

Report written November 2012

Basement Developments – Survey of Residents’ Associations

Melanie Marshman
Consultation and Partnerships Manager
Royal Borough of Kensington and Chelsea
020 7361 2262
consult@rbkc.gov.uk



THE ROYAL BOROUGH OF
**KENSINGTON
AND CHELSEA**

Introduction

The Council's Planning and Borough Development Department wished to assess the impact of basement developments on residents of the borough. A survey was developed for members of residents' associations in the borough. Paper copies of the questionnaire were distributed to residents' associations, an online questionnaire was also available. A total of 127 completed questionnaires were received.

Nature of the basement extension

Respondents were asked for the location of the basement extension. 81 per cent of respondents stated that the extension was beneath the house, 50 per cent stated that it was beneath the rear garden and 28 per cent that the extension was beneath the front garden.

Four out of ten respondents reported that the basement was not more than one storey deep (42 per cent). Around a third of the developments were reported as being more than one storey deep, (31 per cent).

In total, 44 per cent of respondents stated that the development they were referring to had been completed, whilst 45 per cent of respondents stated that the development was ongoing.

Visual impact of the finished basement

When asked about the impact the highest proportion of respondents felt that there had been no impact on the appearance of the application property or garden (68 per cent and 54 per cent respectively). Around one in four respondents felt that the basement had had an impact on the appearance of the application property (23 per cent). A higher proportion, 38 per cent, felt that the basement had impacted on the appearance of the application garden.

Impact of the basement on neighbouring property

The impact reported by respondents included:

- Damage to property including subsidence, movement, cracks in walls and ceilings and doors and windows becoming distorted.
- Noise and vibration.
- Dirt, dust and debris.

Almost half of respondents had entered into a Party Wall Agreement to protect their property (46 per cent). However, more than half of these respondents were not happy with the outcome of the agreement, (55 per cent).

Summary of results

Impact of construction on living conditions (amenity)

Many respondents reported problems traffic, noise, vibration, dust and vermin. For the following questions, the highest proportion of respondents responded negatively.

- 50 per cent of all respondents felt that construction traffic was not well managed, compared to 28 per cent who felt it was.
- 68 per cent of respondents felt that construction noise was unacceptable compare to 20 per cent who felt that is was acceptable.
- 52 per cent felt that vibrations were unacceptable compared to 28 per cent who felt that were acceptable.
- 59 per cent did not feel that dust was kept to acceptable limits compared to 24 per cent who felt that it was.

Around one in three respondents reported having experienced issues with vermin, (29 per cent).

Impact of construction, or the finished basement, on drainage, flooding and damp

Most respondents did not experience any change in flooding, drainage or damp during construction of or following the completion of the basement. However:

- A fifth of respondents noticed a change to drainage during construction, (20 per cent), and 11 per cent on completion of the development.
- One in ten respondents noticed a change to flooding (10 per cent) during construction, and a similar proportion noticed a change on completion of the development (nine per cent).
- Seven per cent of respondents noticed a change to the level of damp during construction and 16 per cent after.

For more information

For information on the results please contact Melanie Marshman, Consultation and Partnerships Manager on 020 7361 2262 or e-mail on melanie.marshman@rbkc.gov.uk.

Introduction

The Council's Planning and Borough Development Department wished to assess the impact of basement developments on residents of the borough.

Methodology

A survey was developed for members of residents' associations in the borough. Paper copies of the questionnaire were distributed to residents' associations, an online questionnaire was also available. A total of 127 completed questionnaires were received.

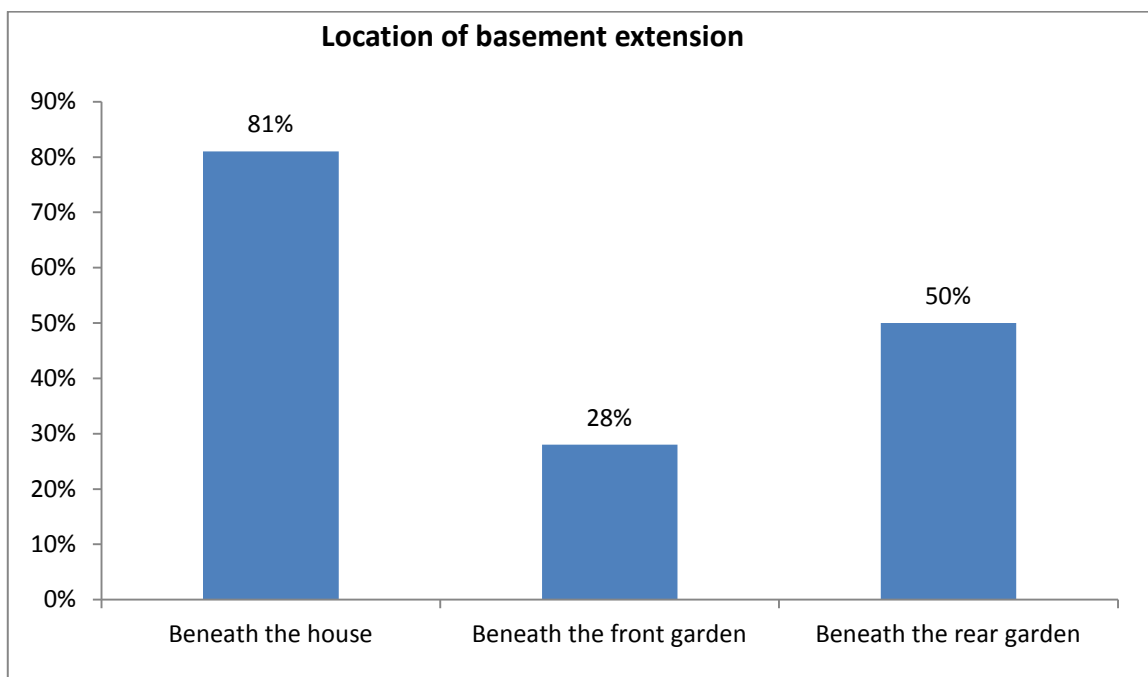
Please note: Where percentages do not total 100 this is due to rounding error.

For more information

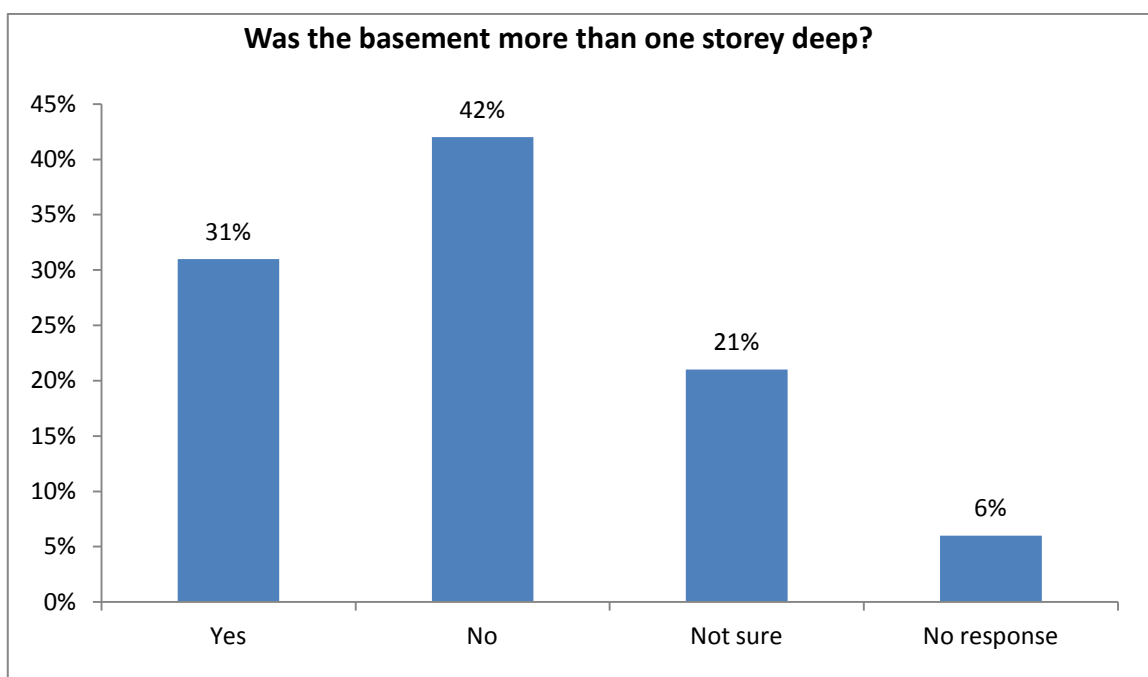
For information on the results please contact Melanie Marshman, Consultation and Partnerships Manager on 020 7361 2262 or e-mail on melanie.marshman@rbkc.gov.uk.

