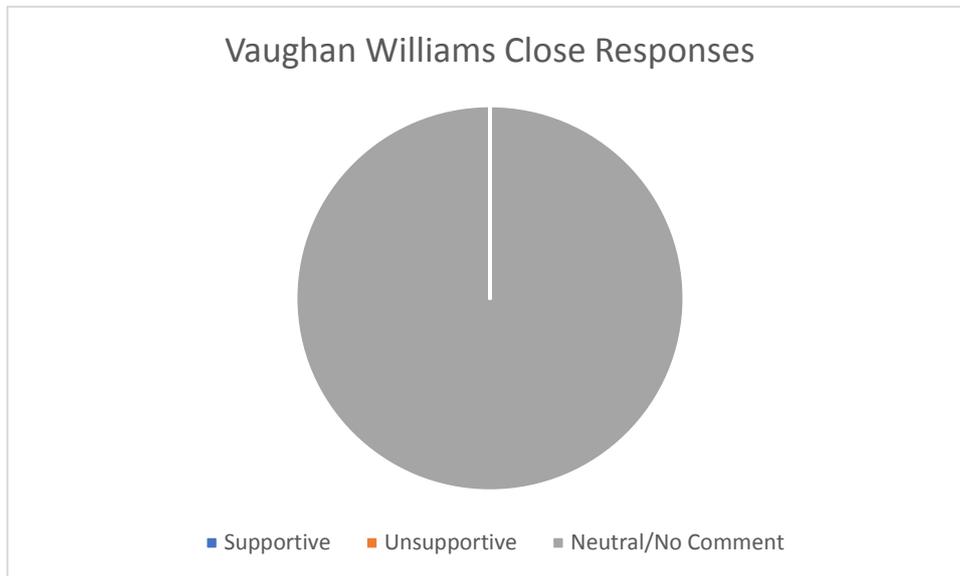


Figure 38: Vaughan Williams Close response breakdown

- All respondents (**100%**) for this estate were either unsure or left no comment on the proposals.
- Only one respondent left a comment, and the concerns were surrounding the increase of permit costs. They have also queried whether the proposals could be complimented by enforcement camera.

5.25 Viney Road

A total of **seven** responses were received for the Viney Road Estate, which is almost **2%** of the total responses received.

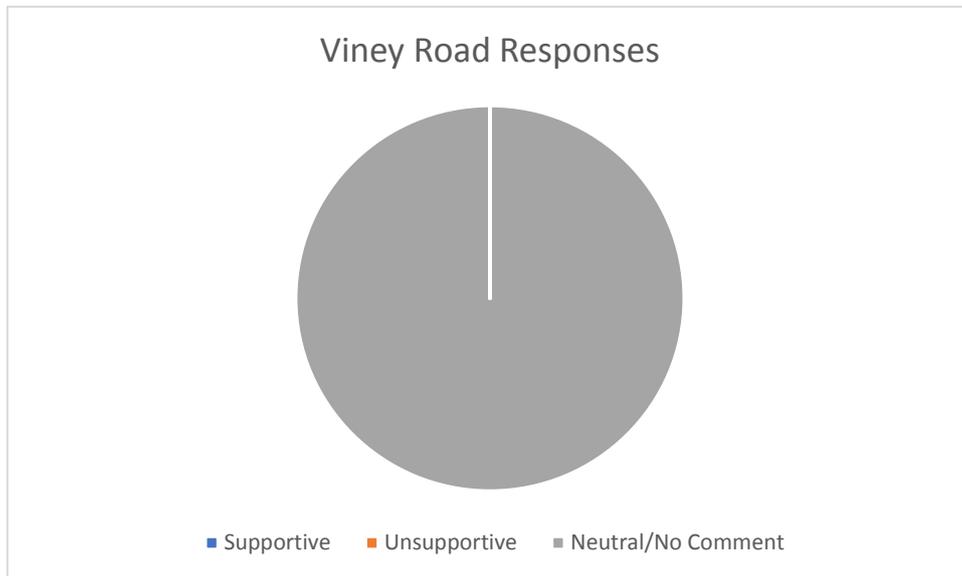


Figure 39: Viney Road response breakdown

- All respondents (**100%**) were unsure of the proposals or left no comment.
- Five respondents left comments pertaining to the proposals and each respondent had a different concern as detailed in figure 40 below.

