

# Edenham Way Parking 2023

Analysis of stakeholder consultation

March 2023

Putting Communities First Team  
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THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# Introduction

## Background

We have been working with residents on a solution to the widespread misuse of parking facilities and increasing problems with unauthorised parking at Edenham Way.

Residents are frequently unable to find a parking space and some drivers of unauthorised vehicles are engaging in antisocial behaviour. There have been multiple incidences of vehicles speeding on the estate and vandalism of the car park entry gates.

In response, the Council is asking all Edenham Way residents for their views on adopting its standard housing estate parking policy, which would enable parking enforcement by its on-street parking enforcement contractor, NSL.

## Consultation methodology

The consultation sought residents' views on various proposed changes to the current car parking areas on the estate. The exercise opened on 10 January 2023 and closed on 12 March 2023. The consultation was promoted through letters to each address on the estate with a paper copy of the survey and a link to the online version of the survey as well.

## Report

A total of 24 surveys were returned by the deadline. Some responses were removed as they were duplicate responses from the same household and the first response was counted. Residents organised a meeting with staff members on 2 March 2023 and a summary of the event is included in this report. The charts and tables of this report contain an analysis of survey responses only. All comments are presented in full at the end of this document in the appendix.

## Acknowledgements

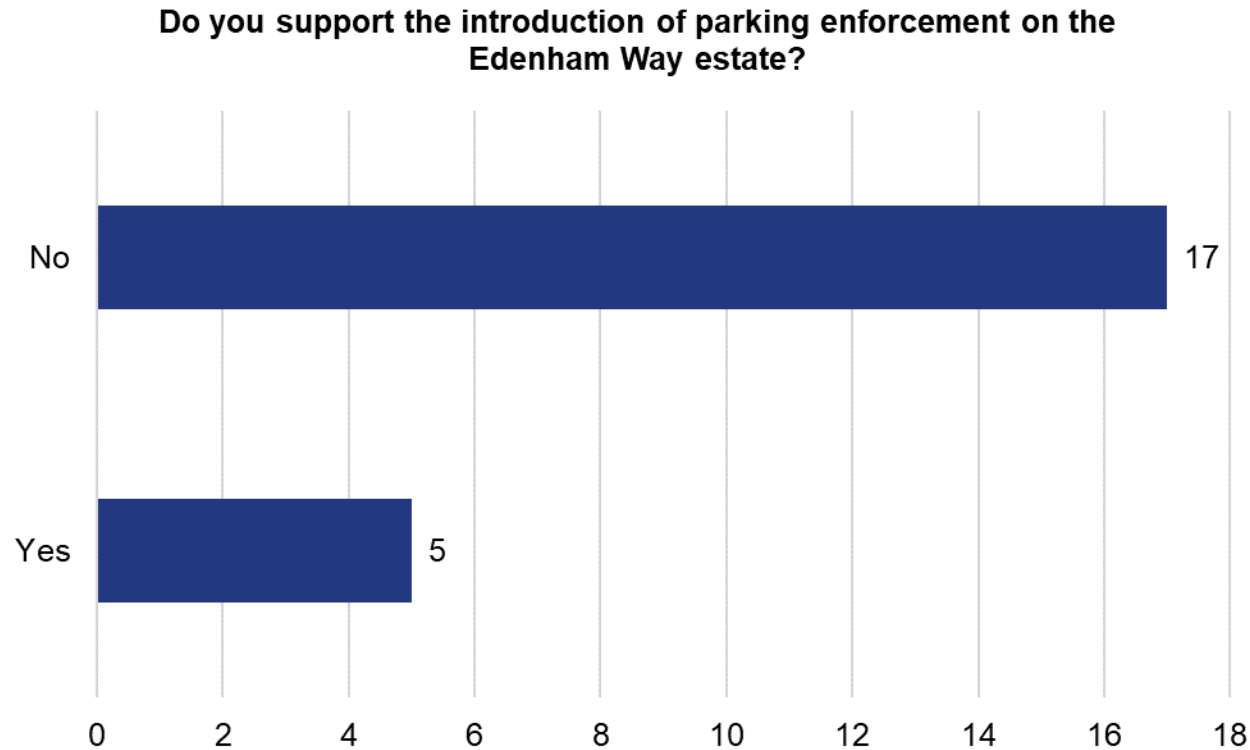
The Council would like to thank all residents and stakeholders that took the time to feedback their views.