Nature of the basement extension

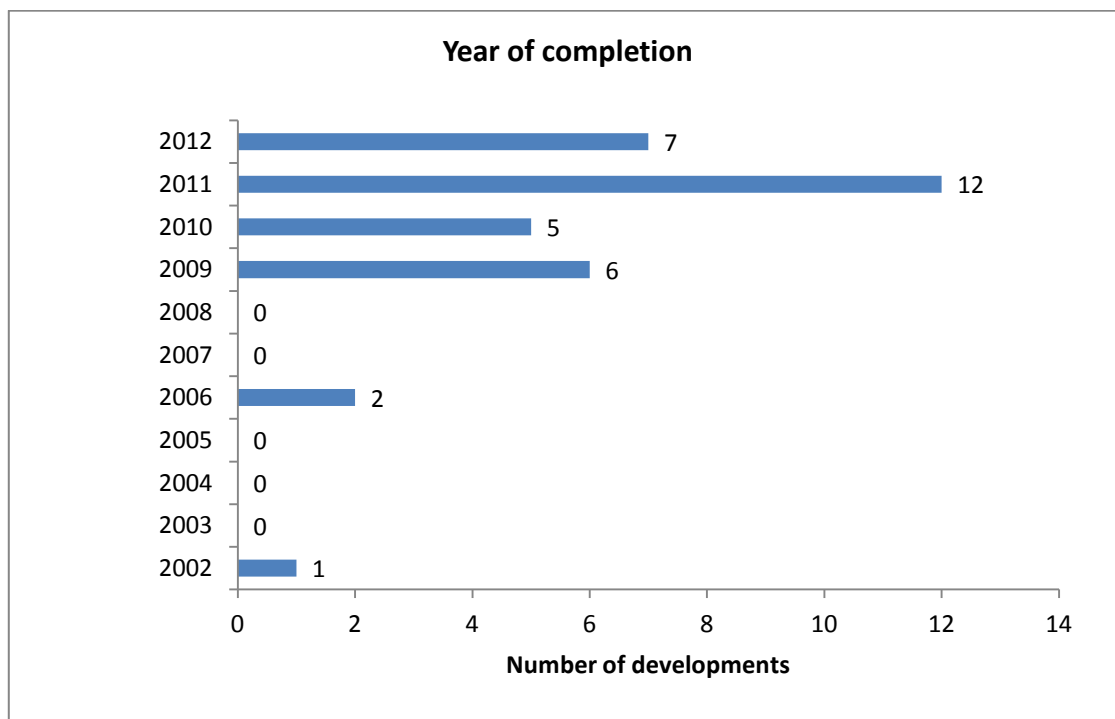
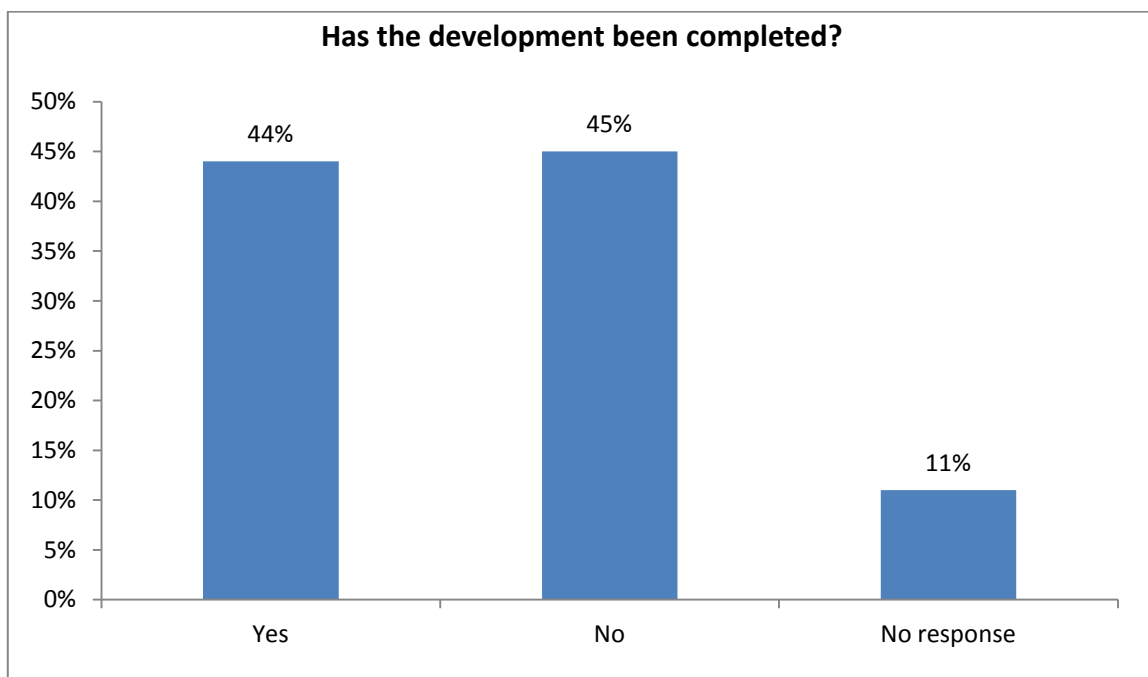
Respondents were asked for the location of the basement extension. 81 per cent of respondents stated that the extension was beneath the house, 50 per cent stated that it was beneath the rear garden and 28 per cent that the extension was beneath the front garden.

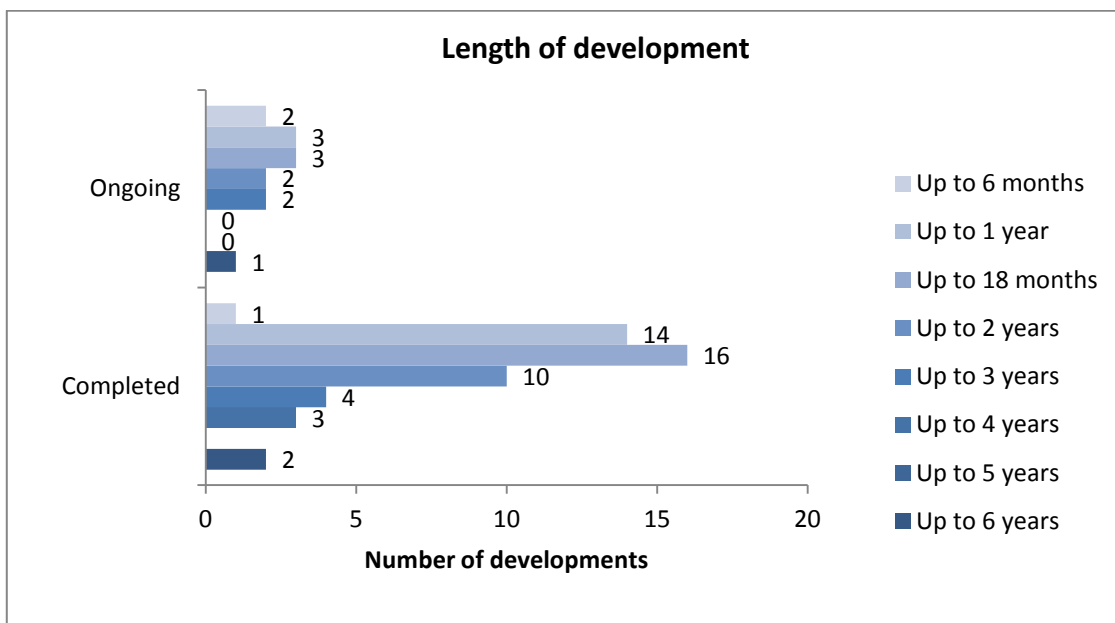


Four out of ten respondents reported that the basement was not more than one storey deep (42 per cent). Around a third of the developments were reported as being more than one storey deep, (31 per cent).



In total, 44 per cent of respondents stated that the development they were referring to had been completed, whilst 45 per cent of respondents stated that the development was ongoing. Most of the completed developments had been completed since 2009. The most common length of development was 18 months, however respondents reported developments that had taken as long as six years to complete.



