

Detailed comments from the Hackbridge.net survey - taken between July and October 2012

	Comments
Do you find it easy to get around Hackbridge?	<ul style="list-style-type: none">• I must admit that I usually drive through on my way to work and don't stop off/go to the local shops. When travelling on public transport, I tend to walk up to Mitcham Junction instead of Hackbridge (slightly more pleasant journey - across the green).• I am disabled and find parking in front of the shops always full. I have to go to Carshalton High Street as they have a car park for disabled.• Traffic needs to be slowed down along Hackbridge road also (especially the bit by the bridge over the River Wandle).• More needs to be done about bad parking by Hackbridge Primary School - perhaps a CCTV car present during school run times?• Because of fast flow of traffic along London Road it is more often than not difficult to exit Senga Road and others especially if turning right.• Crossing road near shops by foot and coming out of the station on a bicycle can both be tricky.• Transport links are great.• The bus services to and from Mitcham Junction are far too infrequent.• The level crossings at Hackbridge Corner can be a nightmare to cross.• You have to be very alert as cars don't always stop. I walk to and from the station every day so always use the crossings• Yes, but then there's not much to get around! Mostly walk to get to BR station or to local shops.

	<ul style="list-style-type: none"> • My only suggestion would be to restrict parking in front of the take-aways which blocks visibility completely from joining traffic. • London Rd is a nightmare to cross at the station; I tend to confine my shopping to 'my' side. There is not good permeability between different block of housing - eg BedZED and the 'flowers' estate.
<p>FOOTPATHS Improve the access for all by widening the width of existing footpaths, replace existing uneven paving with new attractive paving, street furniture and introduce landscaping</p>	<ul style="list-style-type: none"> • Certain parts of London road could be widened to make walking a bit more pleasant, not nice being inches from lorries/buses whizzing by. • Some additional seating should also be considered in order that people with walking difficulties could rest whilst out walking • Also, pedestrian/cycle access in and around the station and better crossings. • The weeds and rubbish on the new railway bridge are terrible. • This should be right down London Road and not just around Hackbridge Corner. • The high street is not aesthetically pleasing. Some of the footpaths are uneven, especially along our road. • Anything to improve the area would be a bonus. • To widen footpaths means making the already narrow roads more narrow or confiscating owners property. By all means tart up the location. • Some of the footpaths particularly going to the station are very narrow and are used by lots of people • I don't think the footpaths need widening but some landscaping would be good. • All uneven paving is an accident waiting to happen. • And where possible have a green barrier between the pavement and the road, e.g. the stretch between the shops and BedZED. • Depending on where and what the intentions are.

- Looking at some of Suttons "improvements" I would be concerned at the waste of money on gimmicks that actually cause more problems than they solve.
- It is not a given that the "improvements" are much needed in the area....spend wisely!!
- Footpath from shops along to the station is too narrow.

CYCLING

Improve existing cycle lanes across Hackbridge to provide well sign-posted network of cycling routes.

- Don't think that I will ever feel confident driving on these busy roads, but improved routes may help.
- Also fine young lads who cycle recklessly on the roads, drive illegally on quad-bikes on Bed Zed grounds and ride on pavements blocking people's access.
- I'm not a regular cyclist but feel safety should be considered. If the pavements were wide enough I would prefer to have cycle lanes here rather than any busy road; not always possible I know.
- Cyclists do not use cycle paths normally.
- May encourage better uptake of cycling safely
- Prioritise and be more specific about proposals!
- London Road is too narrow with lots of fast/heavy traffic.
- There should be dedicated cycle lanes separate from footpaths.
- There are some puzzling disjunctions in the network and cyclists do get lost.... the station and shops, etc should be signposted
- Depends on where and what is meant by improve...why wasn't it done right 1st time?
- Also making sure pedestrians and walkers are not in danger of cycle crossings. There needs to be suitable space for pedestrians and cyclists to travel.