# Do you support the introduction of parking enforcement on the Edenham Way estate?

Respondents were asked their views on introducing parking enforcement on the Edenham Way estate:

- The majority of respondents (17) indicated that they do not support the introduction of parking enforcement on the Edenham Way estate.
- Only five respondents supported the introduction of parking enforcement and two respondents did not answer the question.



*Base: All respondents (24)*



# Which of the parking enforcement options would you most like to see implemented?

Respondents who answered positively (five) to parking enforcement options were asked which of the parking enforcement options would they would most like to see implemented on the Edenham Way Estate.

- Enforcing all of the car park outside block 51 to 80 was the strongest scoring option with two residents choosing it as their first priority.
- Enforcing in the car park outside blocks 51 to 80 and the road the garages sit on was the second strongest supported option which was chosen by one respondent for their first priority, two residents chose it as their second priority and one resident chose it as their third priority.
- Enforcing the whole estate was the lowest scoring option with one resident choosing it as their second choice and one resident choosing it as their third priority.

Priority	First	Second	Third
1. Enforce on the car park outside block 51 to 80 and the road the garages sit on	2	0	0
2. Enforce all of the car park outside block 51 to 80	1	2	1
3. Enforce the whole estate (including the bays outside the houses, if the relevant household agrees to enforcement outside their property)	0	1	1



# Do you agree with the proposed order of priority for the issue of parking permits?

Respondents were asked their views on the order of priority residents would have on obtaining parking permits on the Edenham Way estate. Exactly half (three) of the respondents answered that they do and the other half (three) answered that they did not support the proposed priority of issued parking permits.

Respondents were then given the choice to re-order their preferred priority for issuing parking permits. There were five responses to this question and respondents indicated that they would like to:

- Give first priority to “disabled residents or residents who require regular care (both tenants and freeholders)” was the highest scoring option.
- Give the lowest priority to “people who are not residents on Edenham Way Estate”.

Priority	First	Second	Third	Fourth
1. Disabled residents or residents who require regular care (both tenants and freeholders)	3	0	1	0
2. Tenants and freeholders	1	1	1	1
3. Residents who have paid for a permit in the 12 months prior to this consultation (both tenants and freeholders)	1	2	1	0
4. People who are not residents on Edenham Way Estate	0	1	0	2



# Current and future demand for parking permits

Respondents were asked how many parking permits they currently use, how many disabled permits they might apply for, how many disabled permits for carers they might apply for and how many standard permits for residents they might apply for. The below table lists how the eight respondents answered this question.

Option	None	One	Two	Three +
Current number of parking permits in your household	5	2	0	1
Current number of disabled permits in your household	7	1	0	0
How many disabled residents' permits (for carers) would your household apply for?	5	2	0	1
How many residents' parking permits would your household apply for?	3	1	2	2



# Further comments or concerns about the proposals

We asked respondents if they had any further comments or concerns about the suggested proposals and these have been categorised into themes which are presented below:

Theme	Count	Theme	Count
Disagree with proposals	6	Non-residents using spaces	3
Bollards	5	Access for visitors	2
Unfair charges	5	No issues with parking	2
Inconsiderate parking	4	Bay specific window stickers	1
Protect garage entrances	4	Mutual agreement to share	1
CCTV implementation	3	Resident only access barrier	1
Multiple cars per property	3		

There were 21 comments to this question, however comments can appear multiple times if they relate to multiple themes. Names, addresses and personal details have been removed.

In the appendix, themes are shown in bold and individual comments are presented in full in each bullet point.



# Resident Meeting

## Resident Meeting on 2 March 2023

Following a request from a Residents Association, Kensington and Chelsea Housing Management hosted a resident meeting to discuss the consultation and concerns with parking on the estate. The following notes were provided and summarise the outcome of the meeting from the officer's perspective:

- The main discussion was about the bollards previously installed which have caused a number of injuries to residents and damage to vehicles. Next steps will be to identify suitable options for residents. A resident's bollard has been continuously hit by vehicles (some contractors or emergency services) turning onto the road.
- Differing opinions from those that live in the houses and those who live in the flats which is one of the challenges considered with this consultation.
- The barrier on the estate has been removed. When it was working, it is speculated that it was being lifted up by Kensington and Chelsea contractors causing possible damages. Kensington and Chelsea staff will review if CCTV can be installed and improved signage on the estate if a traffic management order is not put in place.
- Some residents expressed concerns that having enforcement within the houses would mean that they would have to pay for the permit outside their homes and therefore, as the garage is within the service charge, paying for a permit outside of this wouldn't make sense.
- The residents in the townhouses currently all have a garage, get a free parking bay and a lockable bollard right outside their home. Splitting the estate so only area one or area one and two are enforced could cause frustration for those who will have to start paying for a parking space.
- The residents expressed concerns that the consultation letters were not delivered to their property for the meeting. This has been brought up with the Estate Manager.

