

# Juniper Crescent and Gilbeys Yard

Feedback Summary Report  
Consultation Events  
May 2017





# Juniper Crescent and Gilbeys Yard

## Feedback Summary Report

**Event:** Juniper Crescent and Gilbeys Yard  
**Event date:** 20 May 2017 (10am - 4pm)  
24 May 2017 (3pm - 8pm)

**Number of attendees:** 50

**Questionnaires completed:** 28

This report presents a summary of the comments and issues raised by residents during the Juniper Crescent and Gilbeys Yard Consultation events in May 2017 and feedback received via questionnaires and discussions with event staff. Additionally, this report presents the communities key concerns which should be strongly considered as the project moves into the next stages.

The event was the beginning of the conversation with the residents on the options appraisal process for Juniper Crescent and Gilbeys Yard sites through the use of display boards. Post it notes have been used by the residents to write their thoughts and concerns and all their views have been displayed on the boards.

One Housing, PRP and Quod representatives were available to talk residents through the proposals and help add further detail to the information on display. Residents were invited to complete feedback forms to share their ideas and opinions on the existing condition of Gilbeys Yard and Juniper Crescent. These comments are reviewed within this document so as to inform the way forward.

### Key issues

- Communication with residents.
- Current and continued maintenance.
- Design proposals.
- Camden Goods Yard framework.
- The resident offer.

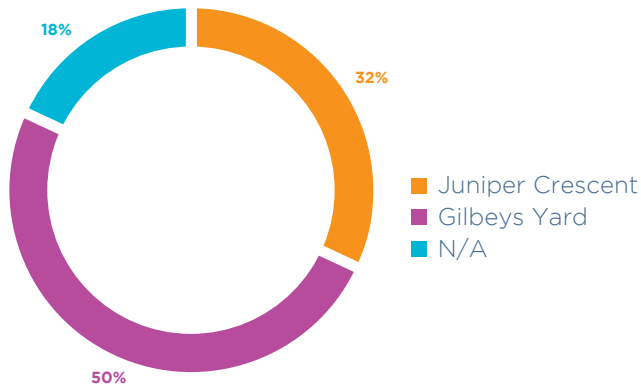
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## About you

### Name (optional):

Out of the 28 completed feedback forms, 23 residents provided their name.



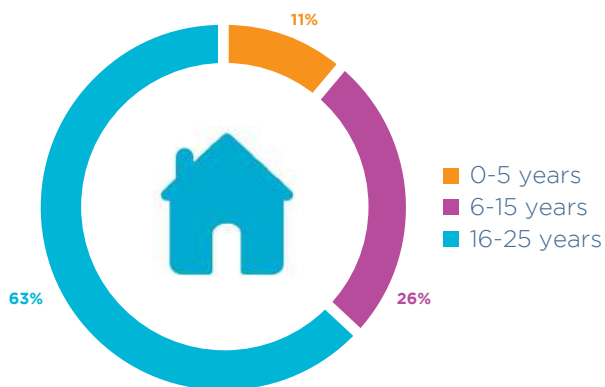
### Address (optional):

Out of the 28 completed feedback forms, 20 residents provided their full address.

### Do you live on Juniper Crescent or Gilbeys Yard?:

Out of the 28 completed feedback forms, all were residents of either sites.

### How long have you lived on Juniper Crescent or Gilbeys Yard?:



### Your preferred method of contact (optional):

Out of the 28 completed feedback forms, 18 residents provided their contact details (email or telephone number)

## Your neighbourhood

### What do you like about your neighbourhood and home?

Residents were satisfied with the area in general and the proximity of both sites to amenities and Camden Market. They were also happy with the public transport links and the bus services around the sites. A large number of residents also mentioned that the sense of community is really strong and important to be maintained in all the different options to be explored.

