

North Harrow Local Development Order – Online Survey Responses

Q1 - Do you support the principle of introducing a Local Development Order within North Harrow District Shopping Centre?	Q1a - Comments	Q2 - Do you support the defined area of the Local Development Order within North Harrow District Shopping Centre?	Q2a - Comments	Q3 - Do you support the proposed change of uses to be allowed within the area of Local Development Order for North Harrow District Shopping Centre?	Q3a - Comments	Q4 - Do you have any other comments on the Draft Local Development Order for North Harrow District Shopping Centre?	Q4a - Comments	Full Name
Yes	I support the proposal, so long as the types of shops that arrive are a) varied and not restricted to grocery shops b) presentable	Yes		Yes	I do, but we need some diversity... no more asian fruit and veg shops please. We have VB & Sons and we do not need any more. Pound shops are also a monstrosity with cheap shoddy goods.	No	If you want to regenerate the area the shops need regulation, ensure they are responsible for keeping the presentation of their shop fronts and the area outside clean. Even the post office is full of tat... it's a monstrosity! I do not want to spend time in a miserable	Local Resident

	<p>Anything that encourages business and community groups to keep North Harrow "alive" as a community (meeting the needs of ALL community members not just ethnic minority or religious groups) has to be a good idea.</p>				<p>Failing high streets are filled with a) grocery shops that spill into the street b) pound shops c) take aways. North harrow is becoming filled with these shops.</p> <p>What about encouraging good brands? Cafes such as starbucks/cafe nero? What about WH Smiths? A Superdrug? A Boots? Eastcote high street has these, as does Pinner. Without these, the scheme will fail.</p>		<p>looking area. I generally avoid it due to the amount of pigeons that are there for the rubbish.</p> <p>If you made North Harrow a nice high street where you can go and relax and pop into the shops I would visit. I prefer Pinner as I can do some local shopping and take time to relax in a good brand coffee shop (not a greasy cafe) at the same time, therefore spending more time there and more money. You can't do that in North Harrow.</p> <p>Hatch End also has a lovely parade of shops, restaurants and beauticians which I frequent often and it has lovely flower arrangements along the strip which adds cheer.</p>	<p>Local Resident (cont)</p>
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							<p>Specifically, I'd like to see all current and future businesses to belong to a local chamber of commerce and for that business community to be prepared to fund local community schemes that involve and encourage integration from ALL members of the North Harrow Community. I'd like to see the currently unused space below the "DUKE" housing development (formerly Super Market space) to be given over and developed as a proper Community Centre, established as a Charitable Trust. The Centre should include a Community run cafe/restaurant for local residents, a Community run Youth Club, a</p>	<p>Local Resident (cont)</p>
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							Community run Advice Centre and, if space permitted, a Community run "emergency" creche (for a maximum of 2 hours per week "care" of toddlers so parents could get a brief respite).	
Yes		Yes	Generally yes but also improvements should include area at the back of Broadwalk, toilet, the alleyways need cleaning, hall, clubhouse St Johns Ambulance area. The Euro Hotel along Pinner Road in Blue should change the colour!!	Yes		No	Improve many of shopfronts (those that are eye sore!). Educate the shopkeepers on keep the paths clear of litter by putting in bins that are already provided! Issue notice that it is an offence if fines are issued to those who throw litter £60.	Local Resident
Yes	It might help to get North Harrow more busy.	Yes	Yes, though the area past the Tesco shop is, I think, a bit out of the centre.	Yes		No		Local Resident

Yes	I agree with the principle to simplify the process but not to allow any more hot food takeaway establishments- there are already too many of these, and they only encourage Local School pupils to " hang around" in large numbers, blocking the cycle lanes on the pavement and dropping their litter.	Yes		No	Please, NO MORE cafe's or Restaurants! These cause noise, litter and excessive parking in the evenings along the Pinner Road ay North Harrow.	Yes	Innovative measures should be considered, and introduced, to encourage desirable business to the area. The need for traditional High Street shops such as Hardware shops, Butchers,a camera shop, and most pressingly, Banks and Building Society branches to open up again. Even if this means a 12 month Business rate "waiver". These would breath life back into the area.	Local Resident
Yes	The traffic issues need addressing. There is already an increasingly heavy flow of traffic making it difficult to get out of the side roads. There needs to be better parking facilities in the area. The parking available	Yes	Please, no more vegetable displays on the street.They do nothing for the tone of the area. We havealso had a lot of trouble with lack of hygiene at the butcher shop on the corner of Northumberland Road.	Yes	Please note my above comments. The types of retail shops need controlling. We have glut of vegetable and cheap grocery shops.	Yes	The cycle lane in the midle of the pedestrian area needs altering. It is not good for cyclists or pedestrians. It needs to be alongside the road. We need better prevention of pidgeon roosting under the bridge. It	Local Resident

