

Event title:	Golf Links Opening Event
Event date:	21 August 2021 (10.30am - 4.00pm)
No. of registered attendees:	49
Location:	Emmanuel Church, Fleming Road
Levitt Bernstein	Vinita Dhume, Glyn Tully, Helen Hepher & Rachel Chiam
London Borough of Ealing	Simeon Abraham & Desrine Vickers
Source Partnership	John Morris, Yusra Sharif & Harpreet Kaur

Summary of the report:

The report forms part of the Opening Event that was held on the Estate on 21 August 2021. This workshop took place in Emmanuel Church where existing residents provided a first chance to tell what they value about living at Golf Links and what they would like to see change both on the estate and in their own homes.

This workshop will form part of a series of workshop events over the next few months. The report records the comments and feedback made by the residents.

The content of the boards as discussed, included the following topics:

- Understanding where residents live on the estate.
- What are the proposal for Golf Links Estate.
 - Explaining the brief and the intentions
 - A timeline showing the future consultation events
- Understanding your neighbourhood and your needs.
 - What you like?
 - What you don't like?
- Your daily journeys
- Open spaces
- Existing buildings and communal areas
- Your homes
- What is a Design Charter?
- The way forward / next steps

Feedback from Golf Links residents during the Opening Event

Understanding your neighbourhood and your needs

What do you like?

Comments

- Phase 2: It functions well, lines to transport (it will be good to have a direct bus to Ealing), semi-private courtyard.
- Good area at front of the building (walls) for children to play, "I love my maisonette".
- Friendly and a sense of community.
- It is quiet and peaceful even though it is an estate.
- I like that it is so green and there is so much space.
- Children can play safely
- Sound proofing
- Own garden, view towards Golf Course, sense of community within the block and part of the estate, room sizes.
- Like the room sizes.
- Bedroom space.
- "It is my home, I have been here 31 years and I feel safe".
- Access to transport.
- Great community spirit – very helpful neighbours.
- Site area has good links to London and the Countryside, access and nature, Broadway shopping is local, spacious flat and rooms, ample parking, safe area.
- Sense of community, caring, and friendly.
- Spacious rooms and good layout.
- Convenience to transport.
- Spacious rooms (large kitchen), current windows provide better privacy than the new ones on Higgins flats.
- Love the open diagonal green.
- Good lighting is needed around the new build.
- I feel safe and secure on the estate, I have not experienced any anti-social behaviour issues.
- Views from my flat in Tower one are greater than the regeneration works here.

Feedback from Golf Links residents during the Opening Event

Understanding your neighbourhood and your needs

What don't you like?

Comments

- Bad estate management (-1/10), not enough parking spaces, too many people on the estate, not clean hallways, filthy staircases.
- Need spacious kitchen that is well fitted.
- Drug addicts in the park and nothing for children to do.
- Nothing for teenagers to do.
- Everything in the estate needs to be knocked down. It is outdated, it is 2021 not 1970.
- Rubbish on the estate - waste collection is good but keeping the open space clean is important.
- Older kids using the play area inappropriately.
- We don't have anything for disabled children to play and feel welcome on the estate.
- Maintenance issues and management problems in the estate.
- Not a lot to do for over 5 year olds.
- Fire safety
- Old building, unattached, health hazard.
- Lift needs to work with good maintenance.
- The walls need soundproofing.
- No alleyway between other block.
- No lifts.
- Can't park near own block.
- More shops needed.
- Lack of parking spaces on the Estate.
- Lifts are an issue, not cleaned and maintained.
- Common spaces are clean but not well-maintained, paint are scratched.
- Parking spaces are crowded, unnecessary parking vehicles.
- Lack of parking, rubbish shutter unavailable, leads to rubbish being left in corridor, spiders, people using stairs as communal area for smoking and drinking.
- Lift problem, very often people are smoking in the blocks.
- No connecting roads, taking away paths and alleyways making journey time longer.
- Needs more residential parking with permits.
- Play areas has been taken away.

Feedback from Golf Links residents during the Opening Event

Understanding your neighbourhood and your needs

What don't you like?