### Is there anything you do not like about your neighbourhood or home?

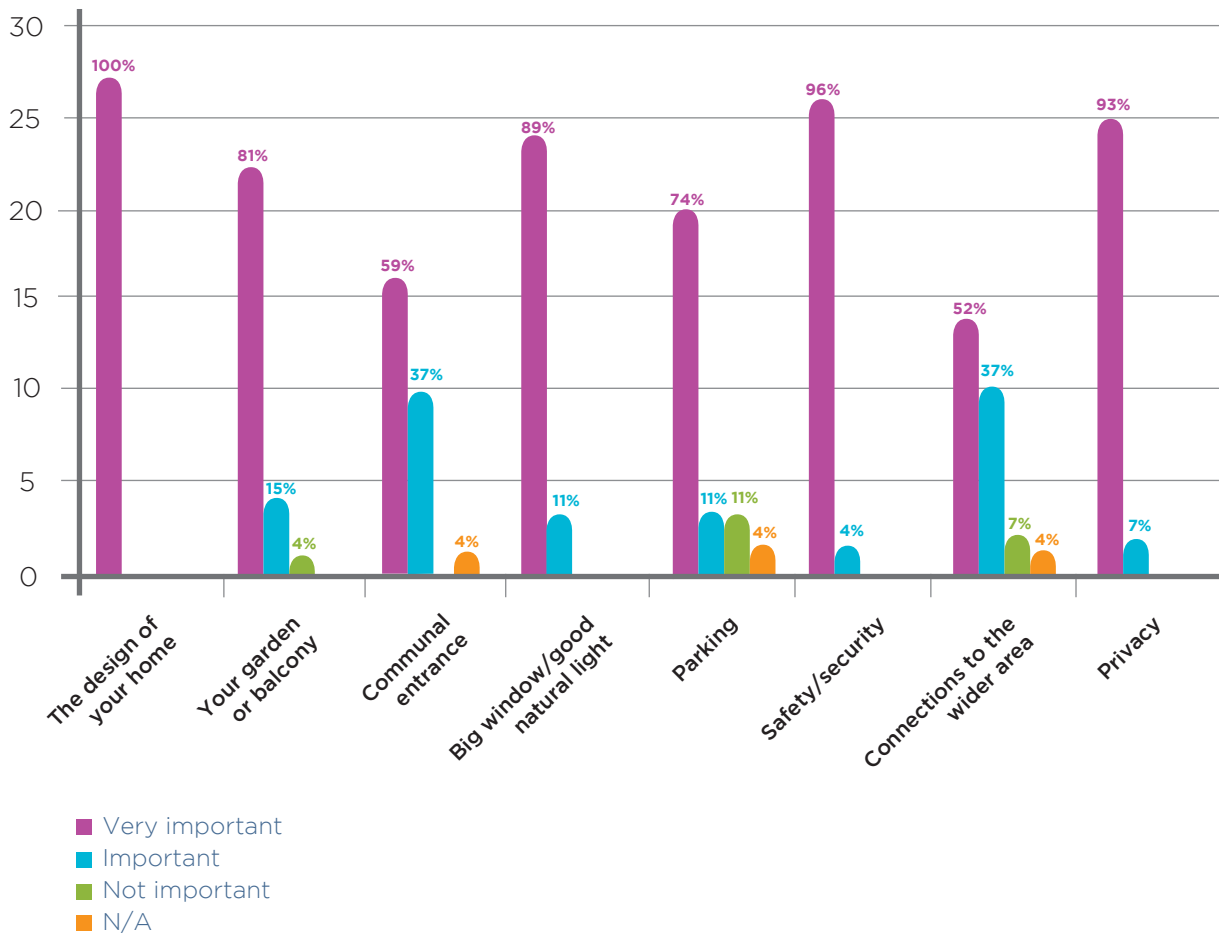
Most common issues were the lack of maintenance in some homes on both sites and the replacement of windows has been mentioned by the majority of the residents. Sizes of private amenity space (balconies) was mentioned as insufficient and there were also comments of overcrowding which requires further investigation.

Lack of security, poor night lighting, non overlooked areas and noise were also some of resident's key comments. Bin storage and refuse facilities need to be assessed with more regular collection and recycling facilities should be considered for the future. Finally, there are concerns of anti-social behaviour in certain public areas within the site.