	<p>behind the Broadwalk is insufficiently signposted. We do NOT need more restaurants in the area.</p> <p>A good art shop and perhaps facilities to display/sell work by local would be appreciated.</p>						<p>is unsightly and unhygienic.</p> <p>Perhaps we could have some sort of indoor provision with activities for young people.</p>	<p>Local Resident</p> <p>(cont)</p>
Yes	North Harrow badly needs this	Yes		Yes		No		Local Resident
Yes	As long as it means we won't have twenty businesses all providing the same goods (e.g. Rayners Lane, where there are several greengrocers in that one shopping district). We need unique businesses such as music, art, books and photography retailers (just an	Yes		Yes	In principle, but again care needs to be taken about what the change of uses is and that things aren't built that don't fit in with the area or prove a hazard.	Yes	I would like to re-iterate that North Harrow, like any shopping area, needs unique businesses in order that people actually see it as a worthwhile place to shop and spend their hard-earned money. We don't need more famous high-street names. Instead, small businesses that have something unique to offer North Harrow (and the wider borough of	Local Resident

	example).						<p>Harrow) should be encouraged and helped.</p> <p>I would like to take this opportunity that I have heard about the market that is going to happen in the upcoming months and I think this is a good idea. There used to be markets on a regular basis across all the different shopping districts of London and I think it is good to bring that back.</p>	<p>Local Resident</p> <p>(cont)</p>
							<p>They had no comment forms at N. Harrow library when I visited last week.</p> <p>I think the only comments you will get from the on-line form are from professionals, since the ordinary public will not know the meaning of the undefined abbreviation EIA, or</p>	<p>Local Resident</p>

							<p>Schedules 1 & 2, Exclusion thresholds, Circ. 12/99 &c.</p> <p>However, I am v. pleased that something is being done at long last to re-invigorate N. Harrow. One has only to compare it to Rayner's Lane, Eastcote & Pinner to see how moribund it has become. The big problem is the supermarket site. No-one is likely to take it since the Council foolishly allowed the parking to be taken over. Your best bet is one of the new Morrison satellite stores: have Morrisons been contacted?.</p>	<p>Local Resident</p> <p>(cont)</p>
Yes	<p>Something needs to be done to re-generate the shopping in north harrow - so I fully support this measure</p>	Yes		Yes		No		Local Resident

Yes		No	Area covered should be whole of North Harrow shopping centre	Yes		No		Local Resident
Yes		Yes		Yes		No		Local Resident
Yes	I do support the principle of an LDO but with reservations	Yes	If the ultimate result is to make North Harrow an area where people would visit with a variety of shops to browse and have a drink and snack or meal and be aware of the history of Headstone Manor with a view to incorporate a visit to the visitors centre.	Yes	As long as North Harrow does not end up with more fast food places and food shops.	Yes	North Harrow has the space and opportunity to become a pleasant area to visit. With consideration and control regarding the space in front of the shop units, so that the area does not become another Wembley or Alperton, I'm sure the area could well be on the map as a place well worth a visit.	Local Resident
Yes	Yes.	No	No. There are nearby shopping centres (Pinner) with the same problem of a loss of retail trade and an ever-increasing number of takeaways and coffee shops. If	Yes	Yes. Certain types of business, such as takeaways need to be restricted in number, with shops and community buildings			Local Resident

			Harrow Council continue to focus their attentions on 'saving' North Harrow, while ignoring the similar problems of nearby areas it will be to the borough's detriment. Harrow Council needs to include action on these other areas before they end up in the same level of decline.		encouraged.			Local Resident (cont)
Yes		Yes		Yes		Yes	I have lived in the area for over 40 years, and have witnessed the decline in North Harrow shopping area. The problems seem to me to be several, Firstly, North Harrow is one of those places which you just drive through, rather than stopping. The shops rather sprawl, rather than having a defined central shopping area. There	Local Resident

							is no one quality shop which might attract shoppers to stop and have a look around. I recall, in the past, the Embassy Cinema, and the Bowl, both of which attracted people from outside the immediate area. I now work in the St Luke's Charity shop on one afternoon a week, and am struck by the multi ethnic nature of North Harrow, and by the fact that most of the people who come in the shop are 'impecunious' to say the least. To summarise, whilst I support the initiative, without some major attraction, I cannot see how things are likely to improve.	Local Resident (cont)
Yes	The aim and intention is good, and the limitations of the draft Order are	Yes		Yes	See above relating to Principles. Is the time an issue eg 09.00 -	Yes	Is there any relationship taken into account between the draft Order and car	Local Resident