	<ul style="list-style-type: none"> • Disagree with the comments regarding cycling. The speed limit is usually adhered to from what I can see due to the restrictive layout of the roads. Bad parking outside the shops causes traffic to slow at the pinch point which could be a problem to cyclists as a result of vehicles passing too close. • Cyclists deal with situations like that on a daily basis, not right but just the way it is. The crossings are adequate and I feel there are no issues for pedestrians.
<p>BUSES/TRAINS Improve interchange between different modes of transport. Create a bus interchange in Hackbridge located near the train station and Hackbridge Corner.</p>	<ul style="list-style-type: none"> • I feel that the transport links are good at Hackbridge. • A bus service should also be considered to St George's Hospital given the planned closures at St Helier Hospital. • We should extend the tramline to Hackbridge - it's much better there rather than at Mitcham Junction, which is a bit of a "no man's land". • I feel the current interchanges are satisfactory. • Would also be good to reintroduce s1 as an alternative to 151 • Is this really going to make a difference? • Definitely. It's very annoying to have to plump for one bus or another. Bus stops need more space - e.g. by the post office - and the 80 should be routed round HB if possible. If the buses can't converge at the station, a better crossing or underpass needs to connect the station to the stops (e.g. I can see the sense in having the interchange near the supermarket) • Anything that improves transport is a good idea but as long as it fits in without causing other issues such as restricted traffic movements due to too many busses arriving at one time. • Yes, would be good to have the bus stops co-incide with the station a little closer. • Additional transport links would assist development and investment in the area as well as providing opportunity for residents.

LONDON ROAD

Implement traffic calming measures from Hackbridge Station to the corner of London Road and Longfield Avenue to slow traffic to 20mph

- The traffic is always going slow. Most mornings there is a traffic jam.
- Traffic lights near shops would be handy.
- A must as crossing the road to the station is very dangerous with traffic speeding over the bridge at Hackbridge Station
- Possibly, but please, no more road humps!
- But please no speed bumps - they are horrible for bus passengers etc.
- 20mph will increase traffic emissions. Research has already shown that it causes more gasses to be released due to higher engine revs in lower gears. Are more cameras to be installed? Will there be flashing lights like the ones already introduced that do absolutely nothing to slow drivers down?
- ASAP. Improve road and crossing safety and also introduce a village feel.

HACKBRIDGE CORNER

Make the public realm safer and more attractive with improved crossings; new paving; street furniture; public art; bicycle parking and new public open space(s) fronting the main road(s).

- The main road through Hackbridge is drab and needs a thorough overhaul.
- No more take-aways.
- Although I don't quite see where there would be space to incorporate open spaces.
- Hackbridge Corner doesn't immediately spring to mind if I want to spend some contemplation time. However, aesthetic improvements (easy to maintain greenery) would be worth considering.
- Definitely new paving and open space would be good.
- Want to say yes but concerned about open spaces attracting undesirables hanging around, I walk my dog along Mile Lane, loads of empty cans etc...
- Spending money on making Hackbridge Corner safer is preferred than making it attractive
- To have a central attractive area will make the community proud of the area

	<ul style="list-style-type: none"> • But I am not sure how it can be done as there is not really very much space. I would like to keep open space opposite Hackbridge Green if possible - or at least low rise building. • Yes, would be a huge benefit to the area and would increase the attraction of the area and subsequently house prices.
<p>HUB OF THE COMMUNITY Ensure the new developments support and reinforce Hackbridge Corner as the centre and hub of the community.</p>	<ul style="list-style-type: none"> • It may make more sense for the Felnex development to become the centre of the neighbourhood. • Not sure it would be feasible for it to be anywhere else. • The facades of old and new developments could be improved so that Hackbridge looks less of a dump. • This is very important. • We should keep the best of the shops - eg allow the supermarket to sell things we do not already have like homewares, but encourage independent florist/gardening shop and bakery etc. • Also need to ensure there is sufficient parking. Any proposed changes will not work if the cars from the developments overflow throughout Hackbridge. • All commercial spaces should face onto London Road or Nightingale Road. • With the influx of people into the area on the Felnex estate it will obviously be the central hub due to the amount of homes/shops. • I do hope the Felnex development goes ahead as it will be of huge benefit to the community.
<p>SHOP FRONTS Encourage the regeneration of the existing shop fronts in a manner which respects the character of the buildings.</p>	<ul style="list-style-type: none"> • Just improve the look - character not important • Definitely. • Most shops look tatty. • Not sure what is meant by 'character' of buildings but yes, facades are very important in making people want to visit the site and feel that there is a sense of pride in the area.