## Your neighbourhood

How important do you consider the following in your neighbourhood and home?

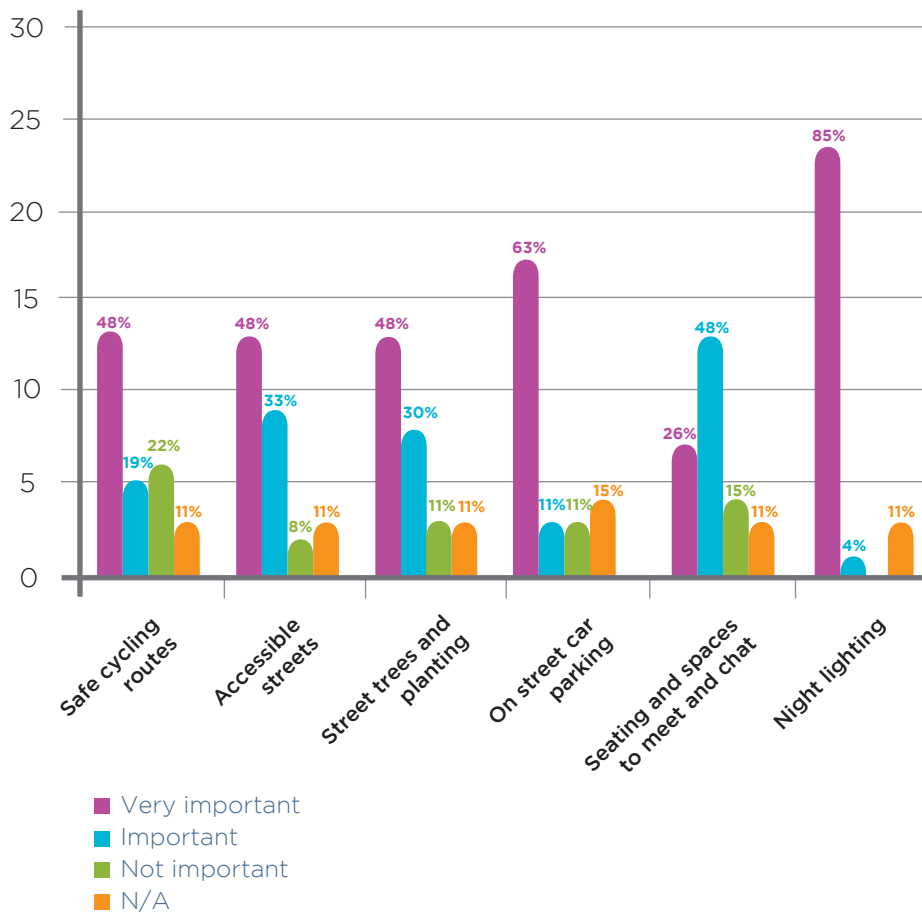


### Other important considerations:

- Layout of homes.
- A more family or community feel.
- Opportunity to improve existing condition of the neighbourhood.
- Easier access to essential services or local shops.

## Streets and movement

Thinking about the streets around your neighbourhood, how important might each of the following be?



### Other important considerations:

- Close to transport.
- Better pedestrian signage.
- Litter bins for people to use, as when this is dropped on the floor it attracts mice and other pests.
- Smoother road as the cobbles can be difficult for some people to walk on.
- Better rubbish collection.

## Communal facilities

What do you think about the facilities around your neighbourhood and are there any other facilities you would like to have?

The vast majority of the residents are satisfied with the services currently provided in the wider area. Within both sites however, there is a lack of social activities. A large number of the residents would like to see leisure facilities such as halls, day care centre or community centre and activities that would create strong community hubs in the area. There is no need for more local shops as the wider area can accommodate the needs of all resident but more recycling points and better refuse services have been required.