	<p>noted. However what controls would there be if say a number of Betting shops all wanted to take up space? Can the Traders Association have any input even though the criteria of the LDO is met?</p>				<p>17.00 on Sunday for instance. The LDO seems to have the same time criteria for all days of the week.</p>		<p>parking requirements in the Town Centre?</p>	<p>Local Resident (cont)</p>
<p>Yes</p>	<p>North Harrow has a surprisingly high number of 'assets' in the form of shops. some of which are of a remarkably high standard. What it lacks are 'big draws', such as a 'main line' supermarket, a bank and perhaps a multiplex cinema, a bowling arena, etc., - such as might attract more people into the area. The fish & chip shop is a</p>	<p>Yes</p>	<p>In fact, the area could well be expanded to cover the whole of the lines of shops - for all have similar problems. To me, it sounds as if the greatest of their problems are that the 'rates' and the 'rents' are simply set too high. I know that the Council have said that their hands are tied, and that they can do nothing about either matter - but is this really true, if one is setting</p>	<p>Yes</p>	<p>Obviously, this approach needs to be handled with caution, in view of the precedents which may be set. However, anything which encourages new businesses to 'have a go' should be good. A shop in which light refreshments were on sale, and wherein small antique-dealers, etc., had their own independent</p>	<p>Yes</p>	<p>The long-running disappointments over the non-appearance of a supermarkey MUST be resolved. The long area of 'hatched' boarding running along under the unattractive flats above MUST be changed. Both are depressing the visual quality of the centre of North Harrow. To my mind - if a supermarket is truly 'impossible of attainment' - it would be better to have three attractive shop-fronts here</p>	<p>Local Resident</p>

	<p>thriving one, and it is hard to understand why the owner was not allowed to expand into the neighbouring shop when it became vacant. A frontage of twice the size might have promoted more customers into the area - now aided by the several parking bays which have since been opened-up outside the fish & chip shop.</p>		<p>out to be radical in one's approach?</p>		<p>stalls under the one roof, was very popular - but failed due to (I understand) the excessive rents/rates. It would be good to see such an enterprise try again - also maybe a toy/model-shop, which also failed earlier, apparently for the same reasons. The whole shopping-area would look better if the un-made road behind the shops along the Broadway were to be made up. There would also be a considerable improvement if the sordid-looking modern toilet and the old decaying</p>		<p>than to continue forever with the plain boarding which acts as a sort of unwanted beacon that North Harrow is 'closed'. That beacon needs to be constantly lit! North Harrow should remain well open.</p>	<p>Local Resident (cont)</p>
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					redundant building which was its predecessor were to be imaginatively replaced. Also if some of the cheap-looking shops which spread their wares over the pavements could somehow be reigned-back.			Local Resident (cont)
No	I am extremely concerned that shops will open within the guidelines but once trading has been going on for some time things will change and the Council will do nothing about bringing traders into line. An example of this is allowing planning permission for the flats on the old Safeway site	No		No	My comments above apply and I cannot see how allowing shops to become offices will revitalise the area, I would think it will only make the parking situation worse.	Yes	See Above	Local Resident

	but the supermarket that was supposed to be a condition of the planning permission never happened. There are several incidences of planning being abused, the Council being informed and no action taken.							Local Resident (cont)
Yes		Yes	The LDO should not be restricted to the ground floor of the premises but should include the whole allowing the maximum flexibility for occupiers	Yes	There should be no floor area restriction on the use classes. The hours of operation should be between 06:00 and 22:00 to allow business to take advantage of trade from commuters using North Harrow tube station.	Yes	Extend the review time to 5 years. 3 years is not sufficient time given the slow pace of recovery in the macro economy.	Local Resident (cont)

Yes		Yes		Yes		Yes	<p>Some general comments about the shopping area from local residents and traders:</p> <p>* New businesses have gained planning permission/change of use permission but are then faced with extra restrictions or requirements, such as permission for shop signs, or licences for use of pavement area. Can this process be simplified? Is it made clear when planning permission is sought that there might be extra requirements?</p> <p>* Would the Cambridge Road Car Park be better known and used if renamed North Harrow Car Park? New signage was put in recently but</p>	Local Residents' Assoc
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							<p>doesn't stand out in the clutter. It's poorly positioned - all the signage along Pinner Road and Station Road should be reviewed and simplified. There should be clear signs at the actual car park entrance.</p> <p>* Why can't the council reinstate two hours' free parking in the car park? It's underused so the loss of revenue won't be great. Why not make spaces for traders there, the weekly fish wagon or artisan goods, two or three times a week?</p> <p>* Can the gating to the Churchill Court car park be moved inward to create extra public parking spaces?</p> <p>* There is only one pedestrian crossing</p>	<p>Local Residents' Assoc (cont)</p>
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							<p>at the Pinner Road / Station Road junction and no safe time for pedestrians, especially at the crossing to North Harrow library. It's dangerous.</p> <p>* The shopping area pavements are atrocious, especially near North Harrow Underground station and along Broadway Parade and Broadwalk. Can the council fix the public area and insist that shops pay for fixing the areas belonging to them?</p> <p>* Needs more public seating - places to sit and eat lunch - and better signs to the public toilet.</p> <p>* Some existing shops are in a very poor state. One in particular has been the subject of repeated complaints</p>	<p>Local Residents' Assoc</p> <p>(cont)</p>
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							about rubbish bins overflowing, mouldy food on sale and rubbish littering the pavement.	Local Residents' Assoc (cont)
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Appendix F