- Some look quite shoddy and would probably bring the area down if the rest is regenerated
- I don't want them to look all the same but I'd like them to harmonise somehow, and it would be interesting if they could recover some of the character of the original buildings.
- I assume that the owners will be encouraged to spend their own money on the frontage of their shops when a supermarket or other shops that are brand new and supported by the "Felnex project" are all up and running? Taking into account that most small businesses are running at small margins and a double dip recession is beginning to bite, would these shop owners be helped financially or would they just be told to clean up their acts?
- The shops need to be made more accessible. I only go into the Post Office when I have to as it's difficult to get a buggy and a walking toddler inside. Otherwise I go into the only newsagent without a step even if they don't offer the best range.
- Improve shop frontages, pavements and make the corner more attractive.
- Yes, it will be of huge benefit to the community.

NEW SHOPS

Encourage/support locally owned, community focused businesses which improves the diversity of businesses along Hackbridge Coner.

- Need more different shops. There are too many take-aways and newsagents.
- Definitely - I think this is a great opportunity for local entrepreneurs to start a business.
- This could create a local community that can work together.
- Extremely important. Make an effort to support independent shops and businesses whenever possible.
- Would enhance feeling of community.
- You'll have a job to do this now that the big supermarkets are moving in!
- I'd like to see a community enterprise outlet of hub for information, art display, local produce, etc - maybe combined with internet cafe or information centre. I also think the tile shop and the Fabric Warehouse are important for bringing people into the area - I hope the FW will relocate to a unit near the supermarket, and that a way can be found to lead through to Restmor Way.

	<ul style="list-style-type: none"> • Too many shops selling unhealthy food. Need to address this. • Diversity should be encouraged, but what they provide to residents should be the first priority. • Yes, local business will improve the attraction of Hackbridge as a place to live.
<p>HACKBRIDGE STATION Create an attractive and safe public space within the forecourt to the station with improved pedestrian links to Hackbridge Corner.</p>	<ul style="list-style-type: none"> • Also disability access to platform one is essential. Would also help people with pushchairs/prams • Fabulous idea if it were at all possible. I feel that the area around the station has great potential for further development and to give the space an individual character. At the moment it looks like any other BR station. • Feel parking is needed as many people commute from Hackbridge. If no parking will drive people to use nearby streets and become a hazard to young and old. • I think the station needs better access, toilets, and some sort of refreshments/newsagent outlet. It needs to be a more welcoming place (though it has improved) but I do think it needs to be a public space where people linger - the main axis of activity is more likely to be the supermarket and public space in the Felnax development across to the existing shops, with freer movement across the junction. Should we consider having pavements which are level with the road? Or would that be much too dangerous? • A monthly farmers market could be held on this space. • Safety, attractive space and improved pedestrian links.....all sounds good. • Cannot see how the pathways can be improved outside the houses outside the Station nor any changes on the other side where the developments are already being built? Having built a wider stronger bridge and the roads designed to accommodate the incoming developments surely there is not a lot left to do. • With the new Centrale development the area will look improved, a great opportunity to improve other areas too. • Yes, this will hugely improve the attraction of Hackbridge as a place to live.

MILE LANE ENTRANCE

Create a safe, attractive landscaped entrance to Beddington Farmlands (future Country Park) at Mile Lane, making sure to closely involve the residents of Furlong Close in the process.

- I am unsure of which area you are referring to, but any landscaping initiative can only be a bonus
- It's grim there now.
- But we should also preserve access across Irrigation Bridge, and create a car/coach park, toilets and visitor centre on the field north of BedZED. I envisage the Mile Rd entrance as being pedestrian, and using the elevation to access hides and observation points.
- Funding? Involving residents is a good idea as long as those involved are actually listened to and their wishes taken on board.
- There is very little information about the timeline for the County Park.
- Yes, this will hugely improve that area.

RIVER WANDLE

Exploit the benefits of the River Wandle to its full potential.