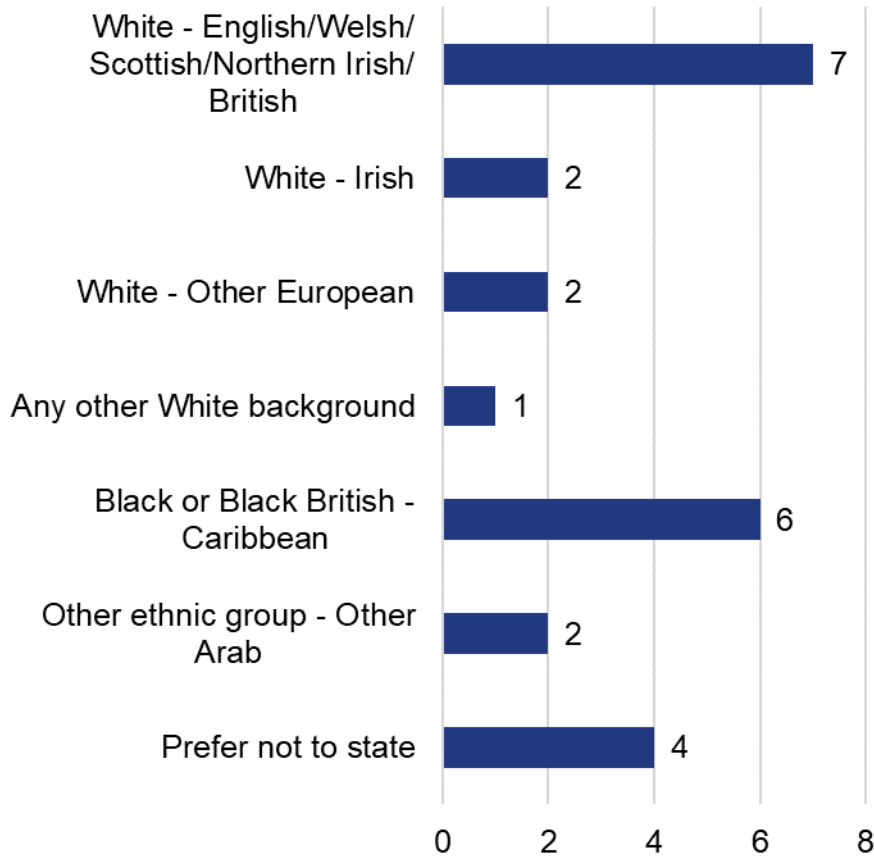




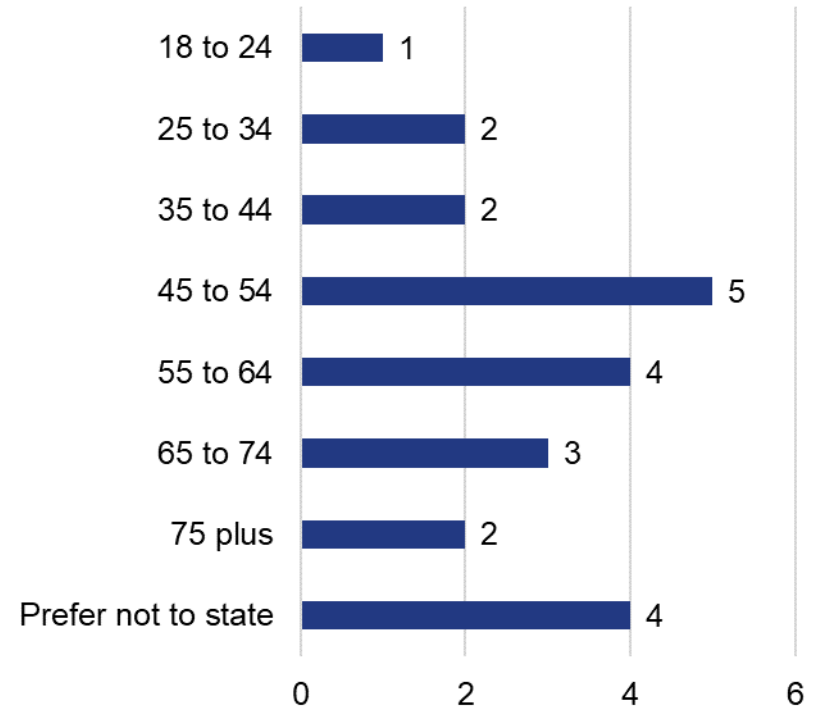
# Profile of respondents

Respondents were asked a series of questions about themselves, to understand who had responded to the consultation.