Hard Copy Responses to the North Harrow Local Development Order Consultation

Person ID	Full Name	Q1 Do you support the principle of introducing a LDO within North Harrow District Shopping Centre	Q1 a Comments	Q2 Do you support the defined area of the LDO within North Harrow District Shopping Centre	Q2a Comments	Q3 Do you support the proposed change of uses to be allowed within the area of the LDO FOR North Harrow District Shopping Centre	Q3a Comments	Q4 Do you have any other comments on the Draft LDO For North Harrow District Shopping Centre	Q4 a Comments	Contact Details
hard copy response	Local Resident	Yes		No	Suggest the whole of broad walk Parade be included	Yes			I agree that the whole area needs regenerating and suggest present proposals could be extended	
hard copy response	Local Resident	Yes		Yes		Yes		Yes	Bank needed in the area	

Person ID	Full Name	Q1	Q1 a comments	Q2	Q2a comments	Q3	Q3a comments	Q4	Q4 a comments	Contact Details
hard copy response	Local Resident	Yes	I still miss Safeway's very much I regret having to go Pinner to shop especially that I'm 89	Yes		Yes		Yes	I think we have enough restaurants and cafes especially as they mainly non European	
hard copy response	Local Resident	Yes	North Harrow needs a selection of new shops and offices to replace the empty shops. The Safeway shop has been empty for a very long time	Yes	It covers the Station Road area where empty shops have been for a long time and the old Safeway site which is food	Yes	But monitoring is needed so that the place isn't taken over by Take away Cafe	Yes	We need a Bank in North Harrow and also the old Safeway site needs to be put back into use	
hard copy response	Local Resident	Yes		Yes		Yes				

hard copy response	Local Resident	Yes		Yes		Yes	But still leaving room for a supermarket to replace Safeway perhaps providing a full range of "in shops" to cover all household shopping	Yes	We definitely need a general supermarket with a similar range of goods provided by Safeway in the past	
hard copy response	Local Resident	Yes	Its about time you supermarket such as Tesco Morrison's or Waitrose to come to North Harrow	Yes	We can do with a greengrocy store and a British supermarket	Yes	If it ??? shops that are needed Decent shops no more hairdressers or Estate Agents	Yes	North Harrow is a ghost town No Banks No Building Societies and no decent restaurants	
hard copy response	Local Resident	Yes	Principally In respect of the failure to ensure the replacement of Safeway's the Council failed the	Yes	As above the developers should never have been allowed to get away with this empty	Yes ?	I do not understand why these are any different from existing. We do not want cafes or	Yes	We have enough betting shops pubs takeaways and restaurants. You cannot buy a reel of cotton or any sort of haberdashery locally. All of the above attracts	

hard copy response	Local Resident (cont)		people of North Harrow with this development it should have ensured the provision of a super market before flats let		premises it was the main reason for the decline		restaurants which create a dead area in the day but this is what we will probably get as Nower Hill School is the draw for fast food establishments. The kids poor out of school		youth on the mett where the invade our open spaces at night on closing time and are drunk noisy and use drugs I welcome the attention to North Harrow although not shops filled at any price. It will be had to retreat once the practice has been established despite you assurance that it would only be for a 3yr period	
hard copy response	Local Resident	Yes	An excellent initiative which needs to be activated before North Harrow dies completely covered in litter and rubbish	Yes	To focus on the centre of North Harrow is essential it is the heart of the commercial area	Yes	Fast food outlets are shabby generate a lot of litter they cater for a minority and there are too many in North Harrow	Yes	Ist priority a well known established supermarket is essential on the site where Safeway used to be and which us now boarded up and looks derelict 2 nd remove the cycle lane which	

hard copy response	Local Resident (cont)								is rarely used and very few people wanted in the first place. Replant the trees that were removed. The road could be widened to help eliminate the long traffic queues	
hard copy response	Local Resident	Yes	For specialist retail stores	Yes	For different kinds of restaurant than that we have a the moment	.Yes/No	We already have to many resturants in the North Harrow area Only retails outlets	Yes	Why don't you invite/encourage the big boys like M&S WH Smith Tesco's or Morrisons to open up in this dull centre same as you advertised and encouraged when you opened up St Annes and St Georges Shopping Centre	
hard copy response	Local Resident	Yes	I attended the meeting at the Scout Hut where explained the situation to us	Yes	The car park behind the shops needs to be sign posted in a clearer method a	Yes	The existing shop owners need to clean up their forecourts and	Yes	All of these problems have been added to by Genesis Housing refusing to put back a small supermarket	

	Local Resident (cont)				larger sign and markings to denote one way in and out		surrounding areas some looking very unhygienic As long as we don't get more of what we already have (fruit and veg shops, newsagents we have in abundance non to clean some of them		beneath the flats. This area has a reasonable footfall due to the post office and would have attracted customers as Safeways did At present the craze for knitting myself and 4 friends all travel to Bushy village where the letting is run down too. These kind of specialist outlets would be frequented as they are few and far between and thriving there	
hard copy response	Local Resident								Residents of North Harrow were promised a supermarket that sells meat vegetables, tinned foods and soups, like Budgens Co-op	