- What exactly does this mean?
- How?
- It's a fantastic untapped resource.
- Not sure that 'exploit' is the best word, but certainly the River Wandle should be well maintained
- Not for industry but for leisure.
- Definitely - this is an important part of the industrial heritage of the area and we should celebrate it. We should also preserve its quiet parts, even though I realise there will be some kind of 'play platform' in Corbet Close.
- Yes, the River Wandle is a river which is very well known, in the press and the local south London public. It is just a potential benefit of the area waiting to be exploited which we don't do enough at present.

GREEN LINKS AND ECOLOGY CENTRE

Improve access to green spaces – strengthen existing green corridors and create new green links to the Wandle Valley Regional Park by creating a new ecology centre.

- Don't forget to make the path disabled friendly ie wheel chairs, electric scooters, benches
- Depends how much it costs.
- Possibly, but such a project wouldn't be on my essential list.
- Provision of more local allotments within ecology centre would be excellent especially as there are lots of people living in flats
- Yes, but not to cut across the work done by Carshalton Ecology Centre – we should identify our own unique aspects.
- Would prefer to see money spent on real projects like adequate NHS dental surgeries, elderly people and more importantly places for youngsters to visit. Youth clubs and activity centres would be a good step in the right direction...may save money from vandalism and other anti-social behaviour!!
- Yes, we have such huge green attractions that it will be great to exploit these benefits of the area.

EMPLOYMENT OPPORTUNITIES

Support local people to develop specialist skills for employment in green space management.

- This would be a worthy consideration.
- We should support local people in all sorts of opportunities which will integrate them into the community and locality. People look after their area much better when they have a stake in it.
- People are struggling to pay the bills and the green space management ideas are not exactly high on their agendas.
- Taking into consideration the local "green spaces" around Hackbridge my guess is that there's not much green space left due to redevelopment housing, Virador wanting to build an incinerator and the sewage works.
- Yes, I would like to see Hackbridge continue as a national leader in green issues.

CONNECTING WITH NATURE

Encourage children and young people to connect with nature. Local schools and community involvement to help plant bulbs and shrubs, record numbers of bugs and birds as part of a wider project.

- I think this is very important
- There could be added community involvement by possibly aiding older people in the upkeep of their gardens.
- Yes, Hackbridge has so much to exploit even though it is a suburb of London. To exploit this would provide a good example and an inspiration to other local London boroughs.

GARDENING

Integrate the green and built environments by creating new planting and wildflower meadows. Promote and encourage wildlife gardening - backyards are valuable green spaces.

- We need to help the bees!
- The bridge looked magnificent with wildflowers growing on it's bank.
- We should preserve the green spaces we have and especially the trees – I am concerned about the number which will be lost in the Corbet Close redevelopment.
- Yes definitely.

ADEQUATE PROVISION

Work with Sutton Council, NHS, education & other

- They should work with us and listen to our needs to get things right the first time round.
- Surely this is already a subject that has been thought out? I would assume that Sutton Council has done its homework on the impact of such a large scale development and is already ahead of the game?

<p>community services to ensure service provision matches proposed programme of developments & population growth.</p>	<ul style="list-style-type: none"> • I agree with developments- we need to make sure existing or additional services can cope. • We need more doctors and dentist to accommodate the new people.
<p>HOUSING Provide sufficient homes of different sizes available to both rent and buy. Ensure design principles for new housing are innovative.</p>	<ul style="list-style-type: none"> • Don't take our sky light away. The new development on Hackbridge Corner has taken our sky and look awful. • No high-level flats though! • Offering deals to existing Hackbridge residents first. • There is a lot of building going on - we do not want Hackbridge over populated. • In principle, yes, but this is a much more far reaching political and ideological debate which transcends local communities. • Definitely. This will improve the attraction of Hackbridge as a place to live for all.
<p>COMMUNITY REPRESENTATION Ensure the community has a major ongoing role in implementing the Hackbridge and Beddington Corner Neighbourhood Plan through formal representation on the</p>	<ul style="list-style-type: none"> • The council should consult the community every step of the development. • Good idea if those at the top listen to those at the front facing the problems. • Yes definitely, We all need to co-ordinate in the plans for the best vision for Hackbridge.