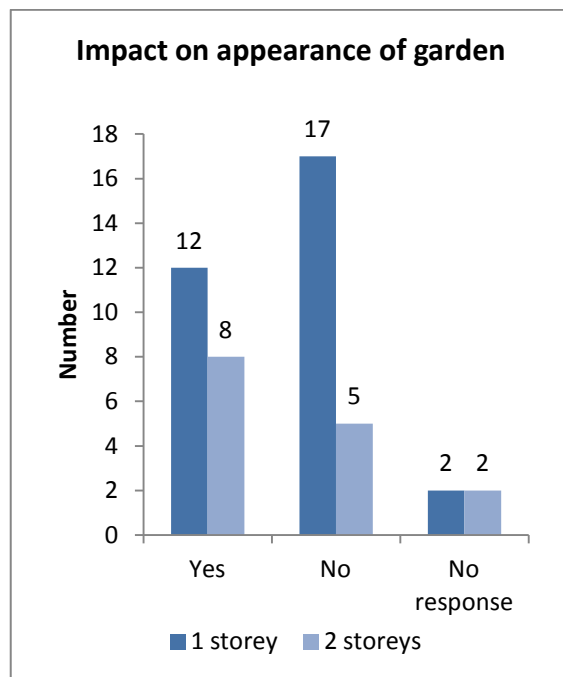
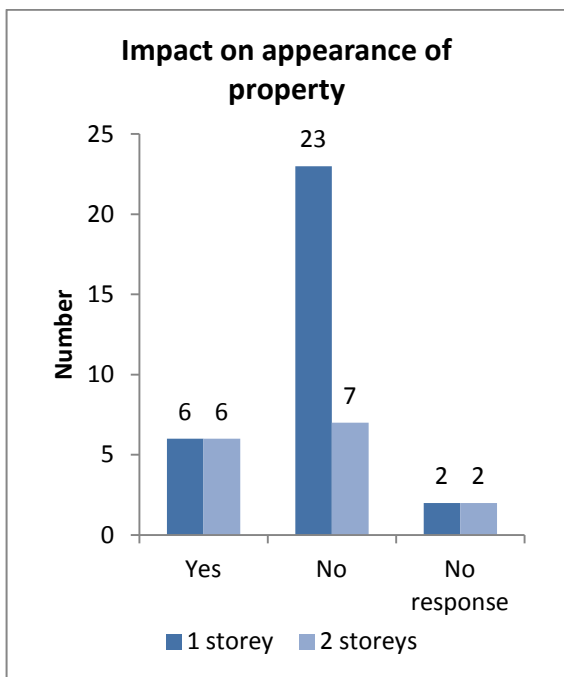
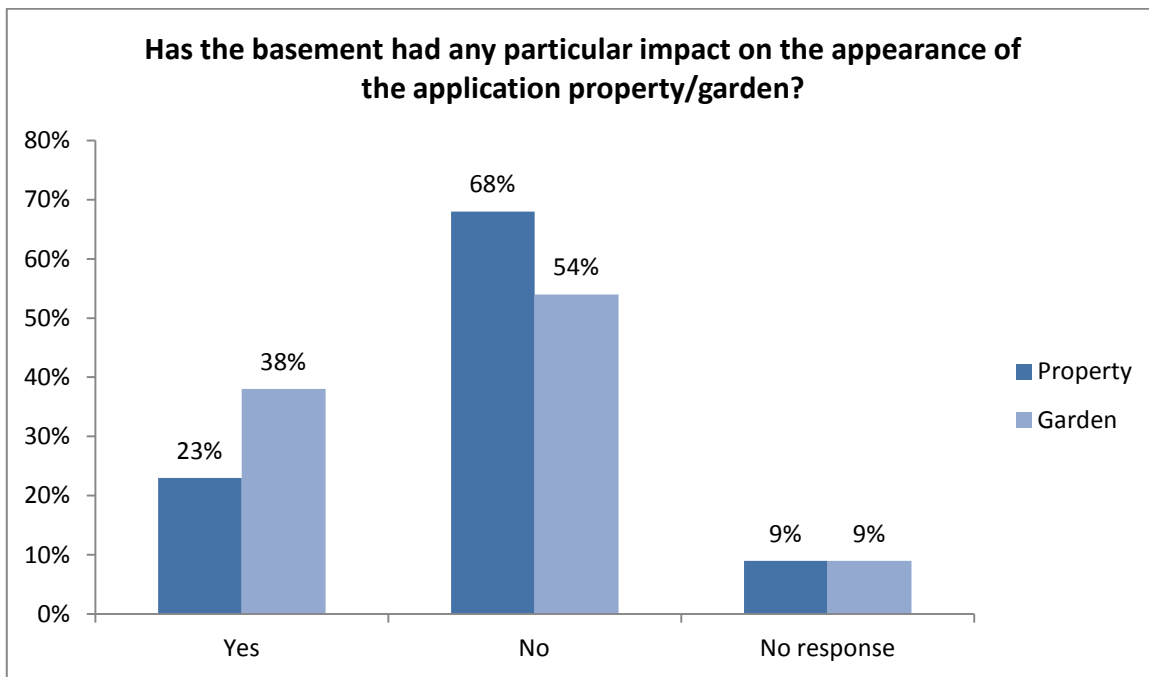


Visual impact of the finished basement

Respondents who were commenting on completed developments were asked about the visual impact of the finished work. When asked about the impact the highest proportion of respondents felt that there had been no impact on the appearance of the application property or garden (68 per cent and 54 per cent respectively). Around one in four respondents felt that the basement had had an impact on the appearance of the application property (23 per cent). A higher proportion, 38 per cent, felt that the basement had impacted on the appearance of the application garden.

Respondents were asked to provide details of any visual impact. Comments on changes to the property referred to changes to gardens and outdoor spaces, changes that were not attractive or out of keeping with the house and area, as well as referring to light and noise pollution. With regard to changes to the gardens comments related to the loss of trees and established plants, reduced size of gardens and planting areas, and gardens being paved over or the installation of decking.

A full list of comments can be found in Appendix 2.



Impact of the basement on neighbouring property

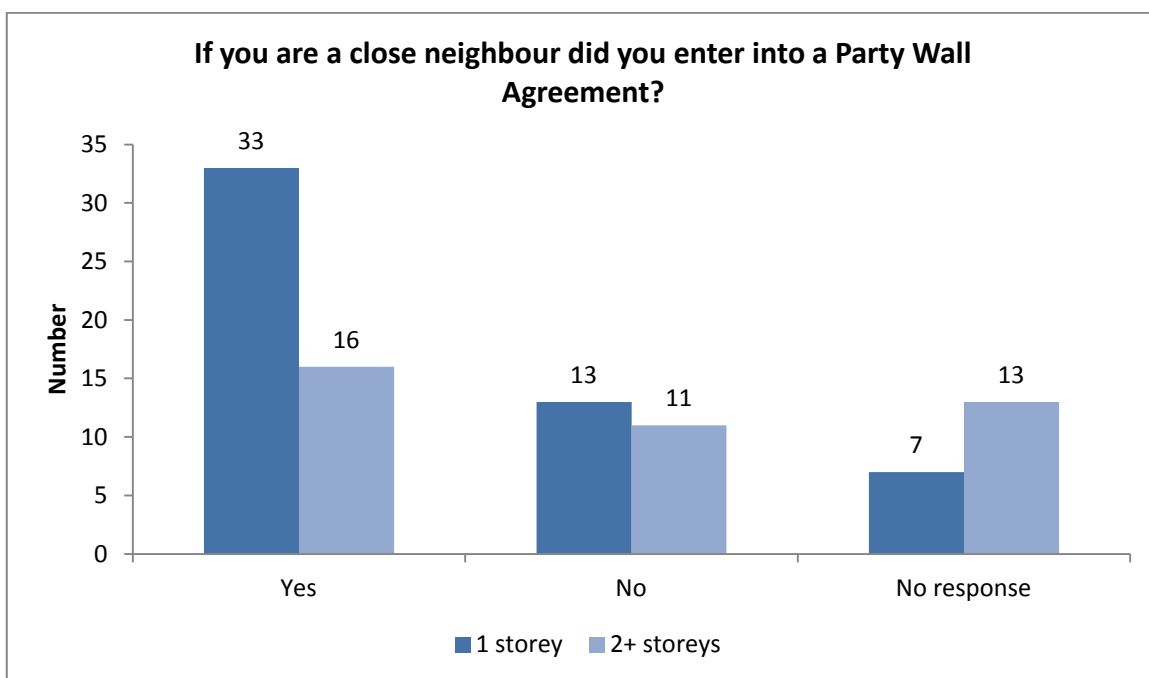
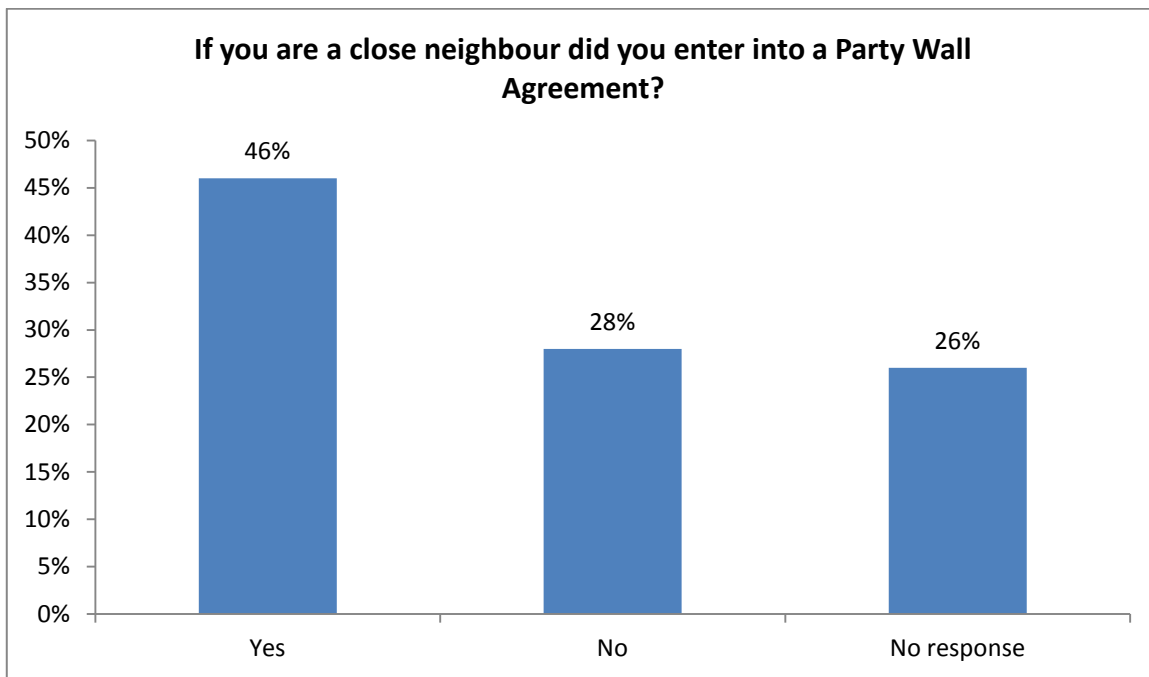
The most common theme of comments made was that the development had caused damage to property. This damage included subsidence, movement, cracks in walls and ceilings and doors and windows becoming distorted. This was the theme of 20 comments.