	Local Resident (cont)								<p>Iceland Sainsburys Iceland etc</p> <p>This was promised when the flats built on the old Safeways plot and space under the flats is currently boarded up which unsightly wood.</p> <p>Things that make a good shopping area are ample parking a station which we have, a supermarkets like Lidl , banks lots of people a good variety of specialist shops building societies traditional working mans café, petrol car parks. A public car park that gives 2 hours free parking 1 hour is not enough if one is eating out in the shopping centre or using</p>	
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	Local Resident (cont)								lots of shops to wander round.	
hard copy response	Local Resident	Yes		Yes		Yes		Yes	We need shops a bank, health /child /old age facilities	
hard copy response	Local Resident	Yes	Hopefully this will include additional parking	Yes		Yes			Area needs more parking a bank and a Supermarket	
hard copy response	Local Employee	No	This will end up being an area of cheap shops and fast food outlets	No	As first set of comments	No	North Harrow Needs more parking than there is at the moment	Yes	Only as I mentioned before Also there is only one case machine available opposite these premises if	

	Local Employee		what this area needs is the introduction of Banks and Building Societies and health shops etc				Restrictions on parking forces people not to stop at the business		this breaks down people will not shop	
hard copy response	Local Resident	Yes		Yes		Yes		No		
Emailed copy response	Local Resident	Yes		Yes	I think the whole of North Harrow should be included	Yes		Yes	The unit originally designated to be a supermarket should be given permission to split into smaller units This once done will be too final. North Harrow needs a traditional supermarket to bring life back to the area If planners allow	

	Local Resident (cont)								<p>the Genesis building to be built with insufficient room for delivery lorries then alterations must be made made to allow such access.</p> <p>Parking is not a problem. There is ample space in North Harrow Car Park and if Disabled parking is required then turn the current bays into disabled bays and the able-bodied motorists can park in the car park</p>	
emailed Copy response	Local Resident	Yes/No	I was originally in support but when I read your document carefully you were allowing restaurants cafes (A3) to open	No	The whole area needs redefining. There is nothing to bring people to North Harrow to shop. I use the Card shop, Hillier Optians (once a	.	No More Restaurants Unfortunately nearly all the “restaurants ” in North Harrow also have a take-away policy and we have		<p>Comment</p> <p>1.You should actively encourage a hardware shop. (A place to purchase light bulbs, screws, nails, plugs etc). 2.The library has a very good</p>	

Emailed Copy response	Local Resident		<p>without planning permission but not Hot Food Takeaways (A5). Unfortunately nearly all the “restaurants” in North Harrow also have a take-away policy and we have TOO MANY cooked food outlets in North Harrow of any description. Just walk along on any day and you will see the detritus of these places. Also due to the number of these types of establishments</p>		<p>year), Wenzels and Savilles Chemist and that is it. I have a bicycle which I take for the odd repair. The rest of the shops are convenience stores and restaurants/take-aways, hairdressers, barbers. A good carpet shop which is used maybe once every 10 yrs or so</p>		<p>TOO MANY cooked food outlets in North Harrow of any description. Just walk along on any day and you will see the detritus of these places. Also due to the number of these types of establishments we now have a rat problem for the first time in the 27 years I have been living here.</p>		<p>reading service for toddlers on a Monday and Thursday BUT how about encouraging a play centre - similar to the Gymboree in Harrow. Judging from the number of mothers/babies at the library it would be well used; as long as a reasonable charge is made for admittance. 3. In some cases it might be best if the shop as well as the accommodation above is turned to purely residential use with frontage tastefully bricked up with a front door. 4. The idea of financial and professional services is OK but there are already solicitors,</p>	
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<p>Emailed Copy response (cont)</p>	<p>Local Resident</p>		<p>nts we now have a rat problem for the first time in the 27 years I have been living here.</p>						<p>an advertising company, and a print shop and with the expansion of Harrow with all its amenities who would want to move a business to North Harrow? 5. Healthwise we have a dentist, 2 opticians and 3 chemists - I suppose a health shop like Holland & Barrett could be encouraged but I don't think you would be successful. 6. Wishful thinking would be a greengrocers to replace "John's" or an English butcher (I don't eat Halal meat). 7. I really don't see the value of your Street Markets. The one before Christmas</p>	
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	Local Resident								was OK but it was the usual shops participating fully. Our wonderful Fish & Chip shop, The "Card" shop and a bit of Irish Dancing up by the Bike Shop. What is expected from the Market in Spring? I feel it is a waste of resources and money.	
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Hard Copy Responses to the North Harrow Local Development Order Consultation

(Late responses received 1st March through internal post)

Person ID	Full Name	Q1 Do you support the principle of introducing a LDO within North Harrow District Shopping Centre	Q1 a Comments	Q2 Do you support the defined area of the LDO within North Harrow District Shopping Centre	Q2a Comments	Q3 Do you support the proposed change of uses to be allowed within the area of the LDO FOR North Harrow District Shopping Centre	Q3a Comments	Q4 Do you have any other comments on the Draft LDO For North Harrow District Shopping Centre	Q4 a Comments	Contact Details
hard copy response	Local Resident Local Resident	Yes	LDO is a good idea to bring more shops but if it ends up being a town of cheap fast food then no	Yes	All this effort and no parking Waste of time	Yes	Still needs regulating so there is a good balance of shops for instance a florist a pet shop WH Smith boutiques, home accessories,	Yes	Development to fit into the residential area eg as in Pinner	