<p>Council's Hackbridge Programme Board.</p>	
<p>LIFESTYLE CHANGE Work with Sutton Council, NHS, education and other community services to encourage healthy living – explore new food growing opportunities, such as new allotments or sharing gardens.</p>	<ul style="list-style-type: none"> • Again very important in my opinion. • Smacks a little of a nanny state and not convinced that outcomes of such initiatives are congruent with the time, effort and money which is required. • Definitely think this is an excellent idea, particularly with the increasing obesity problem. we have awful fast food outlets and to see a healthy perhaps vegetarian cafe/restaurant would be a breath of fresh air • A safe sports ground/facility should also be part of your plans. • Providing good walkways and cycle ways will also encourage physical activity. Every new family dwelling should have safe outdoor play opportunities in sight of the house. • We need more allotments. The existing ones are full. • We need more allotments. There is no point promoting them when the waiting list is three years long! • Yes, this will be of huge benefit to local residents, and further re-enforce the image of Hackbridge as a 'sustainable' area in which to live, and local leader in such issues.
<p>HISTORY Ensure we retain as much of the heritage of Hackbridge as is possible and that all new developments enhance the identity of Hackbridge as a place of quality and character.</p>	<ul style="list-style-type: none"> • What heritage? • The massive monstrosity growing opposite the shops is what we don't want. Wrong place for that mass of development. • Great job guys. • Very much so. • Could we have as part of the new development a small local museum similar to Honeywood Lodge?

	<ul style="list-style-type: none"> • We were promised 'landmark buildings of architectural quality' - so who approved that dreadful Centrale, which is out of scale and boring? • Yes Hackbridge has a great history which I think many residents don't know about. It would be great to educate residents in its heritage, which will in turn encourage a much greater respect for our local area.
<p>UPGRADE EXISTING HOUSING Work with local people and other partners to retrofit every building in Hackbridge by 2019 – improve energy efficiency through better insulation, draft proofing, new windows etc</p>	<ul style="list-style-type: none"> • But who will pay? Not the owners? • Is there a way that solar panels could be added to existing homes and buildings as a package deal with those being put on new development? • When is someone going to design solar pv which is composed of individual strips or cells which can be tilted to optimum angle? A lot of our roofs are not oriented as well as present schemes like. • Taking into consideration that nothing is "free" and that so many people are struggling despite working all the hours possible, I very much doubt that 2019 would be a date achievable to sort it out! • Yes, Hackbridge should be a national leader in green issues.
<p>ZERO CARBON Work with developers to deliver zero carbon on new developments</p>	<ul style="list-style-type: none"> • Not sure whether this is possible. • Cost implications for businesses need to be considered. • But cost is a factor here, also people's habits and preferences. • Yes absolutely. As above, Hackbridge should capitalise on its reputation as a leader in green issues.
<p>HEAT NETWORK Establish a cost competitive district heating network linked to landfill – using waste heat from</p>	<ul style="list-style-type: none"> • Would be interested in finding out more about this. • How long will the landfill last? • We do not want the new facility in Beddington Lane - we already have too much heavy traffic and smells from the landfill and sewerage farm

<p>local landfill site under community control.</p>	<ul style="list-style-type: none"> • We do not want the incinerator. • We need to know asap about neighbourhood heating and other opportunities, as that affects decisions people make about improving their homes. I presume there is a critical number of people in a street who would be required to sign up in order to get it?? Info please! • Also at a micro level so all new developments can built CHP units and link into the district network • Yes absolutely. As above, Hackbridge should capitalise on its reputation as a leader in green issues. • We are moving into the Centrale development and understand this building can be connected - we are in support of this.
<p>WATER USE Work with local people and local businesses to implement a sustainable water strategy.</p>	<ul style="list-style-type: none"> • No comments
<p>REUSE, RECYCLE Work with local people and local businesses to implement a reduced waste strategy, ensuring that we strive to reduce, recycle and reuse all our waste.</p>	<ul style="list-style-type: none"> • As long as there are no punitive measures imposed. Use the carrot and not the stick • Living in a flat recycling from collected waste is woefully inadequate with no bins provided for recycling • I think Sutton have been doing pretty well on this, comparing with other parts of the country. • Consider weekly collection of green bins? • Definitely. Cloth nappy promotion should feature heavily. • Yes absolutely. As above, Hackbridge should capitalise on its reputation as a leader in green issues.