

Concerns from neighbours of 248-250 Camden Rd

Issues raised at 28 July meeting and in person, on site 09 August 2022

Concerns	Camden comments & mitigating actions
Security <ul style="list-style-type: none"> Risks posed by people such as ex-partners trying to enter the hostel grounds Risks to children climbing on the buildings and fences / attempted 'escapes' 	<ul style="list-style-type: none"> The new building is more secure than the previous one, with one point of entry through staffed reception area Staffing – 24/7 with CCTV coverage of the grounds. 'Emergency' procedures in place so that people know what to do if an incident occurs. Staff training on the procedures, and guidelines provided for hostel residents Defensive planting in those areas identified as vulnerable by residents ie using robust and 'spiky' plants that deter people from approaching boundaries, and entering or climbing onto structures. Consult with neighbours about the landscaping. Building an appropriate/deterrent height of wall or erecting suitably robust fencing between hostel and neighbouring gardens – check with residents of neighbouring properties/party wall agreements. Where the replacement wall height is currently specified as 'like for like' apply for permission to increase the height to something more secure.
Lighting and light pollution <ul style="list-style-type: none"> Lights on the building and walkways could disturb nearby residents. Concerns about people coming and going late at night so that lights are coming on and off. 	<ul style="list-style-type: none"> Good lighting design can avoid much of the impact: <ul style="list-style-type: none"> Automatic switches and motion sensors so that lights are not left on continually. Lights that fade up and down rather than switch on and off. Positioning of lights. Consult with neighbouring residents over the detailed design. Guidelines for hostel residents asking for consideration of their neighbours in the hostel and residents living close by.
Noise <ul style="list-style-type: none"> As the activity of entering and leaving flats is now on the Mews facing side of the building, 	<ul style="list-style-type: none"> Guidelines for hostel residents asking for consideration of their neighbours in the hostel and residents living nearby

<p>there is concern about noisy activity on the walkways and stairwell (shouting), particularly outside daytime hours.</p> <p><i>NB Neighbouring residents were clear that they don't mind a certain amount of daytime noise from children playing.</i></p> <ul style="list-style-type: none"> Noise from equipment such as heat pumps, lifts 	<ul style="list-style-type: none"> 'Dispute resolution' policy for hostel residents in order to tackle conflicts before these escalate. Staff response to complaints – training in how to handle difficult conversations and Camden complaints procedure Monitoring and maintenance of equipment. Staff training to identify what constitutes a problem and who to contact for repairs or adjustments. Acoustic screening of all plant at high level. Attention to the stair and lift area (visual and acoustic screening if possible) as part of the detailed design stage to meet planning conditions.
<p>Overlooking, loss of privacy, clutter</p> <ul style="list-style-type: none"> Concern that hostel residents will use the walkways to gather and look over into neighbouring properties in a way that residents will find intrusive The single sitting area outside each unit may be used inappropriately and create further intrusive overlooking opportunities. Concern that walkways may be used inappropriately ie to store excess furniture such as bikes, mattresses and other 'clutter' This could become an eyesore for residents 	<ul style="list-style-type: none"> Fire risk assessments forbid storing of items on the walkways. These strict regulations will enable staff to ask for the removal of any items which could block the walkway and enforce their clearance if that proves necessary. The design of the walkway itself is sufficiently narrow to deter and prevent people from gathering and remaining on the walkways The single seated area outside each dwelling is intended as a short-term outside 'respite stop' for parents/carers. The design does not encourage or facilitate extended periods of use. Screens to the walkways cannot be solid but may be louvred and angled to provide an effective visual screen both from and into the walkways.
<p>Planting – will it be maintained?</p> <p>Concern that the garden and planting that softens the stair/lift tower (for example) will be left to die.</p>	<ul style="list-style-type: none"> Maintenance contract put in place for the upkeep of the green areas and planting. Involve the staff and residents to take pride in the appearance of the planted areas. Possible 'growing' project to engage children & families with the planting and with their own plants/growing beds. This could be done in collaboration with Kentish Town Community Centre, and possibly funded by charities that assist homeless families.

<p>Loss of greenery and ‘green views’</p> <p>Loss of trees in the back garden that provide a shield for noise and pollution</p> <p>Impact on daylight/sunlight</p> <ul style="list-style-type: none"> • Height of the new building will impact on some views towards Camden Rd and result in a loss of direct light to some residents’ windows and gardens 	<ul style="list-style-type: none"> • The new building will be a visual improvement on the old building, albeit slightly higher. • Roof areas will be planted (where possible) to provide further greenery and a contract to maintain the planting will be in place to ensure the garden area and planting around the stairs and lift will survive. • Liaison with residents may provide further opportunities to identify opportunities to ‘green’ areas of the building and improve the visual impact. • Noise and pollution monitoring in the back garden before the removal of trees and start of demolition will provide a baseline measure. We can check this data against readings taken at the end of the build. We expect the new building and planting to provide a more effective noise and pollution screen for residents. • Daylight sunlight calculations have been carried out. Where specified in the legislation or guidance, residents will be compensated.
<p>Greater proximity of elements of the new building to neighbouring properties ie stair and lift access, ‘community’ room</p>	<ul style="list-style-type: none"> • True. Some elements of the design consented by planners are closer to neighbouring properties than the original building. • The community room has been reduced in comparative height to better respond to adjacent properties (99 Camden Mews) A planted/green sloping roof reduces the visual impact.
<p>Concerns that problems raised by neighbouring residents will be ignored, with no appropriate action taken</p>	<ul style="list-style-type: none"> • Liaison meetings between residents, council project officers, design guardian and contractors throughout the design and build • Liaison meetings between hostel staff and community before the hostel is occupied and during operation. • Contact meetings/neighbour ‘projects’ with the families to help integrate the communities. • Briefing and involvement of ward councillors to ensure accountability