	(cont)						health shop bank Building Society			
hard copy response	Local Trader	Yes		Yes	We need a supermarket older people come out as a day out and do their shopping why North Harrow people have to go somewhere else for a supermarket	Yes	Providing shops are cheap fast food we need a least one bank and a building society and a proper supermarket	Yes	We need parking before anything else No parking no shops survive parking along the shops we don't need a bicycle lanes the way they are in Station Road	
hard copy response	Local Trader	Yes	LDO is a good idea to help bring more shops into the area	Yes	If it ends being a town of cheap fast food shops	Yes	Still needs regulating so there is a good balance of shops for instance florist pet shop WH Smith boutiques, house accessories gift shops	Yes	We only have one cash point when that does not work people walk out Why do we need such wide pavements why can't you do more parking like Rayners Lane Pinner and Hatch End	
Hard copy	Local						We need a			

response	Trader (cont)						Bank Building Society Supermarke t more parking for people to come to North Harrow			
hard copy response	Local Resident	Yes		Yes		Yes .		Yes	You need to encourage more chains of shops and at least one Bank You need to improve street parking so much wasted on large pavements there is no need for them to be so wide. Put bays in like Rayners Lane	
hard copy response	Local Resident	Yes		Yes		Yes .		Yes	Please reduce rates for local shops to keep them viable	

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1	Local Resident	Q1	Q1a No Comments	Q2	Q2a No Comments	Q3	Q3a No Comments	Q4 Yes	Q4a Comments The Council's suggestion of an LDO in North Harrow is a good one but I would tread carefully where the former Safeway unit is concerned. The vacant retail unit is subject to a legal wrangle	

1	Local Resident (cont)								between Genesis Homes and Megabowl and may well come to the open market in the future. The Council need to retain some control over the future use of this 11,000 sq ft space. Whilst the proposed LDO would limit D1 use to 150 sq metres there is no such restriction proposed for A3 use. A large restaurant with banqueting facilities may not necessarily be of benefit to North Harrow.
2	Local Resident	Q1	Q1a No Comments	Q2	Q2a No Comments	Q3	Q3a No Comments	Q4 Yes	Q4a Comments I've just submitted my response to the LDO survey for North Harrow. I've mentioned the use of the currently unused space below the DUKE housing development (formerly the Supermarket Space) and wondered, is it possible to be sent a plan of that space, showing its dimensions, services & access points? I believe that if the whole Community were engaged the space could be turned into an amazing facility that would really inject life back into the heart of this otherwise disparate and disintegrated community. I mentioned this some time ago, to the then recently appointed North Harrow Town centre manager(ess), but didn't follow it up. However, I see more and more

2	Local Resident (cont)								evidence of splits within our community, typically on ethnic or religious grounds, and don't want to find myself living within a particular ghetto. I would prefer to try to reintegrate our disparate society and can see how a genuine COMMUNITY CENTRE could do that and that space provides an ideal location (in the heart of the community) to do this.
3	Local Resident	Q1	Q1a No Comments	Q2	Q2a No Comments	Q3	Q3a No Comments	Q4 Yes	Q4a Comments It was good to talk to you this morning and I hope you did not get too cold. The only other people I've seen standing in North Harrow were a local preacher, a liberal democrat trying to get people to sign a petition and whistle-stopping politicians. It's a shame that the local community have not been engaged in this process of change to civic space, public amenity and shopping and service provision which create the identity of the place in which they live. The businesses have invested in North Harrow along with the Council but those forms of ownership cannot be allowed to override the importance of those who live in and around North Harrow. The local consultation area needs to recognise the notion of the daily use catchment which realistically is many
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	Local Resident (cont)								more times in excess of the 2000 residents written to.	
4	Local Resident	Q1	Q1a No Comments	Q2	Q2a No Comments	Q3	Q3a No Comments	Q4 Yes	Q4a Comments At present North Harrow is a desert; I would like to talk to you about it but have lost my voice ! Nor can I get out of the house at present. So, what sort of shops are envisaged ? Please no more betting shops, take-aways et al.	
5	Local Trader	Q1	Q1a No Comments	Q2	Q2a No Comments	Q3	Q3a No Comments	Q4 Yes	Q4a Comments I tried to fill in the questionnaire but I found I couldn't because whilst I believe and agree North Harrow desperately needs help I do not think that you are going about this in the right way. What North Harrow needs is PARKING just like there is in PINNER, HATCH END and EASTCOTE and even SOUTH HARROW.	