### Demographics - Ethnicity



### Demographics - Age



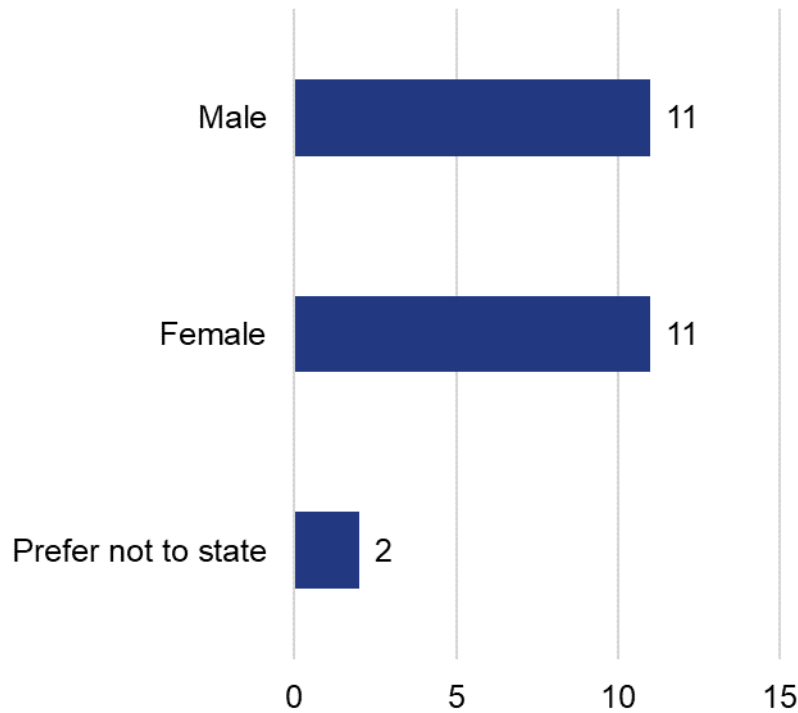
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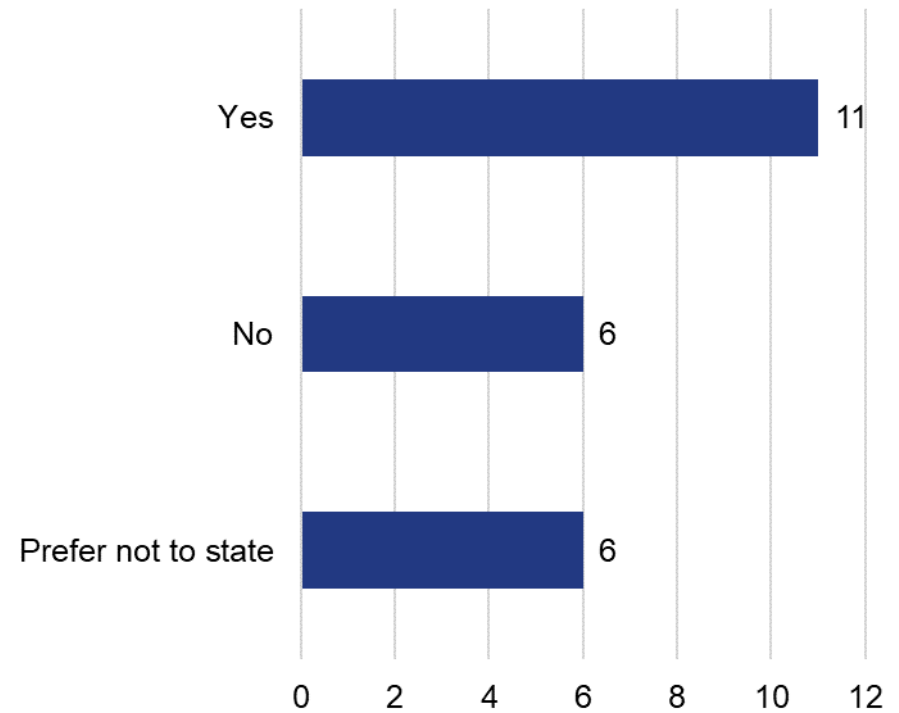
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### Demographics - Sex