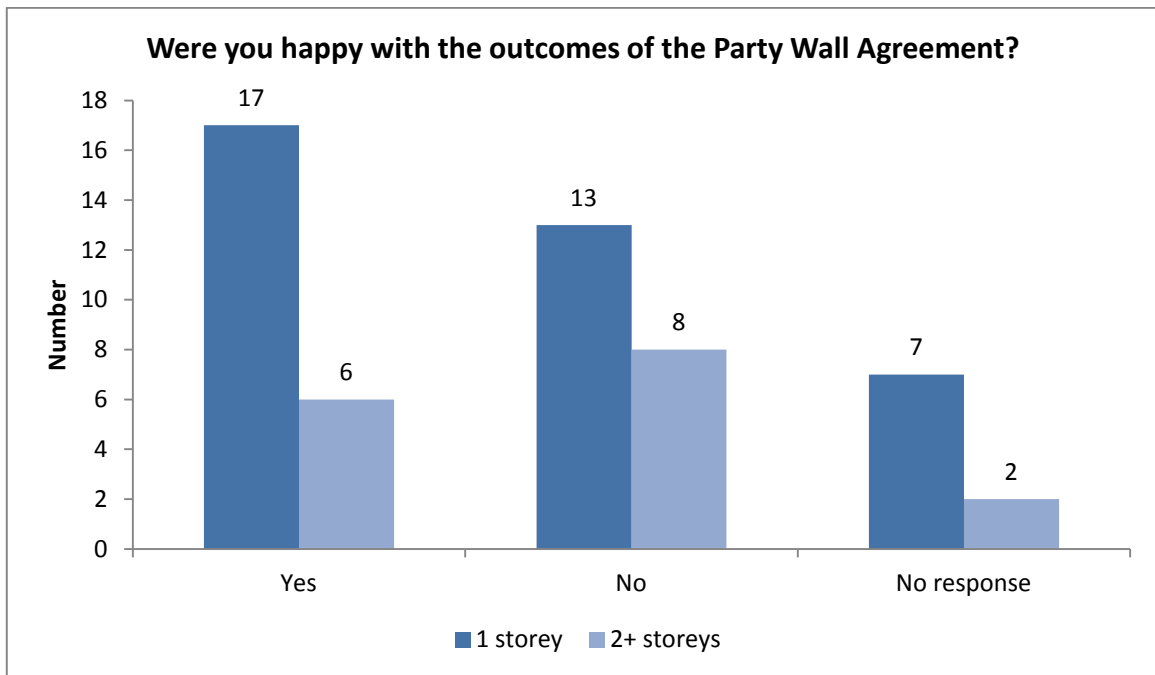
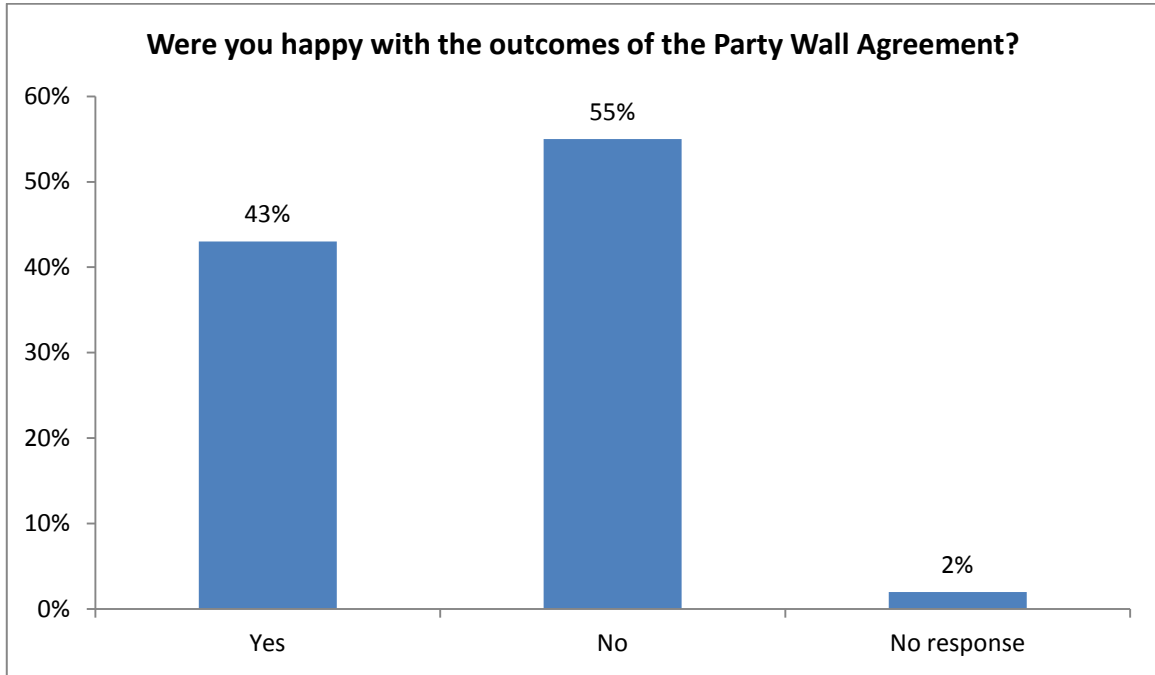
A similar number of respondents reported unacceptable levels of noise and vibration. This was the theme of 19 comments made. Eight respondents commented on the level of dirt, dust and debris. A small number of respondents commented that there had been no impact (five comments).

A full list of comments can be found in Appendix Two.

Theme	Number of comments
Damage to property	20
Noise and vibration	19
Dirt, dust and debris	8
None	5
Length of development	5
Traffic and parking problems	4
Loss of trees and plants	2
Construction hours	2
Use of outdoor space	1
Pest and vermin	1
Other	1
Improvement	1
Cannot say	1
Health and safety	1
Loss of natural light	1
Flooding and drainage	1

Almost half of respondents had entered into a Party Wall Agreement to protect their property (46 per cent). However, more than half of these respondents were not happy with the outcome of the agreement, (55 per cent). A full list of comments made in relation to Party Wall agreements are provided in Appendix Two.





Impact of construction on living conditions (amenity)

Many respondents reported problems traffic, noise, vibration, dust and vermin. For the following questions, the highest proportion of respondents responded negatively.

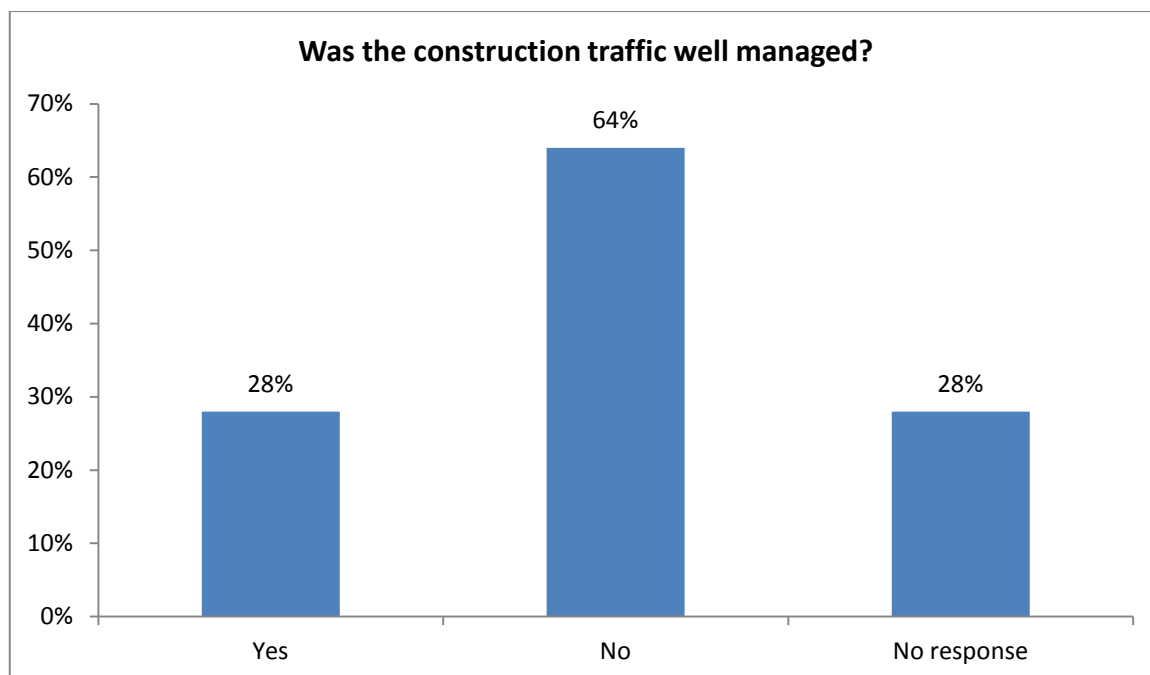
- 50 per cent of all respondents felt that construction traffic was not well managed, compared to 28 per cent who felt it was.
- 68 per cent of respondents felt that construction noise was unacceptable compare to 20 per cent who felt that is was acceptable.
- 52 per cent felt that vibrations were unacceptable compared to 28 per cent who felt that were acceptable.
- 59 per cent did not feel that dust was kept to acceptable limits compared to 24 per cent who felt that it was.