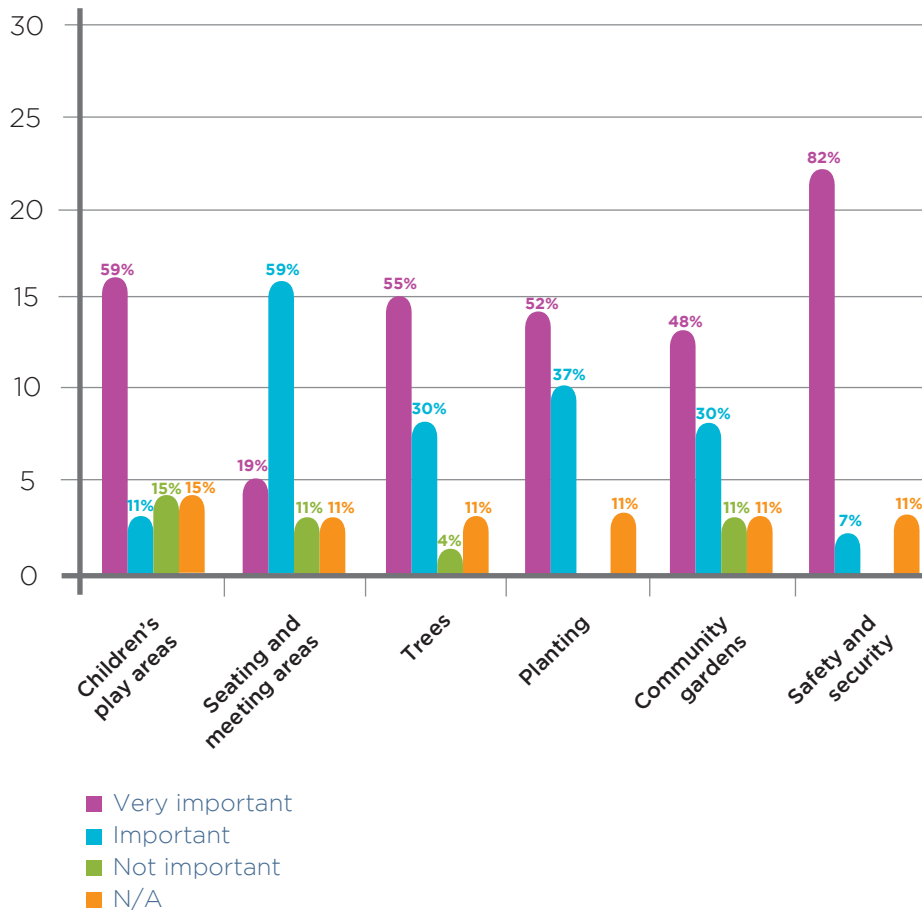
Get involved





## Open spaces

Thinking about the open spaces of your neighbourhood, how important might each of the following be?

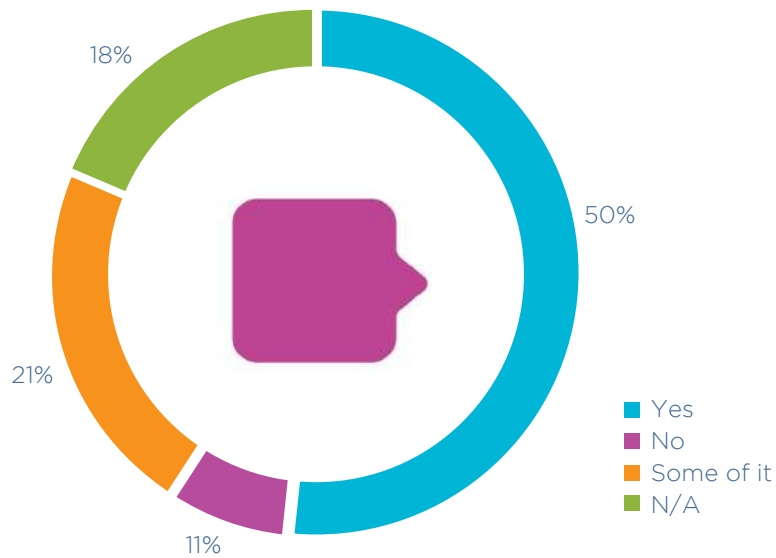


Other, any additional elements you would like to have in your open spaces?