### Demographics - Disability

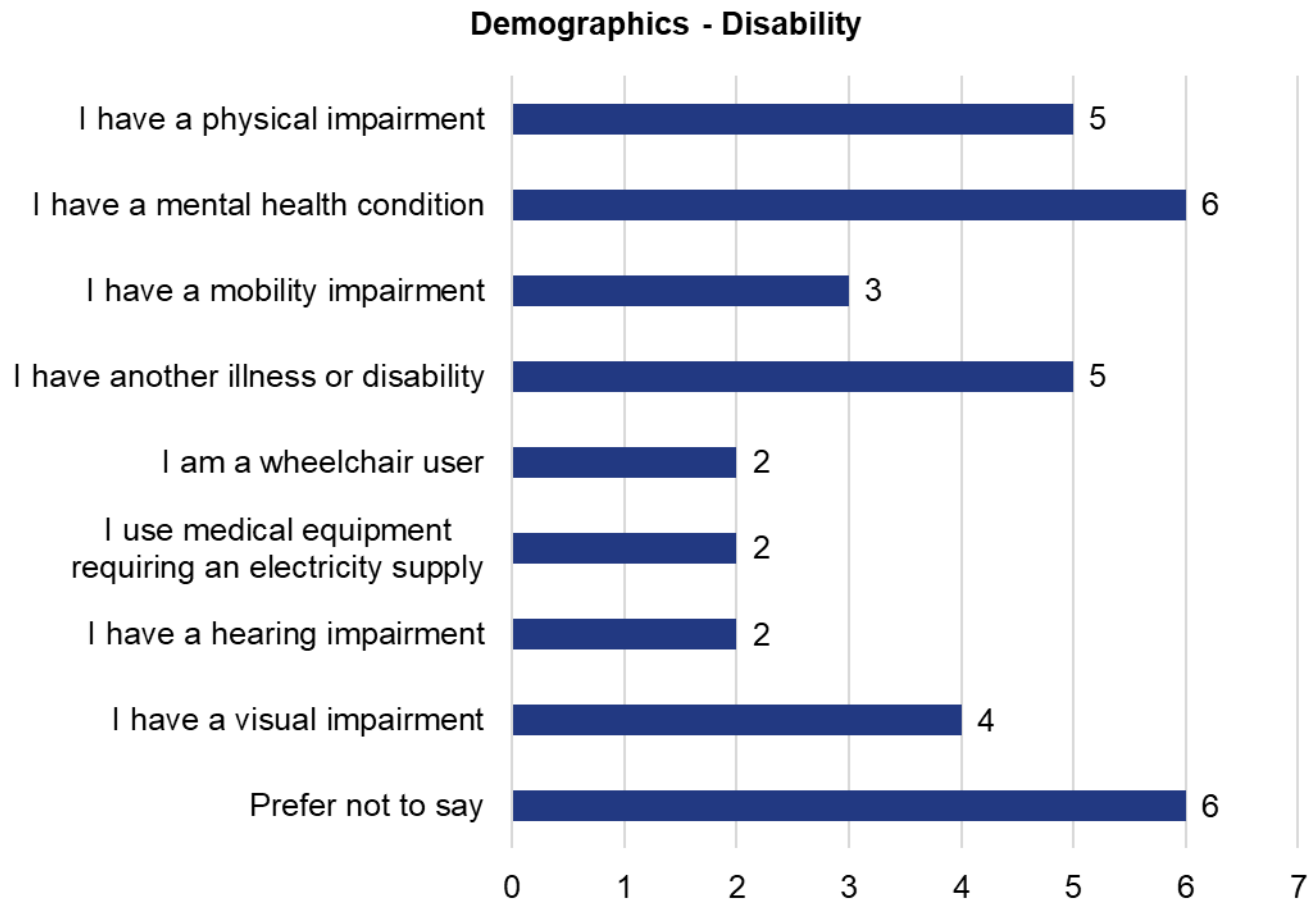


*Base: All respondents (24)*



# Profile of respondents

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# Appendix: Comments about the proposals

## Access for visitors

- I do understand about the parking outside 15-50 Edenham Way is unacceptable. However, people like myself who is visually impaired, needs taxi to pick and return back. What happens then? My family member has cars and do visit what happens there? It is unfair for one person on a first come first basis which means people like myself will miss out. One has to think of a better way to support the disabled and vulnerable on the estate. I am not being objective just want a better solution to this. [name removed]
- My mother will be having carers from Monday. Their will need access at all times.