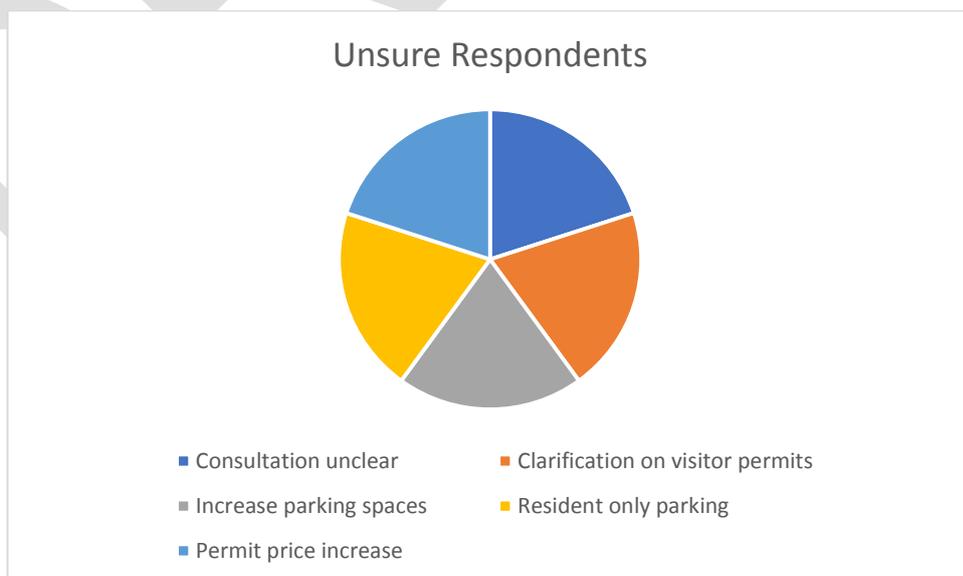


Figure 40: Comments from Viney Road respondents who were unsure of proposals

5.26 Wadcroft Court

A total of **two** responses were received for the Wadcroft Court Estate, which is **0.5%** of the total responses received.

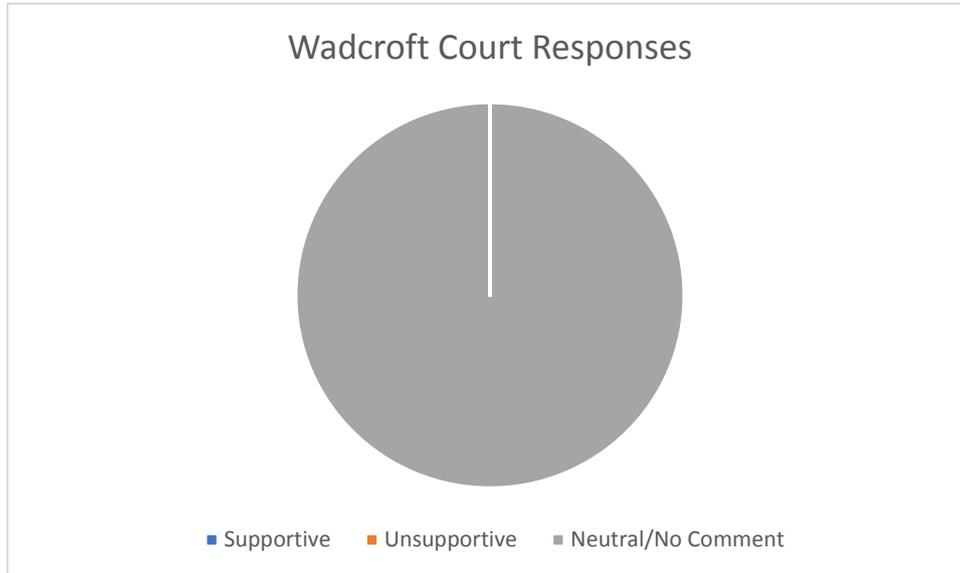


Figure 41: Wadcroft Court response breakdown

- Both respondents (**100%**) of this estate were unsure of our proposals; both were concerned about permit costs and one respondents wanted to ensure the disabled parking will be preserved.

5.27 Gilmore Estate, Gilmore Road Lynch Close, The Terrace and Colonnade responses

No responses were received regarding the proposals on these estates. There could be various reasons for this, including the perception of the proposals could have been viewed as unobtrusive or limited.

5.28 Demographic Questions

A summary of demographic questions can be found in the section 7 of this summary.