Comments

- Kids have no place to go and play, hangout and mingle.
- Not enough police community police patrols.
- Storage space is limited.
- Lack of parking – find it difficult to find parking outside of resident's block.
- Maintenance issue of leaseholder's cost.
- Poor windows, kitchen bad, need more parking.
- Safe overlooking into spaces – so mothers feel safe where children are playing – good lighting needed as well.
- Better and efficient lighting is needed.
- Damp is a problem – lack of maintenance.



Feedback from Golf Links residents during the Opening Event

Your daily journeys

Do you own a car? Where do you park and how often do you use your car?

Comments

- Lack of car parking spaces.
- Own car - use everyday, lack of parking.
- Outside block parking nearby, use car everyday to go work and evening leisure.
- Parking is terrible, people having to park on grass or outside garages.
- Use car to get to work – 10 min drive out, buses are not reliable – not on time.
- Yes – in parking spots on own property (if a space is available) on daily basis.
- Have a garage, can't get in because cars park in front of it.
- Cars from outside park and are dumped here – by outsiders.
- Own my car and I walk to Greenford to shop.
- There needs to be more residential parking without permits.
- Own a car but struggle to park outside.
- Phase 2: Bike park is free now - concerned when it is fully occupied as there will be limited space to park bikes.
- Car parked for 3 years and not moved – car park is a dump.
- Can't find a place to park.

Do you walk and cycle around your local area or to work? Do you use the buses to get around?

Comments

- Cycle parking spaces needed for all.
- Buses are well used and take you straight to Greenford Station shops.
- Go by bus everywhere, everything near local shop, bus to hospital and Greenford.
- A direct path via golf course to Ealing is needed.
- Yes – to Greenford tube station.
- Convenient transport and good cycling paths.
- Travel by bike but nowhere to store it, need bike / scooter stores.
- Use buses as I don't have a car.
- Own a bike - have to carry bike upstairs to store in house, no safe space to leave bikes.

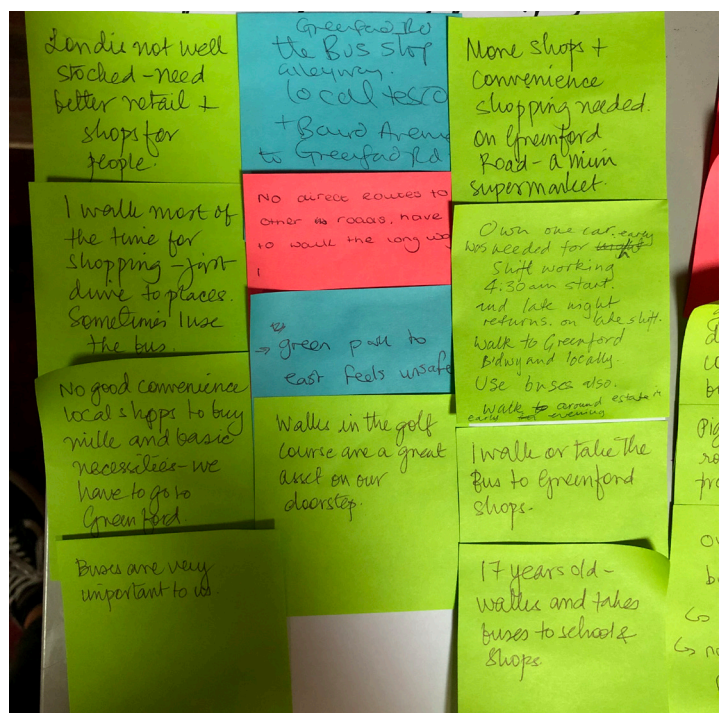
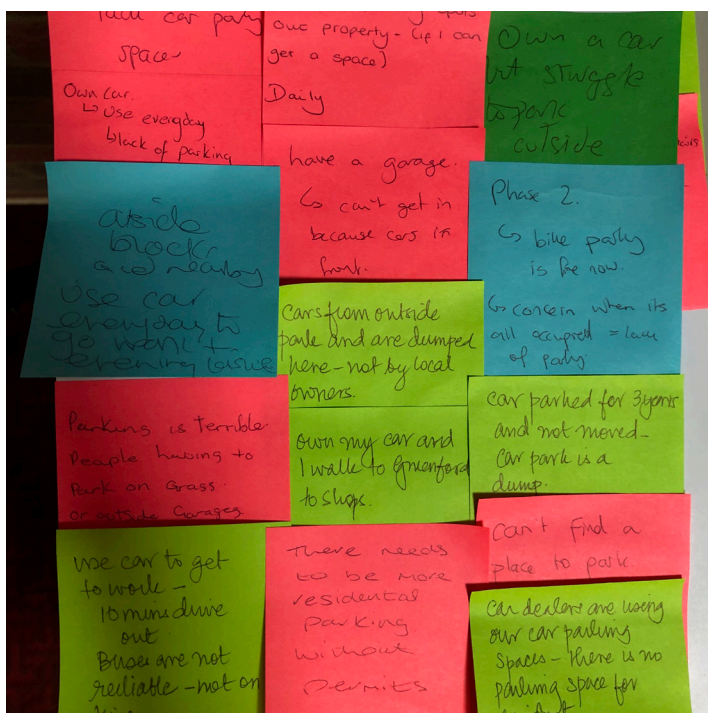
Feedback from Golf Links residents during the Opening Event