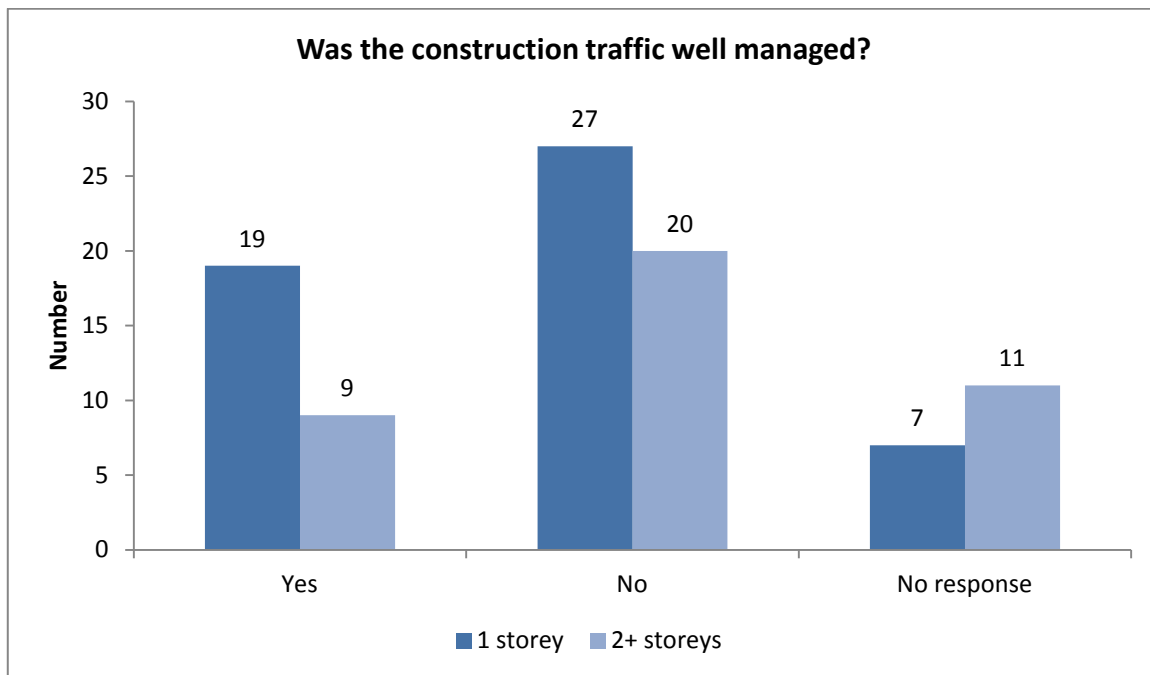
Around one in three respondents reported having experienced issues with vermin, (29 per cent).

Comments made around traffic included:

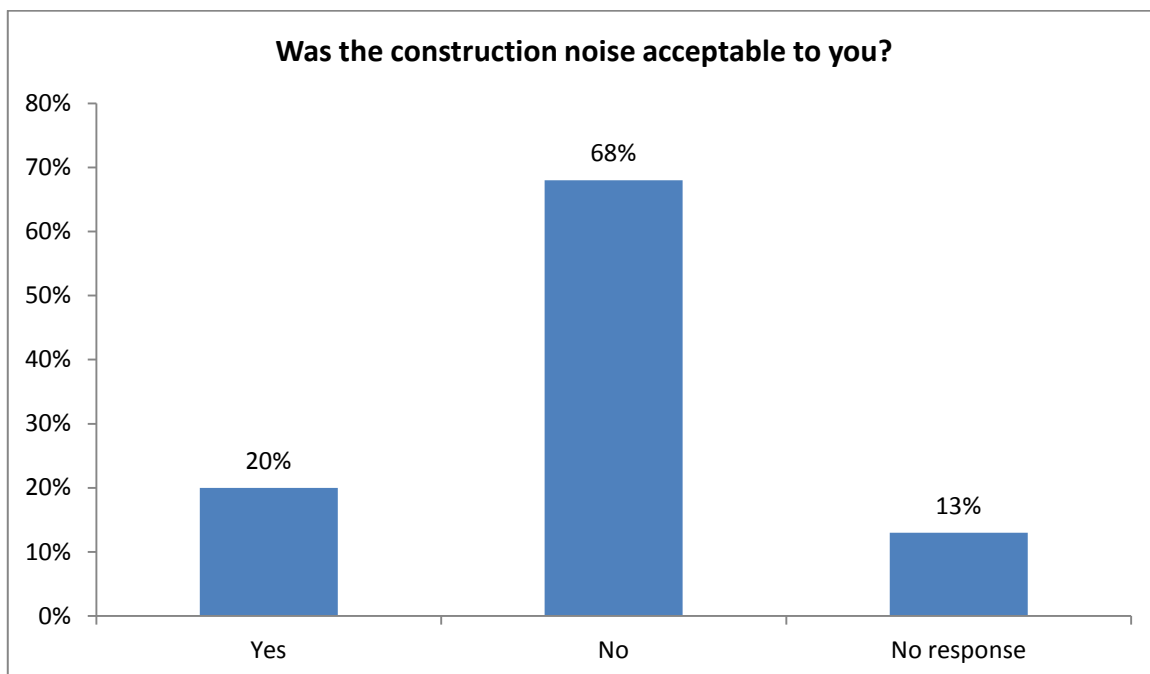
- Volume of traffic and loss of parking spaces.
- Difficulty of manoeuvring construction vehicles in narrow streets causing road blockages and damage to parked cars.
- Impact of multiple developments in one street.
- Noise including the use of horns to signal arrival of delivery and collection and delivery of materials in the early hours of the morning.
- Blocked pavements.

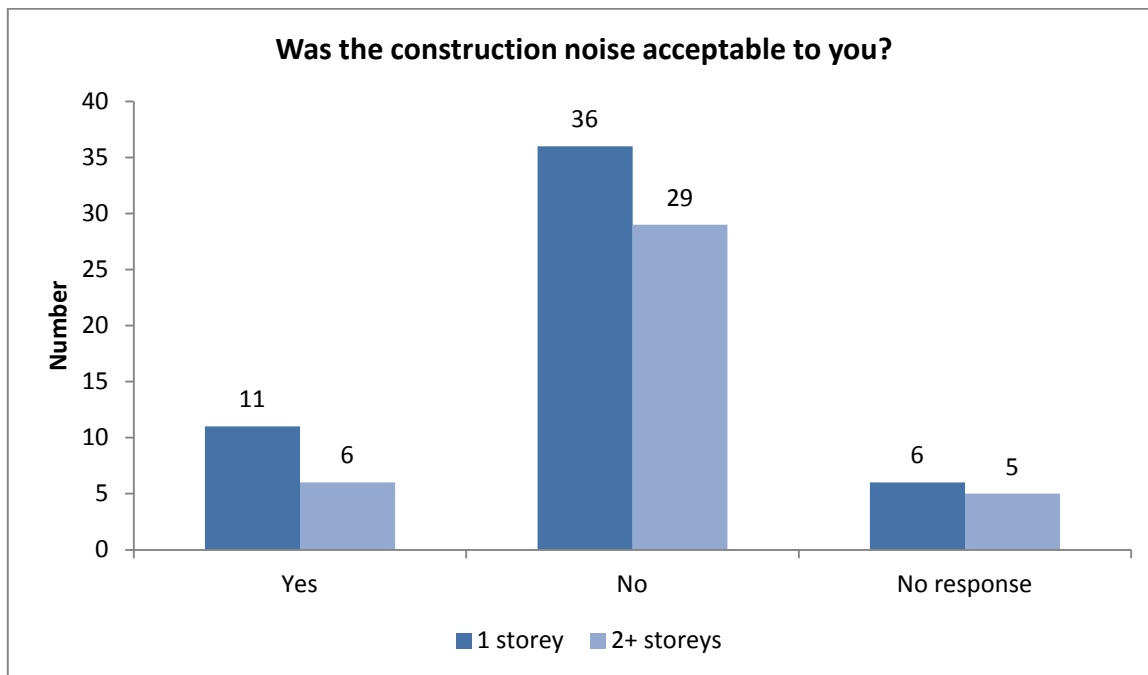
A full list of comments can be found in Appendix Two.