6. NEXT STEPS

The Council will carefully consider the feedback from the consultation and will use this to inform proposal – the results and outcome of the consultation will be shared at the next Council Cabinet meeting in November 2021 and will be available to the public shortly after this date.

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7. APPENDICES

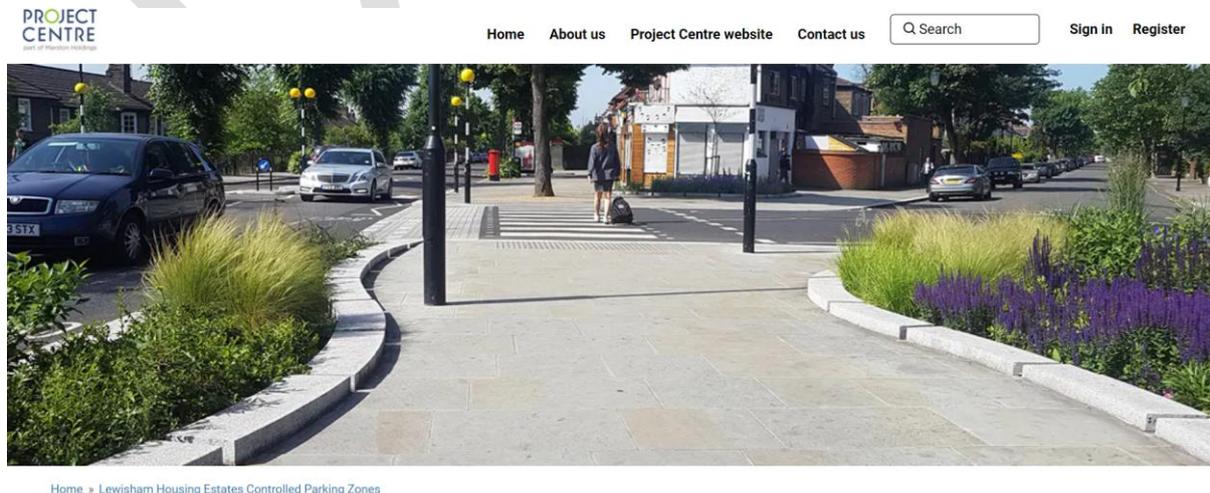
7.1 Postcards

Front and back images of the reminder postcard sent midway through the consultation



7.2 Webpage

Screenshots of consultation webpage



Lewisham Housing Estates Controlled Parking Zones



Consultation: Controlled Parking Zones in Lewisham’s Housing Estates

The Council is carrying out a targeted consultation about the current operations of our controlled parking, including enforcement, within our housing estates.

The control of parking on estates ensures a fair and managed parking system for residents as well as reducing congestion and ensuring emergency services have access at all times.

The review of the current parking arrangements also looked at options to include new facilities on housing sites, such as the provision of cycle hangers and electrical charge points.

Full details of our proposals, including any letters sent and estate maps, can be found under the 'documents' tab.

Have your say

We are seeking your views on the Council’s proposals to introduce Traffic Management Orders (TMO) to manage and enforce parking on our managed Housing Estates and on the draft scheme for your Estate.

Please submit your views about the proposed parking controls on your estate by filling out our online [consultation survey](#).

Contact Us

If you have any questions regarding the consultation phase please get in touch with the team by emailing parkingconsultation@lewisham.gov.uk or calling 01273 056149.

Page last updated: 13 October 2021, 12:06

Key Dates

Consultation Period
07 September → 05 October 2021

FAQs

Frequently Asked Questions

What buildings and roads make up the Adolphus Estate?

What buildings and roads make up the Benden House Estate?

What buildings and roads make up the Blessington Road Estate?

What buildings and roads make up the Burnett House and Lacey House Estate?

What buildings and roads make up the Cedar House and Cypress House Estate?

What buildings and roads make up the Crossfield Estate?

What buildings and roads make up the Dacre Park and Lea Park Estate?

Estate?

What buildings and roads make up the Gilmore Estate?

What buildings and roads make up the Hatfield Close Estate?

What buildings and roads make up the Lovelinch Close Estate?

What buildings and roads make up the Mercator Road and Rawlinson House Estate?

What buildings and roads make up the Myrtle House and Rowan House Estate?

What buildings and roads make up the New Butt Lane Estate?

What buildings and roads make up the Paynell Court Estate?

What buildings and roads make up the Saxton Close Estate?

What buildings and roads make up the Sayes Court Estate?