Your daily journeys

Which routes do you use the most? Where do you and your family go shopping?

Comments

- Londis is not well stocked – need better retail and shops for people.
- I walk most of the time for shopping – just drive to some places. Sometimes I use the bus.
- No good convenience local shops to buy milk and basic necessities – we have to go to Greenford.
- Buses are very important to us.
- Greenford Rd bus stop, alleyway, local Tesco and Baird Avenue to Greenford Rd.
- No direct routes to other roads, have to walk the long way.
- Walks in the Golf Course are great and on our doorstep.
- More shops and convenience shopping needed on Greenford Rd – a mini supermarket.
- Own one car, was needed for early shift working (4:30 am start) and late night starts on late shift. Walk to Greenford Broadway and locally. Use buses also. Walk around the estate in early evening.
- I walk or take the bus to Greenford shops.
- 17 year old – walks and takes buses to school and shops.
- Small bakery would be much appreciated.



Feedback from Golf Links residents during the Opening Event

Open spaces

Do you use the private courtyard spaces? What kind of activities happen in these spaces?

Comments

- Lack of facilities on Estate for children.
- Nice to have garden attached to club area, football space games, chairs to relax in gardens.
- Play spaces are not well designed – there needs to be more done to play areas – well overlooked safe + secure.
- Like the semi-private courtyard, space to relax and play.
- There needs to be open spaces, play areas not all close in buildings.
- Children of all ages need an area to play, enjoy and hangout.
- Hang out spaces for young children needed, that is safe and secure.
- Nothing for young children on the Estates to play and socially interact.
- No balcony and no garden. I sit outside.
- Nice to hear the kids playing, it adds life.
- People don't interact – places needed to socialise and interact – also no good local shops.
- No – I have a garden. Football & rounders.

Which open spaces do you use the most? Where do you like to meet other people? Where do you like to play?

Comments

- Good open space and playground.
- Would like on outdoor gym.
- Need a park to spend some time outdoors.
- There are places for people to play and children too but is not well used.
- Bunny Park.
- Need club for children, mobile library on Estate, for teenagers to learn trades and crafts.
- No good play equipment for the children to use in open spaces.
- Nothing for 15 years old children to do on the open spaces.
- Where do you take kids? Gurnell Swimming Centre, Windsor, Spikes Bridge Park football, Hendon airfield / museum.
- Not really as Burgess areas are not open spaces.
- Semi-private courtyard (phase 2): very visible and want another option, lack of benches.
- Feel safe – less crime compared to before.
- People from other blocks come play in Fulwell Courts.

Feedback from Golf Links residents during the Opening Event

Open spaces

Do you feel safe in the open spaces? Are they properly lit? Are there open spaces you avoid?