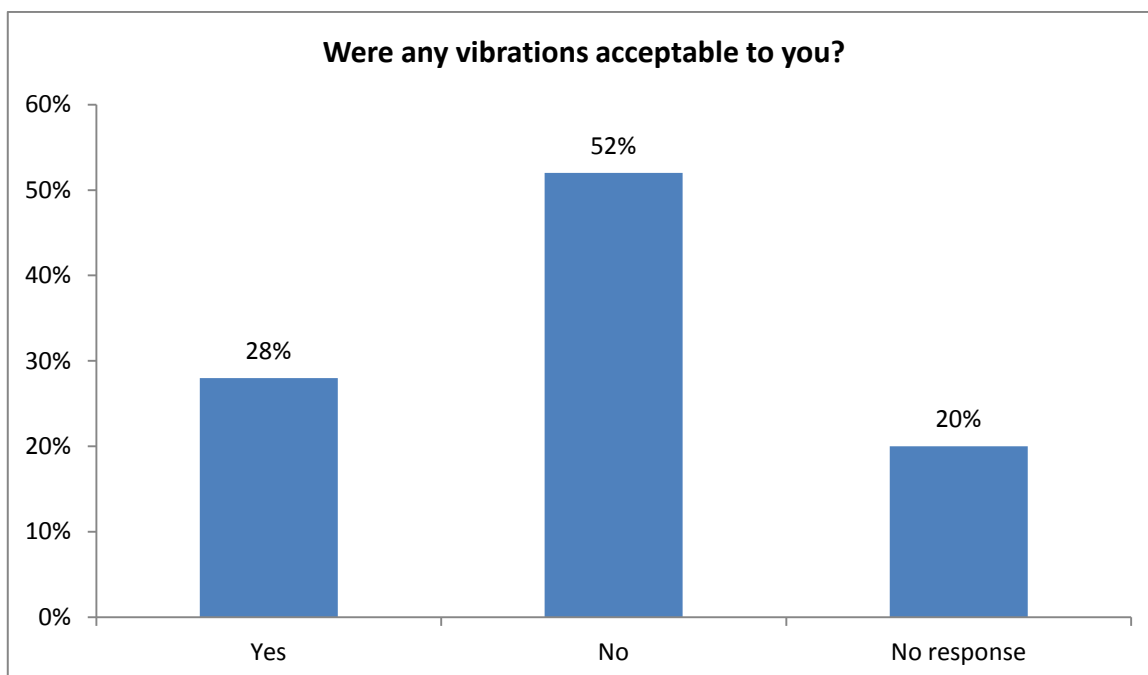
Many respondents commented that noise had severely impacted on their quality of life. Respondents referred to unacceptable levels of noise from demolition, generators, drilling or piling which went for sustained periods of time. Respondents reported that noise made it difficult to go about their lives including difficulty holding a conversation, watching television, listening to music or reading. A full list of comments pertaining to noise can be found in Appendix Two.

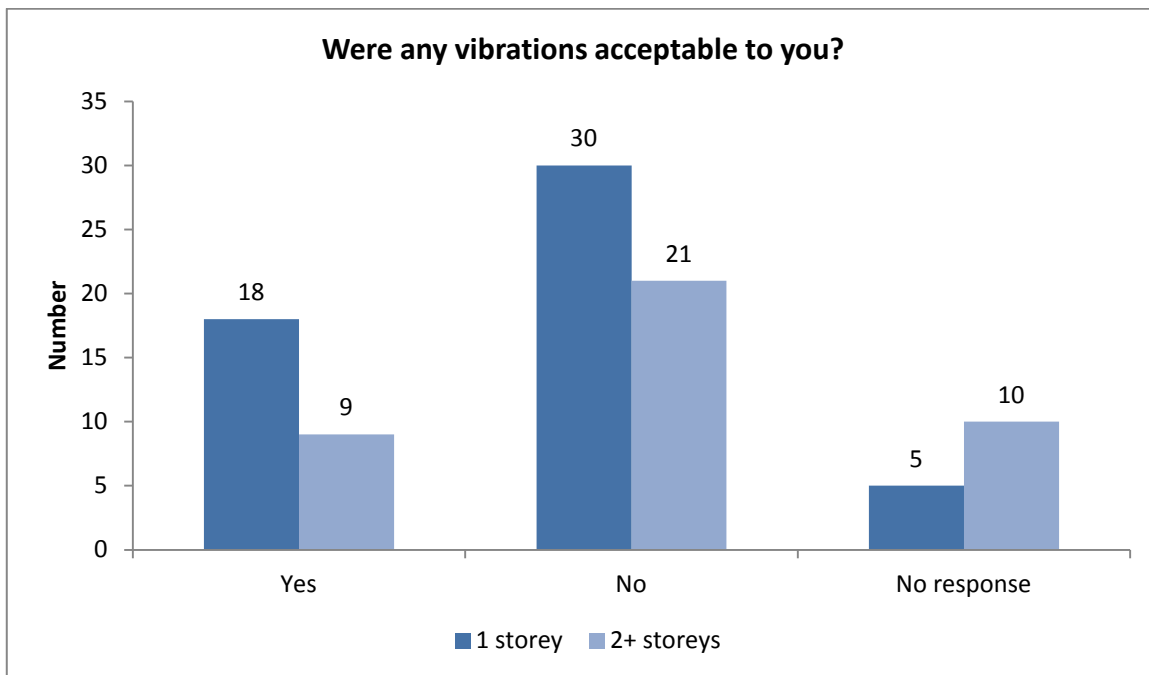




Similarly, respondents commented that vibration had impacted on quality of life which included having to find alternative accommodation, health problems and accidents around the home which were attributed to the vibration. Other reported problems included:

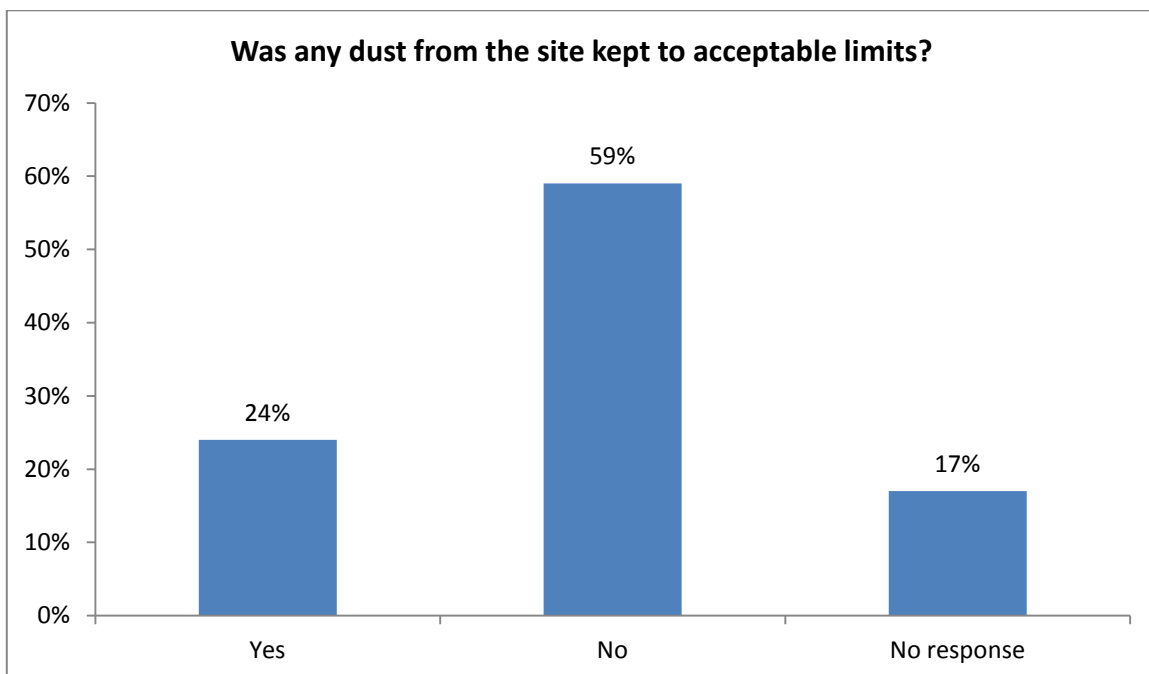
- Damage to property including cracks, pictures falling from walls and rattling windows.
- Feeling that the house was moving.
- Excessive amounts of dust.
- Setting off house alarms.