7.3 Phone calls and emails

Full details of emails and phone calls received throughout the consultation area.

Date of query	Incoming Query	Response to Incoming Query
07/09/2021	Claims he will be forced to park away for his estate Marvell Close	N/A
07/09/2021	Cost of permit enquiry and parking allocations	Called resident back and informed further information would be sent out after the consultation

07/09/2021	Not sure this relates to the consultation	N/A
07/09/2021	Opposes the proposed changes	N/A
07/09/2021	Opposes the proposed changes	N/A
08/09/2021	Issues with abandoned vehicles near the estate Lovelinch Close	N/A
08/09/2021	Supports the proposals	N/A
08/09/2021	illegible, not sure what the comments mean, possibly does not support the proposals	N/A
08/09/2021	Residents estate not included in this consultation, would like parking controls.	N/A
08/09/2021	Permit application enquiry and visitor voucher enquiry.	To be contacted. Will receive information later in the year.
09/09/2021	Issues about gas leaking, noise complaint	N/A
09/09/2021	Cost of permit enquiry and visitor permit allocation	To be contacted. Will receive information later in the year.
10/09/2021	Supports the proposals but has questions of scheme	To be contacted in regards to queries regarding yellow line locations
10/09/2021	Query relating to Dressington Avenue residents being allocated 1 parking space each which is included within their rent for residents with no parking space at front of house	Is this the case?
11/09/2021	Visitor parking permits costs being excessive	To be contacted. Will receive information later in the year.

12/09/2021	Permit costs enquiry for resident permits and visitor vouchers. Excessive DYs. Cycle hangers missing from plans? Along with electric car charging points which were mentioned	To be contacted. Will receive information later in the year.
13/09/2021	Cost of permit enquiry and visitor permit allocation. Increased permit cost for more polluting vehicles but no Electric charging points offered.	To be contacted. Will receive information later in the year.
14/09/2021	Opposes to changes. Concerns new double yellow lines will significantly reduce parking capacity. Queries relating to allocation of parking spaces and parking displacement to Lewisham Hill.	To be contacted regarding allocation of spaces
23/09/2021	Query from leaseholder of Frankham House development relating to concerns with paying street parking rates despite paying for maintenance of the car park as well as concerns that no cycle racks appear on plans.	To be contacted. Will receive cost information later in the year.
23/09/2021	Concerns with reduction of parking spaces. In favour of EV bays or cycle hangers. Enquiring if they will be able to purchase 2 parking permits per household? And how visitors vouchers are allocated and at what cost	To be contacted. Will receive cost information later in the year.

22/09/2021	Asking for a plan of Viney Road as hard copy version is low resolution. Also question regarding where bike hangers are and how they were allocated	Send plan and explain bike hanger allocation
22/09/2021	Permit costs enquiry for resident permits and visitor vouchers. Excessive DYLS. Cycle hangers missing from plans? Along with electric car charging points which were mentioned	To be contacted. Will receive information later in the year.
21/09/2021	Objection. Increase in DYLS unnecessary reducing number of parking spaces. Also objecting to permit fees increasing	DYLS necessary in areas not suitable for parking, consultation did not mention permit costs, further information will be sent in due course
03/10/2021	Nine leaseholders- Query relating to if the TMO is a proposal or if the decision of it's introduction has already made. Parking permit costs not listed. Key on plan unclear as too small	To be contacted. Will receive information later in the year.
03/10/2021	Eddystone Tower requesting extension to deadline of 5th October due to being part of Peps Estate but appearing under Adolphus Estate. Text was sent out by LC to residents of Pepy's Estate.	Consultation Extension?
05/10/2021	Requesting Parking Space	N/A
01/10/2021	Requesting cost of permits. Last two emails not responded to.	To be contacted. Will receive information later in the year.
01/10/2021	Requesting cost of resident permits and visitor permits. Concerns with restrictions reducing the number of spaces and causing increased parking stress. No cycle hangers and EV charging points included on plans	To be contacted. Will receive information later in the year.
30/09/2021	Objects to parking permits	N/A
30/09/2021	Objects to parking permits and increasing the cost of parking permits within the first year. Crossfields Estate residents already contribute to upkeep of car parks through the annual service charge to Lewisham Houses. Comments on lack of cycle hangers on plans	To be contacted. Will receive information later in the year.
30/09/2021	Applying for parking permit	N/A
29/09/2021	Query relating to why Griffin Street resident were sent the letter. Resident has tried to make contact with no luck.	To be contacted to remove confusion
28/09/2021	Resident asking for permit parking on Rainsborough Avenue	Consider for consultation?
28/09/2021	Permit scheme will reduce parking available, DYLS across flat blocks Holden and Wilshaw unsuitable. No permit costs given. Objects to scheme	To be contacted. Will receive information later in the year.
28/09/2021	Crandley Court has insufficient parking available. Requests for some sort of parking restrictions or NPR	Consider for consultation?
13/10/2021	In favour of the scheme	No action required
28/09/2021	Against permit parking measures	No action required