Comments

- Want more benches.
- Poor maintenance of outdoor spaces.
- Mental health issues with many neighbours.
- Yes, they're safe and well lit.
- Unsafe walk through park, lighting has improved, bushes with new development
- There is plenty of places for the smaller children and they can play football near their homes.
- Feel safe at night here, but more light could be provided. Lighting in stairs at winter poorly managed, sometimes no light when dark and one can trip easily.
- Yes – lived here all my life. Lighting needs to be better, it creates lots of dark and dingy areas.
- Play space for kids need to be safe, more space, and different types of play.
- Southern Court and play areas - anti-social behaviour.
- Where you have benches, there is litter – bins are not being emptied in open spaces.
- No, we don't feel that anti-social behaviour is increasing.
- Children need a space to play, communicate through kids – sense of community.
- Good lighting is needed for safety.



Feedback from Golf Links residents during the Opening Event

Existing buildings and your communal areas

Are refuse collection areas a problem? Do you have common storage areas for bikes etc?

Comments

- Communal spaces are not safe – buggies and bikes get stolen.
- Security needed – fobs and keys for all residents of one building.
- Outsiders throw building material waste in our bin areas and leave their rubbish.
- Urinating under stairs and drug dealing going on in odd corners – not well overlooked. Long corridors are not safe – I don't know my neighbours.
- Bikes are stolen from backyards.
- Common storage area for bikes and push chairs accessible only by corresponding fobs. Bins are always blocked.
- Rubbish problem - lack of collection and rodents.
- Waste collection is good but lots of dumping in corridors and bin areas.
- Overflowing bins – lack of cleaning. It is not good value for money.
- Overspill of bins.
- Residents dump by the bins.
- Rubbish chute is blocked – homes in front smell.
- Clothes left on the grass as bin does not get emptied. It's an eyesore.
- Like the bin chutes, need more regular bin collection. Need bike storage
- Recycling is far away.
- Phase 2 – bin store, fob orientated, bike allocated to flat. Bins on pavement blocks access which is an accessibility issue.
- Rubbish by the bins is terrible – this is due to a lack of community spirit.
- Bigger bin stores are needed – recycling for clothes etc.
- Drugs – issues with my neighbour's – 2 small children and she's totally drugged all day!
- Bike storage – secure spaces needed.
- Paint is scratched and pavement is worn out.
- Phase 2 – pigeon problem.

Feedback from Golf Links residents during the Opening Event

Existing buildings and your communal areas

Do the long corridors to your homes and entrances work?

Comments

- Entrances are not secure – need proper gates and doors. Intercom system is not secure and safe – anyone can come in.
- Entrance system doesn't work – security is a problem. I like the open corridors.
- Pigeons and flat roofs are a problem (Phase 1).
- Common spaces not well maintained .
- Children are always playing in corridors – banging doors and teenagers abuse in long corridors.
- Concierge service in tower blocks is a problem. – Leaseholders paying high sums to keep this service but not very useful.
- Smell of drugs and shisha because there is no good ventilation. My flat stinks, council doing nothing.
- Hartsbourne Court – bathroom and kitchen is under balcony – water penetration.
- Constant smoke and drug smell. Smoking shisha in their homes, smell comes through my home and affects my health. Council should take action even though they are in their homes.



Feedback from Golf Links residents during the Opening Event

Existing buildings and your communal areas

How safe are the entrances to your buildings?

Comments

- Need new security to stop people who do not live in the blocks from entering.
- Large evergreen trees in back gardens are up to gutter level. Weeds and small trees growing out of balconies needs maintenance.
- The low blocks have been successful for over 55 years – The blocks last put in before redevelopment was unjust .
- The intercom system is not secure.
- Wants an intercom on the gate to the first floor.
- Communal areas are not very welcoming.
- Maintenance – e.g intercom.
- If there are 'green roofs' who will maintain them? E.g. get rid of weeds / tree seedlings that are blown in?
- Need secure fobs and keys to keep doors closed – teenagers abusing the communal areas.
- Camera available with intercom – doors aren't safe as people leave them ajar using bricks to gain access to the flat.
- Want secure communal space with fobs.
- Entry system is always breaking down and anyone can enter the block.
- People are not motivated to look after their homes, because council has allowed buildings to become run down!
- Streets are not safe for children – make safety a priority.