5	Local Trader (cont)						<p>Why is it that NH has been fighting for decent parking ever since I have moved to the area (since the age of 6. So well over 30 years)?</p> <p>We have I think from memory currently 3 spaces outside the fish shop and Anglian windows parade, 2 loading bags -total waste of time.</p> <p>Plus many times I have seen the parking attendants sit in their car having their breaks at lunchtime in ONE OF THE BAYS! Really not helpful.</p> <p>Then again I think another 5 spaces further down where the phone shop is and the bank used to be.</p> <p>The other side needs parking too.</p> <p>Get rid of that waste of time cycle lane that cost the tax payers so much money and cut back some of the pavement and make more space.</p> <p>Ever since Churchill Court closed their parking - much to the shopkeepers despair, NH has suffered very badly.</p> <p>Did the council try and help change their minds?</p> <p>Yes its private parking but I am sure</p>	
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5	Local Trader (cont)						<p>that with the right persuasion from the right people something could have been done.</p> <p>That could have been such a good money spinner for both them and the council IF someone had been willing to listen to the shopkeepers and help them negotiate with the owners of Churchill Court.</p> <p>That could have had 24 hour monitoring and a pay and display machines which would have paid for itself and more - so simple.</p> <p>It's all fair and well reducing the amount of red tape to obtain a licence to reopen the empty units but what is there to stop NH becoming flooded with one or two types of shops?</p> <p>It's bad enough as it is - we are full of newsagents, barber shops cheap chicken shops and estate agents.</p> <p>We could quite easily end up being a sea of egg and bacon cafes and coffee shops.</p> <p>All they need is a few tables and the it's not a takeaway.</p> <p>Same goes for the cheap southern fried, deep fried, chicken halal open</p>	
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5	Local Trader (cont)						<p>all hours shop that also does pizza and kebabs and any other cholesterol enhancing food.</p> <p>NH needs to have a good reason to make the public stop on their way throughout to purposely come to the area to shop.</p> <p>There needs to be a push to bring back a good mix of shops and a council who will monitor this</p> <p>We urgently need the following shops</p> <p>Banks, or building society</p> <p>Florist</p> <p>Gift shops - and I don't mean another charity shop.</p> <p>Restaurants - an ASK pizza, or another family run place. Lots of different cuisines</p> <p>Clothing boutiques</p> <p>General store like a WHS Smith</p> <p>Hardware shop - not a pound shop</p> <p>Pet shop</p> <p>Mini supermarket like a Waitrose,</p>	
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5	Local Trader (cont)								Sainsbury's or Budgens not some cheap downmarket shop - it's disgusting that at either end of Pinner Road we have Tesco and yet nothing to replace the empty site that was once Safeway. Traditional family butchers Children's shop
6	Local Resident	Q1	Q1a No Comments	Q2	Q2a No Comments	Q3	Q3a No Comments	Q4 Yes	Q4a Comments Further to my response to the draft LDO consultation, I thought it important to summarise some of the key issues raised at Cllr Bond's Open Surgery meeting on 11 February, at which you gave both patient and helpful input about the LDO and its potential implications as well as fielding questions on various dissatisfactions and concerns about the shopping centre and other related issues of residents in North Harrow, on behalf of Harrow Council. The problems of shopping centre occupancy is not new, nor is it something specific to North Harrow. There was a national news item only

