



## **SLRA Survey of Residents 2009 Report on the Analysis of Results**

1. In June 2009, a survey was conducted to seek the views of all residents in the catchment area of the Sandyhurst Lane Residents' Association. The survey asked for views on the continued existence of the Association, the key issues it should tackle, whether there should be social activities, the willingness of residents to contribute to the work of the Association and whether residents would prefer to receive communications by email. A copy of the questionnaire is attached (Attachment 1).

### **Response Rate**

2. The survey was delivered to 332 houses in Sandyhurst Lane and the adjoining roads. 69<sup>1</sup> responses were received, (20.8%), broken down as follows:

<b>Road</b>	<b>Surveys delivered</b>	<b>Surveys returned</b>	<b>Response rate</b>
<b>Eastwell Grange</b>	3	1	33.3%
<b>Faversham Road</b>	3	0	0.0%
<b>Hoads Wood Gardens</b>	37	14	37.8%
<b>Kingsland Lane</b>	5	0	0.0%
<b>Lenacre Street</b>	26	4	15.4%
<b>Maidstone Road</b>	12	2	16.7%
<b>Potters Close</b>	7	2	28.6%
<b>Sandyhurst Lane</b>	198	36	18.2%
<b>Watsons Close</b>	7	1	14.3%
<b>Westwell Lane</b>	34	9	26.5%
<b>TOTAL</b>	<b>332</b>	<b>69</b>	<b>20.8%</b>

### **Future of the SLRA – Question 1**

3. Question 1 asked whether the resident supported the continuation of the SLRA (or a re-named successor). Every return gave a positive response to this question, ie 100% support for the Association to continue. One resident sent a cheque for £25 as subscription plus the balance towards expenses incurred. Comments included:

*“We are very aware that without the SLRA, there is no single body representing our interests....please keep up the good work”*

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<sup>1</sup> One further questionnaire was received, not completed, from a housebound resident.

*"We haven't supported the SLRA in the past but feel it would be a shame for it to come to a halt"*

*"For years we were happy to pay the annual subscription, for the newsletter and membership, but found that neighbours who never paid anything were also receiving them. We did not see why we should subsidise them. If we re-joined the SLRA, we would like to have confirmation that only members would benefit. It is not a large sum of money!"*

*"I like the idea of a website... good idea to collect fees by standing order"*

*"SLRA needs to have terms of reference and objectives"*

*"A small amount of research into a thriving & successful association (local) might assist....Someone should take responsibility for media promotion & marketing.....A 'welcome pack' could be put together for new householders..."*

*"...membership should be payable by DD – I always forget until...reminder"*

*"I would prefer to pay my subscription by cheque"*

*"...we are very enthusiastic for the existence of a healthy and lively SLRA and [we] would like to thank the committee for all their hard work..."*

*"...I hope it is not too late to register our support for the continuation of the SLRA"*

*"I am very pleased to see new life in SLRA"*

4. It could be argued that those who troubled to send the questionnaire back were in any case those most likely to support the SLRA's continuation. Nevertheless, if there are any residents who would prefer to see the SLRA discontinued, none of them felt sufficiently strongly to tell us so.

### **Key local issues – Questions 2 & 9**

5. Question 2 sought the views of residents on the key local issues for which they considered the SLRA should represent their views. Question 9 sought views on 'any other' issues and these are included here. Three issues had significant levels of support (ie, in double figures), with a large number of other issues, each supported up to five respondents.

### **The three main issues**

6. The issue with the largest measure of support (51% of respondents) was **planning scrutiny and highways**, which is the traditional area of activity for the Association. A few residents also raised the related issue of **garden grabbing**, which is a current and growing problem. Comments included:

*"Future housing development etc (Golf Club/Beechbrook)"*

*"Retention of green spaces"*

*"No more building on the north side of Sandyhurst Lane"*

*"Adoption of Trinity Road"*

*"The threat to Beechbrook from developers"*

*"Proposed developments which would alter [the Lane's] semi-rural location"*

*"Local planning applications"*

*"...object to building walls up to tarmac and over verge..."*

*"Impact of Council policies on the Lane"*

*"No garden grabbing"*

*“I would like to see SLRA have a plan for future proofing the area against unnecessary development and ‘land grab’. The association should have representation on a committee of Parish Council & an active member of the Golf Club.”*

*“The appeal regarding back garden development. Why no mention of this important issue?”*

7. These comments in general accord with the existing primary objectives in the SLRA Constitution:

*3.1 To protect the rural character of the area.*

*3.2 To prevent the intrusion of industrial and other developments incompatible with existing land use and character of the area.*

8. The second most important issue, supported by 39% of respondents, was that of **traffic speeding**, principally, but not exclusively, in Sandyhurst Lane. Comments included:

*“Traffic speed in the Lane and weight restriction”*

*“Road safety – enforcement of speed limits”*

*“Speed restrictions in S/hurst Lane”*

*“Speeding in the Lane and adjoining roads”*

*“Something to slow the speeding traffic in Sandyhurst Lane”*

*“More effective speeding measures – sleeping policeman”*

*“The ridiculous speed some residents of Hoads Wood Gardens use when driving. People with children and animals themselves!”*

*“Sandyhurst Lane should be slower than 30 as it is a lane. Our children are restricted where they can go on their bikes and I nearly got knocked down by a passing car doing about 70”*

9. The third most important issue, supported by 28% of respondents, was that of **noise from the M20 motorway**. Comments included:

*“Noise from M20”*

*“Resurfacing of M20 – short stretch between J9 and Westwell”*

*“M20 noise – level higher than originally approved due to intensive use.*

*Resurface? Noise barriers?”*

*“...Perhaps pushing for acoustic fencing in the absence of a ‘quiet’ surface”*

*“Resurfacing of M20”*

10. Whilst most of those concerned about motorway noise lived in that part of Sandyhurst Lane close to the motorway, Potters Close, Hoads Wood Gardens and Westwell Lane, one came from Eastwell Grange, somewhat distant from the motorway.

### **Other issues**

11. All the other issues raised had a much lower level of support than the three main issues above. Five of them were each raised by more than one resident:

12. Seven residents (10.1%) raised the issue of **footpaths**, but from different aspects. Three were concerned about the lack of a roadside path in Sandyhurst Lane. The others were concerned about maintenance of public footpaths and footpaths in general.
13. Four residents (5.8%) were concerned about **dog fouling**. These related to Sandyacres, the green in Hoads Wood Gardens and footpaths.
14. Three residents (4.3%) were concerned about **Neighbourhood Watch schemes**.
15. Two residents (2.9%) were concerned about the **safety of the A20 junction with Sandyhurst Lane**. They called for better lighting and a speed restriction.
16. Two residents (2.9%) were concerned about the **parking of vehicles on the footpath/pavement**.
17. All other issues were supported by one resident each. They are as follows:

Stop articulated lorries parking in lay bys  
 Anti-social behaviour  
 Double yellow lines on the entrance to Hoads Wood Gardens  
 "Jungle" in Hoads Wood Gardens  
 Use of Sandyacres  
 Renovation of the tennis courts at Sandyacres  
 Improved fencing of Sandyacres  
 Improved public transport (buses)  
 Maintenance of road (potholes)  
 Replacement of the seat at the Gatehouse at the end of Sandyhurst Lane  
 Keeping hedges cut back  
 Cut grass verges more frequently  
 Conservation & ecological issues  
 Lobby for earlier post delivery

#### **Social events – Questions 3 & 4**

18. Question 3 asked residents whether they would like to see the Association holding social events. 68% of residents supported the holding of social events, 17% were against and 15% expressed no preference.
19. Question 4 sought views, from those residents in favour of social activities, on the type of events which they would prefer. Two types of event were clearly favoured above the others. These were **Quiz Nights** (29% of all residents, 43% of residents wanting social events) and **Barbeques** (26% of all residents, 38% of residents wanting social events).
20. Comments on social events included:

*"BBQ (for family)"*  
*"Occasional BBQ at Sandiacres"*  
*"Line dancing"*  
*"Barn dance"*

“We have a very busy working & social life, but we are sure it would benefit some. We don’t intend to live here too much longer”  
 “Fetes on the green [in HWG] (don’t laugh it is ideal!)”  
 “BBQ, Quiz night (nothing formal)”  
 “Family orientated, Rounders, Keep fit for all”  
 “...’meet the neighbours’ type events...”  
 “Meet the neighbours/fairly informal get togethers”  
 “I am not likely to be attending social events but others may well value the opportunity to meet other residents”  
 “...themed evenings (fancy dress/murder mystery) & calendar associated events, eg Christmas/Easter functions. St George’s day party?”  
 “...Whilst events would raise money for the association I also think that a local charity should be selected (on a yearly basis) to benefit...”  
 “Maybe one garden party a year to meet committee etc socially...”  
 “As suggested, but not too many”  
 “Any events that give an opportunity to meet the residents. After many years of living here we still only know our immediate neighbours!”