Feedback from Golf Links residents during the Opening Event

Your homes

Is the size of your home appropriate for your family?

Comments

- Balcony is a must.
- My family was bigger, but now there is only 2 of us. Yes, it is a perfect size.
- Good 3-bed sized spaces.
- Good size loft space but still should be bigger.
- Perfect size for small family.
- Likes: Very spacious room, attic, large windows, lots of green spaces, parking ample, bunny park/nature close by, good transport links.
- Dislikes: Staircase not good, bad services, expensive service charges, estate not clean.
- Boiler is in my bedroom – noisy and not a good location.
- Rooms should be same size, disproportionate sizes.
- Kitchen and living room is separate (phase 2) – 18 (56 sqm) – for one person it is a good size and there is plenty of storage.
- Would like a shower.
- Love bathroom and toilet separate.
- No? I want a balcony for my kids.

Does your home receive enough sunlight and daylight?

Comments

- Good daylight and sunlight.
- Good daylight.
- Flat smells of sewage and pool! Bad plumbing and the pipes are old.
- Good daylight.
- A perfect amount, wouldn't want any less or any more.
- Yes.
- Yes – windows are large with enough sunlight. Should put bigger windows in new homes
- Yes, windows are massive.
- Bathrooms should have windows and ventilation.
- No window in bathroom, vacuum suction not adequate.
- Mould issues – stairwells blocks light into some of the apartments.
- Heating terrible – the radiator smell and there is mould.

Feedback from Golf Links residents during the Opening Event

Your homes

Do you have enough storage inside your home?

Comments

- Plenty.
- Not enough storage and cupboard spaces.
- Not enough.
- No storage space.
- Yes there is but not enough.
- Not enough storage cupboards.
- No storage for bikes e.g. for families upstairs.
- Not enough storage, only one massive built in cupboard (not enough for 2).
- More storage needed.
- We built a tin shed in back garden and this was stolen.
- Public open space, clubs, store for bikes and buggies.
- Dislike – not enough storage space / cupboards.
- No space in kitchen.
- I have a bicycle –there is not enough storage.
- Very little storage space – more storage needed in corridor space.
- Not big enough – not big enough cupboards – nice to be able to have dining table – nice for new home to have a separate kitchen.
- No lift available. Have to carry upstairs to store in corridor.
- Very big spacious flat.
- No space for bikes, want to have bike storage. Concerns for health and safety on corridor.
- Yes, in garden.
- Yes, but is very small.
- Very little storage space in the flats. Need spacious kitchen with storage.
- Room and spaces are very spacious in feel.
- Yes, had treatment done.

Feedback from Golf Links residents during the Opening Event

Your homes

What do you like / dislike about your home layout?

Comments

- Nothing.
- Lovely large rooms – kitchen separate from living room is great. Two levels make the flat feel more homely and liveable.
- Like the layout of the flat.
- New homes in Phase 1 and 2 is ugly – too boxy.
- Shape of the bedroom should be square instead of rectangle.
- Should have at least 2 toilets and no window in toilet.
- Sitting room should be closer to the main entrance.
- Strong mice proofing required and rubbish proof from foxes.
- It's starting to fall apart slowly due to old age of the block.
- Balcony – flowers.
- No good size balcony. Since Covid hit we have been stuck inside.
- 2 bedroom flats could be bigger (Birchdale Court).
- Need separate kitchen – not communal with living area.
- Kitchens are filthy and cheap – needs replacement.
- Blocked gutters need maintenance (Fullwell Court).
- Refurbishment of electrical systems and wire works has been a huge problem. Compensate leaseholders for heavy charges.
- Love the house we live in on Pascal Road – Phase 1 houses.
- 2 bed maisonette is spacious. Rooms are big but constant smell of sewage in the flat.
- LOVE – big and spacious.
- Bathroom ok, nice separate bath and toilet rooms. Nice if bit wider so can have storage areas in bath.
- Toilets are spacious – separate bathroom and toilet needed.
- Bedrooms are small and once you put wardrobes in there is no space.
- Bathroom in phase 2 - all plumbing is covered which looks lovely but is impractical.
- En-suite bathroom in my flat – plumbing is a problem.
- Big kitchen with a good size, the units are falling apart after 15 years.
- Small bathroom and repairs difficult as only one bathroom.
- Balconies improved, pigeons problem.
- Back garden – like: my own space – dislike: uneven ground.