- Litter bins.
- Open spaces and benches are just places for gangland drug addicts to congregate.
- Gardens should be at the back of properties and access for resident only.
- Preservation of what is here now.

## Have your say

Have you found today's drop-in session informative?



How would you like to be kept informed?



**Residents had the chance to discuss with the members of the team. Some key comments have been recorded below.**

- Preference to stay in the local area, either on-site or if development is proposed, to a local temporary decant. Concern about moving (i) breaking up communities (ii) stress and health impact, particularly for people with health problems.
- Concern about added pressure on local health/ education/ community services from the new homes being developed in the area.
- Like living in a quiet, relaxed area within a very busy place.
- Like current homes – light and airy with plenty of space and storage.
- Value strength of the local community and knowing your neighbours.
- Concerns about security problems at Juniper Crescent – drug taking/ general ASB, police not dealing with this.
- Would like a pedestrian link from Juniper Crescent North West to allow access to Primrose Hill.
- Balconies at Juniper Crescent are not fully usable due to pollution/ noise from the railway, would prefer an enclosed winter garden.
- Interested in downsizing if adult child finds other accommodation.
- Concerns regarding lack of like-for-like replacement properties eg three bed house don't want to live in flat with lack of outside space/ parking available.
- Currently some lack of privacy at Juniper Crescent and overlooking.
- One resident keen to see more sustainability measures used and new energy opportunities eg PV panels.
- One resident asked about whether the proposals would affect Right to Buy and when secure tenants rights will be set out formally in writing.
- One resident said that there was an imbalance of housing need within the existing properties; she lived in an overcrowded one bed flat, compared to some larger units being under-occupied ie four bed house with adult children no longer living at home.
- Some residents were open for downsizing ie no longer need the space.
- One resident said that the planning framework was an unfair representation and did not take into account resident views. Firstly, the framework makes reference to the fact that residents feel isolated, however this is not the case – they like the fact that they are separated from the rest of Camden town and that the area is quiet, they do not feel isolated.

- Secondly, the framework refers to increasing density within the area being acceptable given the town centre location, however both Juniper Crescent and Gilbeys Yard are not allocated as town centre locations, therefore the existing density is acceptable and therefore they think the density should not be increased.
- One resident stated that the framework does not consider the Roundhouse in enough detail (as a heritage asset) and this needs to be considered carefully with any development proposals.
- One resident wanted to ensure that all parties ie those in existing L&Q and Arhag tenancies were consulted given that their views need to be taken into consideration if their properties were to be effected.
- A number of residents mentioned that they didn't feel that redevelopment was necessary, rather just maintenance to ensure the existing properties were kept in good condition.
- Concern that the Barratts scheme result in loss of daylight to their existing properties.

# APPENDICES

## Engagement strategy and techniques

One Housing wants to work with residents to think about the future of Juniper Crescent and Gilbeys Yard.

We want to start to talk to you to understand how you feel about your homes and neighbourhood. This will help us to develop a brief to explore options for the future.

We want residents to be fully and meaningfully involved in this process in order to help us get the best outcomes for everyone. There will also be a role for the wider community, including the council and other stakeholders, to play.

A variety of consultation methods will allow us to collect your views about where you live and your home and develop a holistic approach during this options appraisal period.

The different engagement techniques we are considering can be found below.



### 1 Commonplace - Online platform



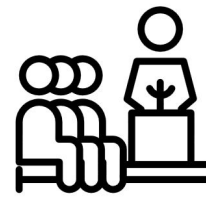
Commonplace is an online consultation platform for residents to provide their feedback on existing site condition.

### 2 Blog and website



A dedicated website for Camden Goods Yard project where residents can be informed for the latest updates, consultation feedback, next events etc.