6	Local Resident (cont)						<p>the other day about the current trend of retail shops deserting UK High Streets in favour of "out of town" retail parks. The average high street unit vacancy nationally was quoted as 1:7 and with a rising vacancy rate. I believe that North Harrow is now around 1:5 but stabilising. However this occupancy rate is probably on a knife-edge and once the currently funded initiatives run out at the end of March I suspect there will be continuing decline in occupancy unless new initiatives and on-going management is implemented and maintained. So the issue is systemic in nature, although not helped by previous lack of direction from LBH. But we are where we are and some good has been achieved in the past year which needs to be celebrated.</p> <p>The other main on-going issues are:</p> <p>Safeway Supermarket Site: This is probably the no 1 concern of most local residents and shop traders who see the need for a mainstream supermarket to be located in North Harrow as an attractor not only to the shopping centre but for ensuring the best types of amenity to retain and attract a balanced range of people and age groups wanting to move into or stay in North Harrow and to make other shopping/recreational visits to</p>	
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6	Local Resident (cont)						<p>this part of Harrow. The VB & Sons supermarket at the Methodist church end of the shops caters for a large number of people but from a limited sector of the community, as it specialises mainly on vegetarian type food products. So while it is great having this facility to replace Allied Carpets, it is at the far end of the shops rather than being centrally located and does not cater fully for all consumers. All the other foodshops are small, very limited in range and many with insufficient turnover to guarantee freshness of product etc. or, in the case of Tesco Express (or if any other Express type shop were to come) just limited to everyday needs, necessitating a trip to a main nearby supermarket in South Harrow, Pinner or Harrow/Wealdstone for regular main household shopping. This is not helpful, especially to older people and those with mobility difficulties.</p> <p>The decisions taken 8 years ago to utilise the former Safeway site for housing (which, if a report in the Harrow Times is correct, was brought about largely by the Megabowl contracting Genesis to deliver a shop unit and housing development to a flawed specification) sowed the seeds for the continuing problem of the site in North Harrow today, with no obvious</p>	
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6	Local Resident (cont)						<p>resolution. That specification failed to take the logistics of a reasonably sized supermarket into proper account and this problem was either ignored at the Planning Approval stage or was sadly missed at the time. Whatever the cause the outcome has been a disaster for North Harrow and has the potential for on-going and significant anger by both the current shop traders and the North Harrow community at large, particularly those of us who have been here for a long time and so remember what North Harrow used to be like!</p> <p>Furthermore, not only did North Harrow lose its bowling alley (which was great for family and young people entertainment and seemed well used), but the shopping centre has also lost its building societies, banks and has never had a good bookshop or place to meet for coffee while out shopping, something that are great attractors in both Harrow and Pinner.</p> <p>Can something still be done at the supermarket site? It appears to have taken 8 years to resolve lease issues, but assuming these are now completed the latest twist is a Planning Application by Genesis to split the current single unit shop space into three separate units, each with front access to the street. If accepted and there are willing outlets waiting to</p>	
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6	Local Resident (cont)						<p>take up this sub-divided space, this would appear to rule out any possibility for a larger unit of the size necessary to provide the range of products and needs of all consumers in North Harrow that today have to go by car or public transport to another location for a reasonable shop. Genesis say that approval of the Planning Application for a revised shopping site utilisation would permit them to approach all interested parties, but claim there has been no interest to date from the mainstream supermarkets for the existing site and retail space (Note: Cllr Bond has rightly emphasised that the retail shopping area has never been advertised on the main road frontage!).</p> <p>Given the design and access difficulties this is hardly surprising and design changes are necessary just to permit better access for supermarket delivery vehicles and to give proper level access for customers to the shop unit from the front or side, as the former Safeway entrance is now used for access to the housing units above. However with some imagination these limitations might be overcome reasonably economically and the current space could be of interest to an ethically based supermarket company that is prepared to put the needs of community before the higher profits</p>	
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	<p>Local Resident</p> <p>(cont)</p>						<p>demand by the highly competitive larger supermarket groups. A single supermarket type shopping unit to an ethical shopping outlet would be the best option, if achievable.</p> <p>Parking:</p> <p>a) Safeway site: The Genesis housing development currently uses all the available vehicle parking facilities on the site, unless a reasonable number of parking spaces can be made available by Genesis from that provided currently only for the housing development at the rear of the shop site. There is no obvious linked parking area available that otherwise does not involve both a walk and crossing of main roads, not something that could ever be permitted both for safety and as supermarket trolleys would otherwise be turning up all over North Harrow!</p> <p>A mitigation might be some parking space provision on the road frontage between Canterbury and Station Roads, although this is complicated by access issues and the present southbound main bus stop that cannot be relocated. In addition the shop might offer free home delivery within a 3 mile radius, but that adds overhead to the running of the supermarket and requires space for delivery vehicle</p>	
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6	Local Resident (cont)						<p>parking etc. Customers might not take to this either in sufficient numbers to make this viable.</p> <p>Alternative space for the Genesis housing area parking could be provided in the triangle between Canterbury and Station Roads, but only if the current petrol filling station was to close and the space become available for relocation of the car maintenance business from next to Genesis, or if these businesses were to relocate to another nearby location, something not likely to happen in the short term.</p> <p>So the issue of parking for the whole "genesis" triangle site needs special consideration by LB Harrow planning experts and also depends on the utilisation of the parking spaces as provided in the original Genesis development scheme.</p> <p>But without a comprehensive solution to the parking issue any supermarket group is unlikely to be tempted ever to take the space as the risks are currently too high, so this is the primary and fundamental issue for resolution by all stakeholders and interests if North Harrow is ever again to have a general supermarket in its centre. That is not a good place to be for the health of the North Harrow</p>	
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6	Local Resident (cont)						<p>shopping environment! If that stays as it is North Harrow will continue its slowly declining spiral and not be an attractive place for people to come to live either.</p> <p>b) North Harrow Mosque site: Parking for this new faith community facility is another issue that may have been addressed inadequately when the full development of the former community hall in Station Road proceeds. Given the likelihood that there will be parking difficulties in the future from this new facility when built this issue needs to be considered holistically by LBH together with the Genesis site parking issues.</p> <p>c) Churchill Court Business Centre car park: The parking area has recently been closed off to all but leaseholders, employees and visitors to the Business Centre. Until about six months or so ago this space was available for parking in the evening and was subject of an agreement for customers at the Golden Kitchen fish restaurant to use the space for parking while visiting the shop. The fitting of gates at the entrance now means that no parking space is available for shopping at any time. This has affected the local shops (especially the Golden Kitchen) who suffer from difficulties of on-street parking</p>	
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6	Local Resident (cont)							<p>inadequacy and the distance from the Cambridge Road car park. The Business Centre itself does seem to have high utilisation of the space currently available so only a very limited improvement option might exist, and would again need detailed review by LBH planning and parking specialists.</p> <p>Additional local parking could however be provided for the shops near the station by relocating the gates inwards on the Churchill Court site to provide up to a dozen spaces outside the relocated gates. This would be costly and require the leasing of the space for public parking by LBH requiring an on-going cost, but would not be an impossibility, subject to cost benefit consideration to the community at large. If achieved this would supplement the recent additional small parking spaces provided in the area and particularly support small businesses and restaurants that require accessible parking nearby.</p>	
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