Feedback from Golf Links residents during the Opening Event

What is a Design Charter?

Design Charter - Tell us your design priorities

Comments

- Noise and sound proof please!
- Wheelchair homes needed for disabled – homes must be adaptable for old and disabled people.
- Material palette and colour of bricks is very important.
- Better local job opportunities and business opportunities needed.
- Play areas have become inaccessible – some of them are locked.
- Attic for storage, large gardens and large balcony.
- Outgoings and service charges should be reasonably divided between tenants and leaseholders.
- Maintenance and management of the plumbing system important.
- Parking needs to be sorted out– lots of wasted grass verge.
- Maintenance and modernisation.
- Play areas aren't suitable (rocks) It needs to be carefully designed.
- Bike and motorcycle parking.
- A spacious new home with lots of storage area, ample parking, green spaces, cleanliness of estate, large windows, better management and maintenance staff, garages.
- Loss of community spirit.
- Disabilities needs to be taken into consideration.
- Good bike storage in home and shared areas – secure spaces needed.
- Parking space – make flats have open corridors, not enclosed so that we are breathing natural air.
- More 4 bed plus flats or houses.
- Affordable houses.
- Private open space – balcony or garden.
- Balconies – to sit outside which gives me an outdoor space to sit and rest. Balconies should have privacy.
- Place to dry out clothes – utility rooms.
- Plenty of storage space is a must.
- Issues of drug use in the flats – Rules and regulations needed for all residents.
- Size of house is great (2 bed maisonette). No toilet window / bathroom windows.
- Sewage pipes and plumbing problems need to be sorted – buildings need good services.
- Parking – flexibility of having guest parking space or hire a car.

Feedback from Golf Links residents during the Opening Event

What is a Design Charter?

Design Charter - Tell us your design priorities

Comments

- Good maintenance is a must going forward. Estate services need improving.
- Good windows size and ventilation especially for kitchen.
- Parking, lift, bike storage, balcony, camera with intercom, lots of storage, better play equipment with open spaces.
- Electric charging points needed with new hybrid cars and electric cars.
- Utility room for laundry and storage space.
- Good ventilation – flexible layouts to accommodate peoples individual needs.
- Better private open space – garden.
- Storage in bedrooms – not a boiler! Makes noise – bedroom is for sleeping and resting.
- CCTV and taker 24/7 (longer hours). Antisocial behaviour is a problem.
- Good size rooms – kitchen separate from living room.
- A more central green space outside church (when Almough Court is demolished and rebuilt).
- Better bus connections to Ealing.
- Better cycle routes.
- Decent size balcony space.
- Sustainability / zero carbon.
- Good sized houses.
- Good size space in new properties.
- Play space.
- More parking spaces and garages. Mixture of houses and flats.
- More places with gardens – age is a factor.
- Great floor to ceiling height needed for good daylight and sunlight.
- Better local shops and retail needed.
- Better management and maintenance is needed going forward.
- Noise and air pollution mitigation – plant more trees along all streets.
- Good space is needed – walls should be sound proof.
- Tenants to have allocated parking spaces

Feedback from Golf Links residents during the Opening Event

Way forward / Next steps

Other

Comments

- Prefer Friday site visit – 01 October (Vera Pisley Court).
- Different languages in newsletter and power point presentations.
- Prefer site visits to engage with other residents – taking their views.
- Emailing tenants/leaseholders as some don't read notices.
- Different types of voting; postal, online, phone, in person. Also plenty of time for votes.
- More leaflets through doors – Estate banner.
- Notice at the bus stop as everyone waits there and can spread the news.
- Saturday or evening is preferred.
- Voting in different languages to suit everyone.
- Concerns about moving somewhere else on the estate – could the location be close to the bus stop.
- More information – needs more info on the website.
- Contact important via phone/letter – not all people are on internet.
- Like to attend this – both email good – Both dates ok – (Carol from Prestwick Court).