### 3 Tra meetings



TRA meetings every other week to discuss with residents further issues and concerns and provide updates on the consultation events.

### 4 One-to-one meetings



Door knocking and 1-2-1 meeting with residents in order to collect more feedback on existing condition and discuss further concerns.

### 5 Residents steering group



Weekly meetings with residents steering group.

### 6 Drop-in sessions



Members of the team will be available on site to provide further information.

## May event photos



## May event flyer

# JOIN THE CONVERSATION

Juniper Crescent and Gilbeys Yard



### Come and talk to us about your homes and neighbourhood.

At the events we would like to discuss:

- what you think about Camden's proposed planning framework and our thoughts about the future of the area
- the options appraisal process and how you can get involved
- what are the next steps of the process and how you can influence it
- ideas for future events and the role the local community could play.

### Drop in sessions

#### Saturday 20 May

10.00am-4.00pm  
The Pirate Castle (main hall)  
Oval Road  
NW1 7EA

#### Wednesday 24 May

3.00pm-8.00pm  
The Pirate Castle (main hall)  
Oval Road  
NW1 7EA



### CONTACT US

If you want to find out more call  
Ashley Dean-Knighton on 020 7428  
5581 or Pinar Cinar on 020 8821 5165.

[onehousing.co.uk](http://onehousing.co.uk)





# May event questionnaire

## CAMDEN GOODS YARD



### 'Have Your Say'

This questionnaire is a chance for us to record your views about your area and will help us understand what you think about your homes and neighbourhood. We want to ensure that all residents will be fully and meaningfully involved in this process, therefore all the feedback collected by questionnaires will shape the way forward and will inform our future events.

We hope you will be able to spare the time to take part.  
All responses are optional.

#### About you

Name (optional): \_\_\_\_\_

Address (optional): \_\_\_\_\_

Do you live on Juniper Crescent or Gilbey's Yard? Yes  No

How long have you lived on Juniper Crescent or Gilbey's Yard? \_\_\_\_\_

Your preferred method of contact? (optional): email \_\_\_\_\_ tel.no \_\_\_\_\_

#### Your neighbourhood

1. What do you like about your neighbourhood and home? \_\_\_\_\_

\_\_\_\_\_

2. Is there anything you do not like about your neighbourhood or home? \_\_\_\_\_

\_\_\_\_\_

4. How important you consider the following in your neighbourhood and home?

	Very Important	Slightly Important	Not Important
The design of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your garden or balcony	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communal entrances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Big windows/Good natural light	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety and security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connections to the wider facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Privacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify) \_\_\_\_\_

\_\_\_\_\_

#### Streets & Movement

5. Thinking about the streets around your neighbourhood, how important might each of the following be?

	Very Important	Slightly Important	Not Important
Safe cycling routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street trees and planting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On street car parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seating and spaces to meet and chat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Night lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other, any additional elements you would like to have on your street \_\_\_\_\_

#### Community Facilities

6. What do you think about the facilities around your neighbourhood and are there any other facilities you would like to have? \_\_\_\_\_

\_\_\_\_\_

#### Open Spaces

7. Thinking about the open spaces of your neighbourhood, how important might each of the following be?

	Very Important	Slightly Important	Not Important
Children's play areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Seating and meeting areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community gardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety and security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other, any additional elements you would like to have in your open spaces? \_\_\_\_\_

#### Have your say...

To enable us to improve future events we would appreciate your comments on today's event.

8. Have you found today's drop in session informative? Yes  No  Some of it

9. How would you prefer to be kept informed and involved in the future? (tick all if apply)

<input type="checkbox"/> Regular newsletter	<input type="checkbox"/> Informal meetings
<input type="checkbox"/> Noticeboards on estate	<input type="checkbox"/> Small block meetings
<input type="checkbox"/> Personal letter	<input type="checkbox"/> Through Community Steering Group
<input type="checkbox"/> Website	
<input type="checkbox"/> Email (please provide email address)	

Thank you for completing this questionnaire