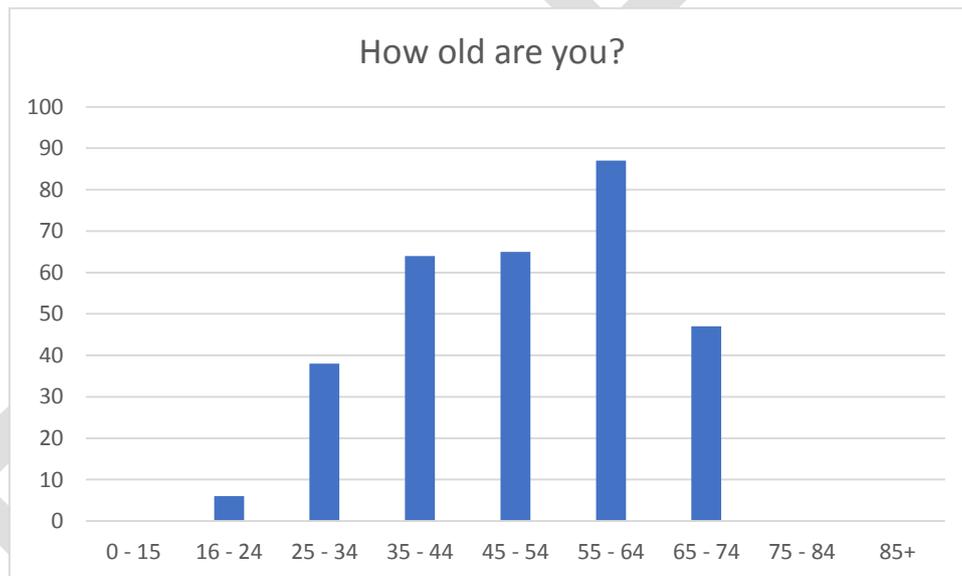
27/09/2021	Wants Bayes Close and Copeman Close Estates included within consultation due to recurring incidents of obstructions and unsafe parking	Consider for consultation?
28/09/2021	Objection to scheme. DYLs unnecessary. No bicycle hangers or electric charging points on plan. No costs presented	To be contacted. Will receive information later in the year.
04/10/2021	Objection to scheme if cost is excessive, parking space availability for those that are neither, tenants, residents or visitors and administration and enforcement is done.	No action required

7.4 Demographic data

The below figures show the demographic data collected from respondents to the consultation

How old are you?

307 respondents answered this question with the highest number of respondents coming from the 55 – 64 age range.



What is your gender?

24 respondents answered this question, and all respondents identified as male.



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QUALITY

It is the policy of Project Centre to supply Services that meet or exceed our clients' expectations of Quality and Service. To this end, the Company's Quality Management System (QMS) has been structured to encompass all aspects of the Company's activities including such areas as Sales, Design and Client Service.

By adopting our QMS on all aspects of the Company, Project Centre aims to achieve the following objectives:

- 5 Ensure a clear understanding of customer requirements.
- 6 Ensure projects are completed to programme and within budget.
- 7 Improve productivity by having consistent procedures.
- 8 Increase flexibility of staff and systems through the adoption of a common approach to staff appraisal and training.
- 9 Continually improve the standard of service we provide internally and externally.
- 10 Achieve continuous and appropriate improvement in all aspects of the company.

Our Quality Management Manual is supported by detailed operational documentation. These relate to codes of practice, technical specifications, work instructions, Key Performance Indicators, and other relevant documentation to form a working set of documents governing the required work practices throughout the Company.

All employees are trained to understand and discharge their individual responsibilities to ensure the effective operation of the Quality Management System.



TERMS AND CONDITIONS

These works are subject to Project Centre's standard terms and conditions which are based upon the ACE Professional Services Agreement Advisory, Investigatory and other Services 2019 Edition.

Award Winning



Certifications



Accreditations



Memberships



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