## Bay specific window stickers

- I think what should be enforced is a dashboard or window sticker/paper/permit issued to residents (similar to a disability certificate to park in disabled bays) that gets issued exclusively via Kensington and Chelsea so it cannot be copied or replicated to those who register that they have a vehicle and that gets placed on the dashboard of the vehicle in the parking space or designated bay. This card could show the car registration that is registered to the council that they are a resident. If you do not have one displayed then you should get towed or a fine as you are not a resident. This will display to other residents and car users that your car is allowed to be on the estate. I also think that if one Edenham resident allows another Edenham resident to park in their space/bay - if the space/bay is available or they do not use it - then the other resident should be allowed to park there as there is a mutual agreement from one resident to another so there is no violence/complaints raised.



# Appendix: Comments about the proposals

## Bollards

- I have a garage connected to my house, and no one should be allowed to park in front except my household. I have lived in my house at [address removed] since 1978 and these are the worst proposals for parking. In general, the parking bollards have worked but are of poor quality and can be damaged easily. Also, my bollard has been damaged many times by delivery drivers and contractors and Kensington and Chelsea contractors reversing into it. Kensington and Chelsea contractors should not be allowed to park on the estate. What needs to be done in my opinion is to have better bollards and better signs telling people not to park anywhere and best of all CCTV so that Kensington and Chelsea can recover the cost of damaged bollards from those who reverse into them. Lastly for enforcement you are asking £5.79 per week that is more than a Kensington and Chelsea residents permit which allows you to park in any bay in the Borough. It's not realistic.
- I would have liked a Tenants meeting before you have sent your proposed changes. I completely disagree with both proposals. I suggest that you look at the bollards you put above the grounds at Edenham Way, which have been a complete waste of time and resources. Many were broken in the first few weeks. As they were very cheaply made and also damaged a lot of car tyres. I suggest that you replace these for the ones that go into the ground. That was originally shown on the last proposed, but never yet.
- The houses on Edenham way have no issues with misuse of parking facilities and unauthorised parking since the yellow bollards have been installed and we have a key to lock them so it is impossible for any unauthorised parking to take place this is clearly a way to take money from us. Are you also suggesting that we won't be able to access our garages as well unless we pay you? I think this is disgraceful behaviour by the council especially as money has been spent on installation of the bollards (rather badly) and the problem has now been sorted. This is clearly just an underhand way of demanding money from tenants and freeholders and does not help with your rather bad reputation.



# Appendix: Comments about the proposals

## Bollards

- The lockable bollards implemented on the estate were not fit for purpose and were either taken down by residents or broke shortly after installing - this solution should be revisited with a more suitable replacement. We are an elderly couple with disabilities and need to be able to access our transportation outside our house and for our family who support us to park outside our house. We also pay a service charge - By paying our service charge, we expect for the street lighting to be sufficient for our safety and security. We have experienced individuals taking our recycling from our dustbin cupboard and hanging outside our front door - enforcement parking will not solve this behaviour. Let's work together to find a suitable and sustainable solution. Residents are finding living cost very challenging and do not want additional costs for parking enforcement that will not solve the problem on a whole. We look forward to the meeting on March 2023.
- We think we should have a tenant's meeting first before you sent out your proposal the work and the bollards were rubbish. The bollards in the first week were broken and the ? was damaged and lots of cars were damaged and tyres punctured we think you should put and replace them with the ones that go into the ground that we were shown in the first place.
- We've already been through this. I think the best thing would be to get better "bollards" to lock the parking spaces. The current ones are very flimsy and break very quickly. Money would be better spent improving the roads themselves.