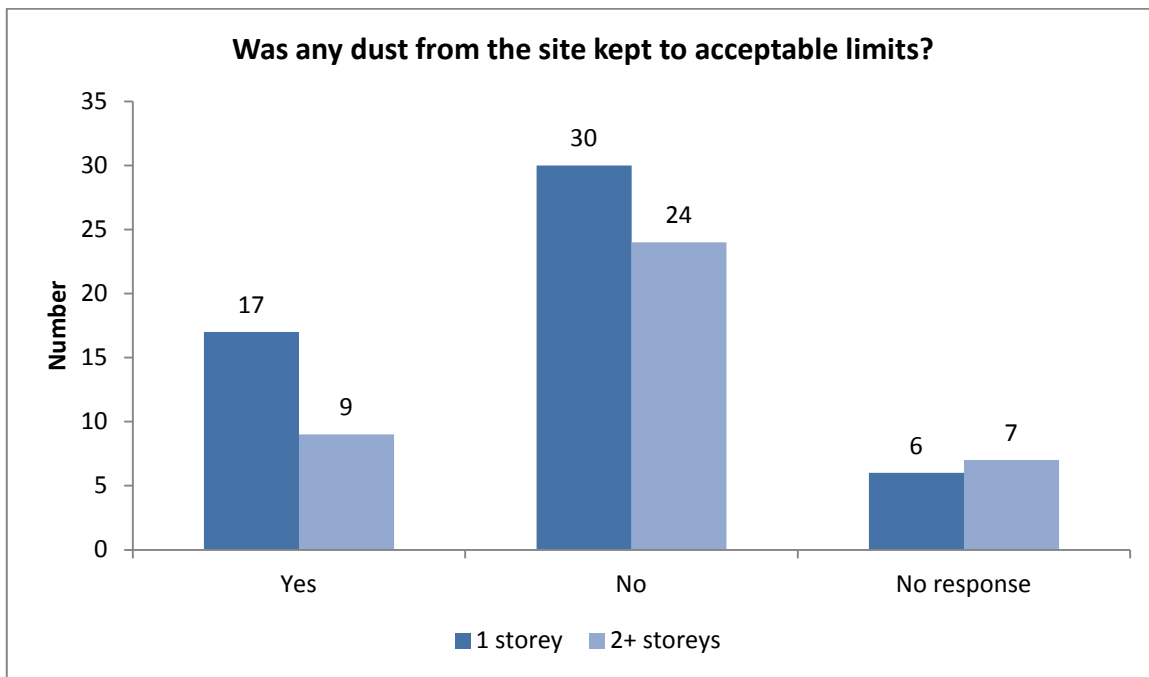




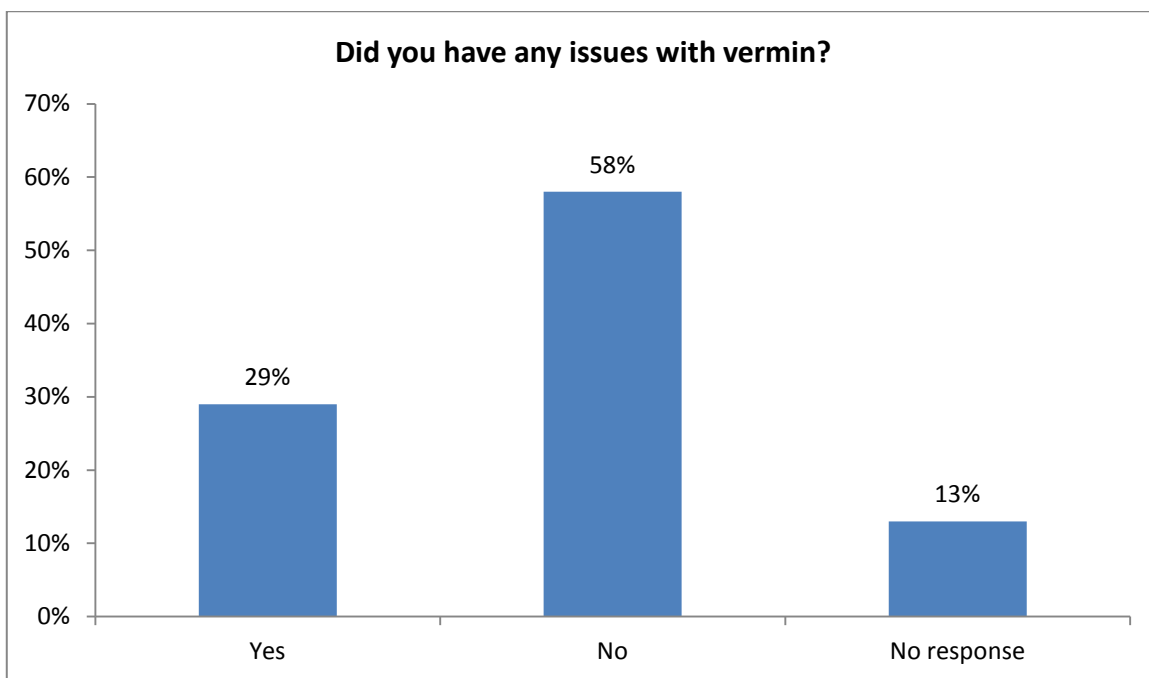
Respondents commented that dust had caused problems including the following:

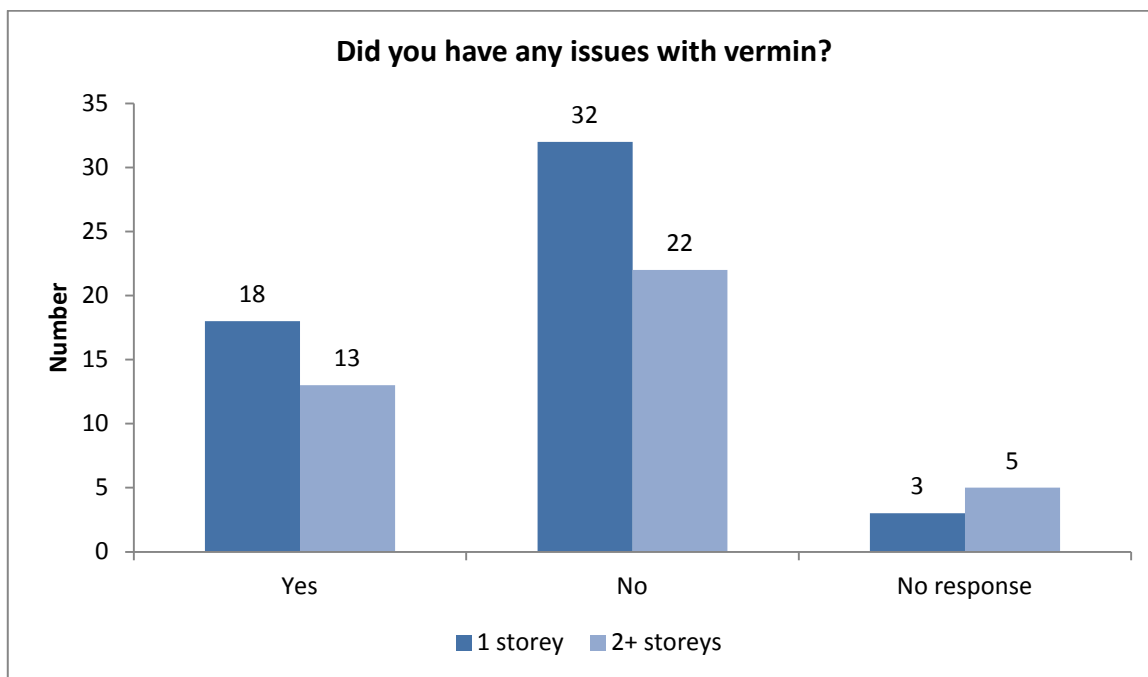
- Health problems.
- Dust in chimney and fireplaces.
- Dirty windows and inability to have windows open in the summer.
- Dust in gardens and on parked cars.





Respondents who had experienced problems with vermin mentioned rats, mice, cockroaches and foxes.