21. The following table lists all the social events cited and their levels of support:

Social event	Support relative to all returns	Support relative to residents wanting social events
Quiz night	29.0%	42.6%
Barbeque	26.1%	38.3%
Wine and Cheese	11.6%	17.0%
Dances	7.2%	10.6%
Dinner dance	5.8%	8.5%
Meetings	4.3%	6.4%
Fetes	4.3%	6.4%
Meals	2.9%	4.3%
Pantomime	2.9%	4.3%
Organised firework events	1.4%	2.1%
Rounders	1.4%	2.1%
Keep fit	1.4%	2.1%
Social evenings	1.4%	2.1%
Boot fairs	1.4%	2.1%
Themed evenings	1.4%	2.1%
Dog nights	1.4%	2.1%
Walks	1.4%	2.1%
Education/ Information	1.4%	2.1%
Race night	1.4%	2.1%
Concerts	1.4%	2.1%
Family events at Sandyacres	1.4%	2.1%
Talks	1.4%	2.1%
Theatre trips	1.4%	2.1%

## Contribution of time and experience – Questions 5 & 6

22. Question 5 asked residents whether they were willing and able to contribute time, experience or knowledge to the Association. 42% of respondents expressed such willingness, 51% declined and 7% did not answer the question.

23. Question 6 sought, from those giving a positive answer to question 5, the areas of activity in which residents could contribute. Comments included:

*“Anything that would be of help to the Association”*

*“Distribution of leaflets etc”*

*“Campaigning to reduce speeding and anything else I can help with...organising social events”*

*“Can deliver leaflets”*

*“Anything relevant to my experience”*

*“Not too much of anything”*

*“No particular area of activity but if you think a helping hand would be useful please let me know”*

*“Local knowledge”*

*“Conservation, Planning”*

*“Am willing to support, and maybe help at social events”*

*“My skills are linguistic (French, Italian and Spanish) and Media Relations”*

*“Talk on Gardening”*

24. The following table details the overall results:

Area of activity	Number of volunteers	Number as a percentage of all respondents	Number as a percentage of volunteers
General	14	20%	47%
News sheet delivery	4	6%	13%
Organising social activities	3	4%	10%
Auditing SLRA accounts	1	1%	3%
Project management & bookkeeping	1	1%	3%
Conservation & planning	1	1%	3%
Local knowledge	1	1%	3%
Media relations	1	1%	3%
Languages	1	1%	3%
Campaigning on speeding	1	1%	3%
Research & Lobbying	1	1%	3%
Talk on Gardening	1	1%	3%

(Last column totals more than 100% because some volunteers identified more than one area of activity)

## **email communication – Questions 7 & 8**

25. Question 7 asked residents if they would prefer to receive communications from the Association by email, subject to safeguards about non disclosure of email addresses to third parties. 74% responded positively, 22% negatively and 4% expressed no view.
26. Question 8 asked those who responded positively to question 7 to disclose their email address. All except two did so. One further respondent will give his email address if it is agreed to communicate in this way.

## **Other issues – Question 9**

27. Most 'other issues' raised have been incorporated in the analysis of previous questions. Further comments included:

*"It may be useful to have a website covering latest news and issues, perhaps including a skills register for people living in the lane? For example, if we have an electrician/plumber etc, contact details for people to use"*

*"Mains drainage, street lamps, politely asking residents and their visitors not to use our drives to reverse their vehicles. Reinstate green waste collection by KCC (even if we have to pay a nominal charge). Stop teenagers throwing empty beer cans/litter on to the grass verge outside our houses"*

## **Conclusions**

28. 21% of residents responded to the survey and they unanimously supported the continuation of the SLRA.
29. The key issues which concern residents are planning & highways (including garden grabbing), traffic speeding and motorway noise.
30. 68% of residents who responded would like to see the SLRA organise social events, particularly quiz nights and barbeques.
31. 42% of those who responded would be willing to give time to help the SLRA.
32. 74% of respondents wish to receive communications from the SLRA by email.

Sandyhurst Lane Residents' Association

QUESTIONNAIRE

1. Do you support the future continuation of the Sandyhurst Lane Residents' Association (or a renamed successor)? YES/NO

2. What, if any, are the key local issues on which you would like to see the SLRA represent Residents' views?

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3. Would you like to see the Association holding social events? YES/NO

4. If so, what type of events would be of interest to you?

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5. Are you willing and able to contribute time, experience or knowledge to the Association? YES/NO

6. If so, what area of activity would interest you?

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7. Would you prefer to receive communications from the Association by email? YES/NO

8. If so, please provide your email address. (NB your email address will not be disclosed to other residents or third parties, other than committee members using it for SLRA purposes).

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9. Are there any other issues which you would like to raise?

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(please continue overleaf if you need more space)

If you would like to add to or correct your contact details please amend the following

Address:

Contact Name (from SLRA Membership List):

Address and Contact Name Corrections

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THANK YOU FOR YOUR VIEWS. PLEASE RETURN TO ANY COMMITTEE MEMBER (see addresses overleaf) BY 30 JUNE 2009