# Appendix: Comments about the proposals

## CCTV

- We are against the proposal of parking enforcement. We are against the proposal of the standard housing estate parking policy - this doesn't make sense for Edenham Way, especially for those residents with garages and driveway in constant use. For the areas where vehicles are engaging in antisocial behaviour, speeding and vandalism - The council need to increase the street lights, add CCTV or find other deterrents. The lockable bollards implemented on the estate were not fit for purpose and were either taken down by residents or broke shortly after installing - this solution should be revisited with a more suitable replacement. We are an elderly couple with disabilities and need to be able to access our transportation outside our house and for our family who support us to park outside our house. We also pay a service charge - By paying our service charge, we expect for the street lighting to be sufficient for our safety and security. We have experienced individuals taking our recycling from our dustbin cupboard and hanging outside our front door - enforcement parking will not solve this behaviour. Let's work together to find a suitable and sustainable solution. Residents are finding living cost very challenging and do not want additional costs for parking enforcement that will not solve the problem on a whole. We look forward to the meeting on March 2023.
- Permits should only be issued to cars that are usually and currently registered for tax, insurance and M.O.T.S. at an address in Edenham Way either in blocks 51-80 or on the estate. Permits should only be issued as one per household where they have met the criteria. Second permit can be issued once demand for 1st permits has been satisfied. No permits should be issued to tenants or freeholders/flats i.e. residents. We also need more extensive security measures i.e. lighting and CCTV in the car park as extensions of the builders yards.



# Appendix: Comments about the proposals

## CCTV implementation

- I have a garage connected to my house, and no one should be allowed to park in front except my household. I have lived in my house at [address removed] since 1978 and these are the worst proposals for parking. In general, the parking bollards have worked but are of poor quality and can be damaged easily. Also, my bollard has been damaged many times by delivery drivers and contractors and Kensington and Chelsea contractors reversing into it. Kensington and Chelsea contractors should not be allowed to park on the estate. What needs to be done in my opinion is to have better bollards and better signs telling people not to park anywhere and best of all CCTV so that Kensington and Chelsea can recover the cost of damaged bollards from those who reverse into them. Lastly for enforcement you are asking £5.79 per week that is more than a Kensington and Chelsea residents permit which allows you to park in any bay in the Borough. It's not realistic.

## Disagree with proposals

- Yes the additional cost of a permit that would be required. I live in the houses with a garage.
- I live in one of the houses and do not support parking enforcement for the whole estate. I reserve the right to park in front my door and therefore for the residents in the flats, they should be given a parking permit for each bay
- I would have liked a Tenants meeting before you have sent your proposed changes. I completely disagree with both proposals. I suggest that you look at the bollards you put above the grounds at Edenham Way, which have been a complete waste of time and resources. Many were broken in the first few weeks. As they were very cheaply made and also damaged a lot of car tyres. I suggest that you replace these for the ones that go into the ground. That was originally shown on the last proposed, but never yet.





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- I do not support the plans for enforcement on the estate. As a community we are in a better position to resolve such matters and already have things like the gate and bay stands for such things.



# Appendix: Comments about the proposals

## Inconsiderate parking

- In theory I do believe that enforcement should be introduced, as I know the current situation has become extremely frustrating and tedious for many of the local residents. I have do however have my issue with the extra charges that residents would incur, and with the lack of protection the Edenham homeowners would have with non-households members being permitted to park in the bays in front of their houses, blocking any access to their garages. I believe that the parking issue should be separated from the flats and the houses, as the ability to park in front of the houses should be instantly recognised as a right of being the homeowner/renter, something that does not apply to the side road bays and car park.
- My house has a space outside for us to park, I do not want to pay for this because of in considerate people; your house your space? Remove cars from yellow lines and outside the block 51-80 and the garages. No one here in Edenham Way park there all outsiders it's a nightmare and I don't feel any pay more is necessary with the cost of living at the moment and being a pensioner we would not be able to afford this. Please sort this out.
- Parking enforcement will lead to an increase in service charge which I can't afford. Those who live in the houses should not use the parking bays for the flats to park second cars they have. There are several elderly and vulnerable residents living in the flats who rely on visitors for assistance and company. Restricting access to visitors would make them more isolated. I do believe something has to be done but at minimum cost to residents already on low income, who are struggling with increased fuel costs. I believe there is enough parking at Edenham for those that have cars. So if permits are the way forward, we should all be accommodated, one permit per household. It would also be helpful if those with garages attached to their houses use them for their cars and free up the footpath pavement so those with pushchairs and wheel chairs don't have to use the road to navigate their way around the estate.



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- The estate has gotten progressively worse & worse in terms of chaotic parking each time you have come with & implemented a new proposal. We pleaded with you not to come with the last one, it cost a fortune & has never worked. Things have always been chaos. The only thing that would work is a barrier at the Elkstone road end of both sections of Edenham Way & each resident should be able to purchase, at cost, one ket fob or car fob to raise the barrier. Anything else with be too expensive & won't work. The barrier that was installed at the top end of Edenham Way never functioned properly. there should be a smaller barrier at the Elkstone rd end. Refuge trucks & ambulances etc should be able to raise the barrier too. Personally i wouldn't bother. Just leave it as it is. it works ok. WE are all pretty happy with things as they are. Spend the money on new homes for homeless people.

## Multiple cars per property

- Every tenant has to register one car not more than one.
- Permits should only be issued to cars that are usually and currently registered for tax, insurance and M.O.T.S. at an address in Edenham Way either in blocks 51-80 or on the estate. Permits should only be issued as one per household where they have met the criteria. Second permit can be issued once demand for 1st permits has been satisfied. No permits should be issued to tenants or freeholders/flats i.e. residents. We also need more extensive security measures i.e. lighting and CCTV in the car park as extensions of the builders yards.
- Some residents have two cars and have bought their house and should have the freedom of parking here as we have done for many years. With the cost of living I would not like to see Edenham Way residence charged to park outside their own houses.



# Appendix: Comments about the proposals

## Mutual agreement to share

- I think what should be enforced is a dashboard or window sticker/paper/permit issued to residents (similar to a disability certificate to park in disabled bays) that gets issued exclusively via Kensington and Chelsea so it cannot be copied or replicated to those who register that they have a vehicle and that gets placed on the dashboard of the vehicle in the parking space or designated bay. This card could show the car registration that is registered to the council that they are a resident. If you do not have one displayed then you should get towed or a fine as you are not a resident. This will display to other residents and car users that your car is allowed to be on the estate. I also think that if one Edenham resident allows another Edenham resident to park in their space/bay - if the space/bay is available or they do not use it - then the other resident should be allowed to park there as there is a mutual agreement from one resident to another so there is no violence/complaints raised.

## No issues with parking

- My view is the current system works well. People parking on the estate are usually the residents or their visitors and occasionally contractors, council repairs teams, ambulances and so on. I myself use the street parking permit and do not park on the estate unless loading/unloading heavy items.
- The houses on Edenham way have no issues with misuse of parking facilities and unauthorised parking since the yellow bollards have been installed and we have a key to lock them so it is impossible for any unauthorised parking to take place this is clearly a way to take money from us Are you also suggesting that we won't be able to access our garages as well unless we pay you? I think this is disgraceful behaviour by the council especially as money has been spent on installation of the bollards (rather badly) and the problem has now been sorted. This is clearly just an underhand way of demanding money from tenants and freeholders and does not help with your rather bad reputation.



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## Non-residents using spaces

- My house has a space outside for us to park, I do not want to pay for this because of in considerate people; your house your space? Remove cars from yellow lines and outside the block 51-80 and the garages. No one here in Edenham Way park there all outsiders it's a nightmare and I don't feel any pay more is necessary with the cost of living at the moment and being a pensioner we would not be able to afford this. Please sort this out.
- Only that residents and non residents have made the car park and spaces their own. I have had arguments with residents here at Edenham Way. They are a law into themselves.
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## Protect garage entrances

- I live in one of the houses and do not support parking enforcement for the whole estate. I reserve the right to park in front my door and therefor for the residents in the flats, they should be given a parking permit for each bay



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## Protect garage entrances

- I have a garage connected to my house, and no one should be allowed to park in front except my household. I have lived in my house at [address removed] since 1978 and these are the worst proposals for parking. In general, the parking bollards have worked but are of poor quality and can be damaged easily. Also, my bollard has been damaged many times by delivery drivers and contractors and Kensington and Chelsea contractors reversing into it. Kensington and Chelsea contractors should not be allowed to park on the estate. What needs to be done in my opinion is to have better bollards and better signs telling people not to park anywhere and best of all CCTV so that Kensington and Chelsea can recover the cost of damaged bollards from those who reverse into them. Lastly for enforcement you are asking £5.79 per week that is more than a Kensington and Chelsea residents permit which allows you to park in any bay in the Borough. It's not realistic.
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- The houses on Edenham way have no issues with misuse of parking facilities and unauthorised parking since the yellow bollards have been installed and we have a key to lock them so it is impossible for any unauthorised parking to take place this is clearly a way to take money from us Are you also suggesting that we wont be able to access our garages as well unless we pay you? I think this is disgraceful behaviour by the council especially as money has been spent on installation of the bollards (rather badly) and the problem has now been sorted. This is clearly just an underhand way of demanding money from tenants and freeholders and does not help with your rather bad reputation.

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