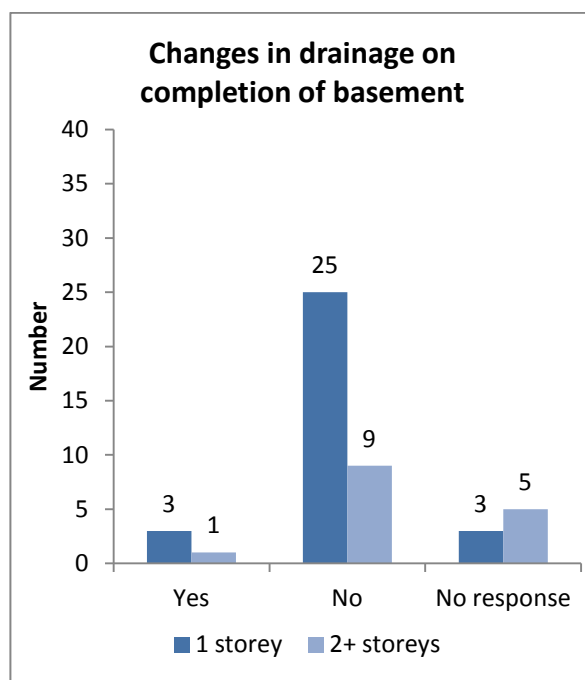
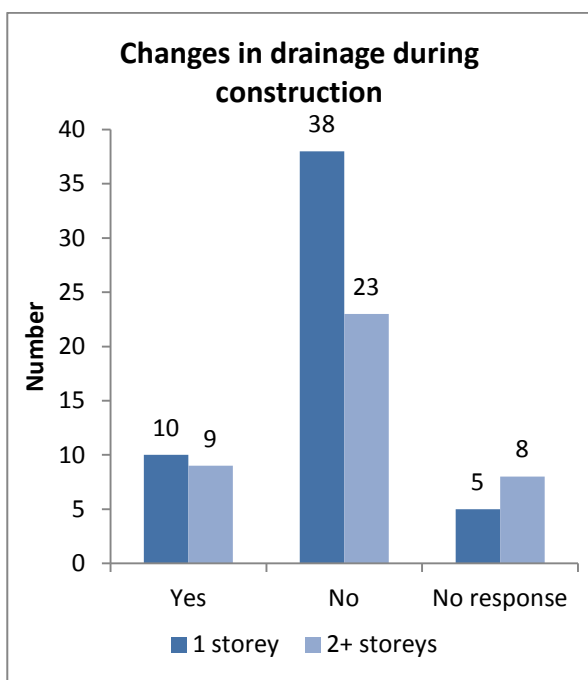
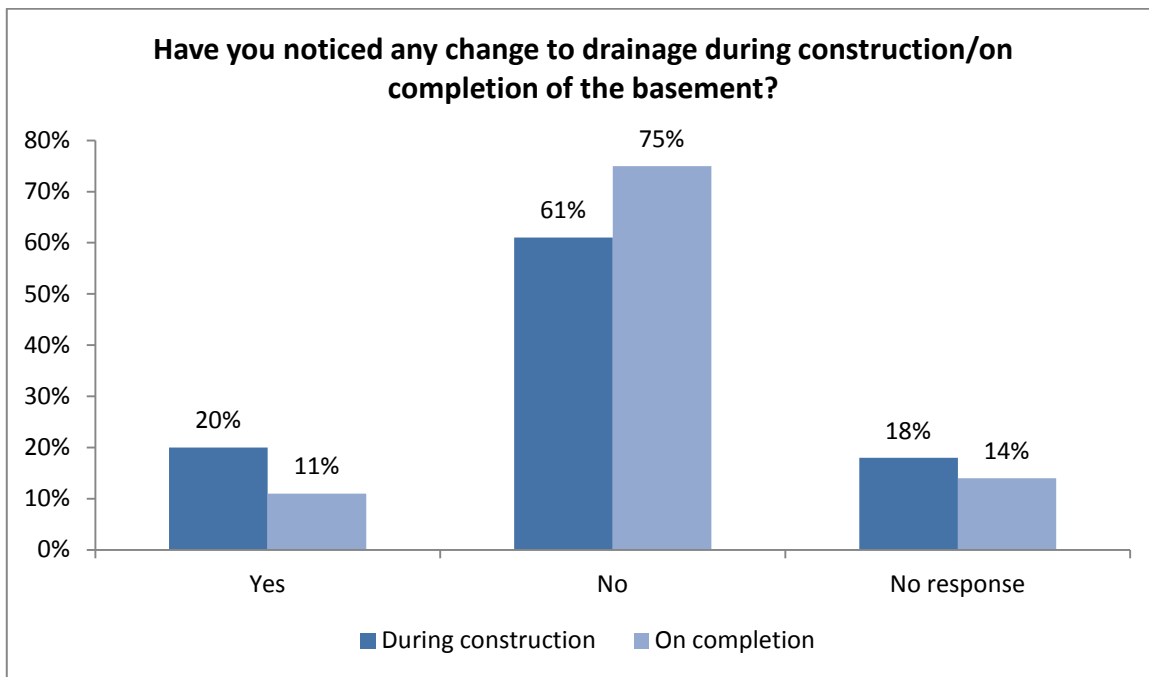


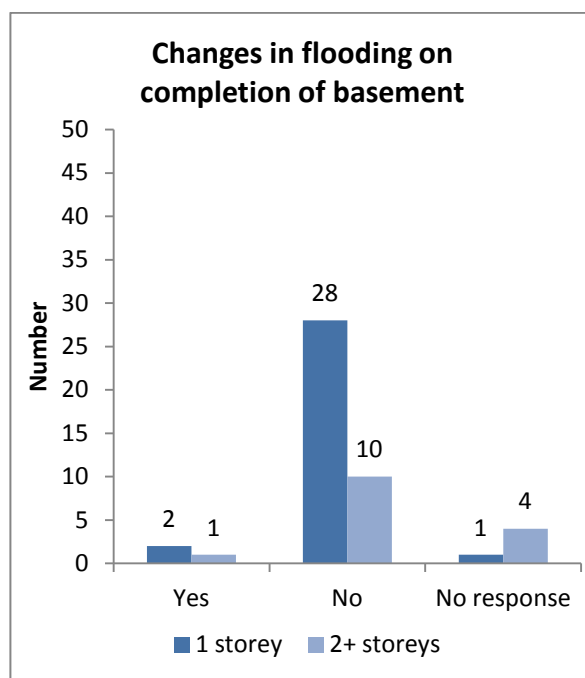
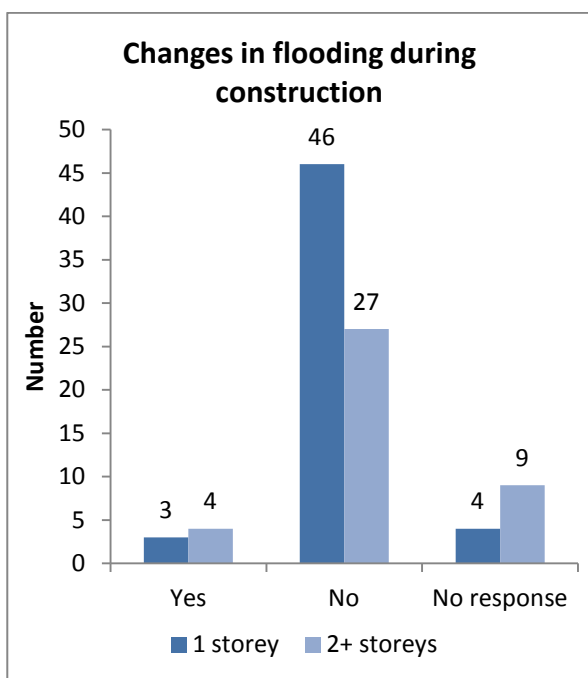
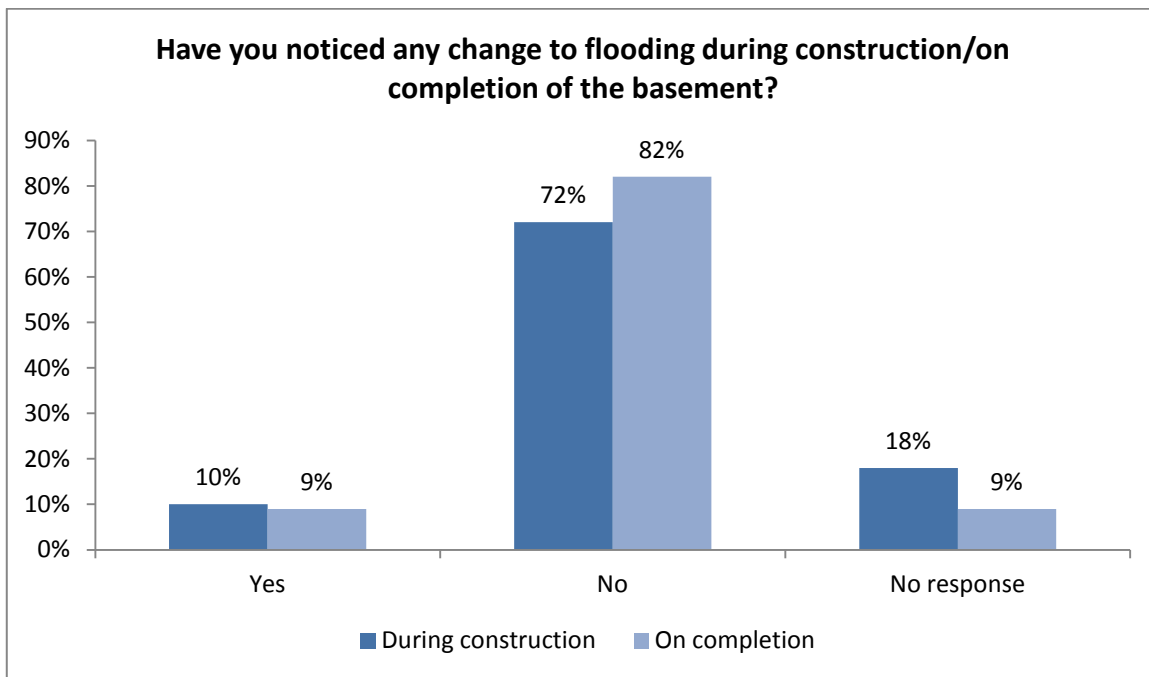
Impact of construction, or the finished basement, on drainage, flooding and damp

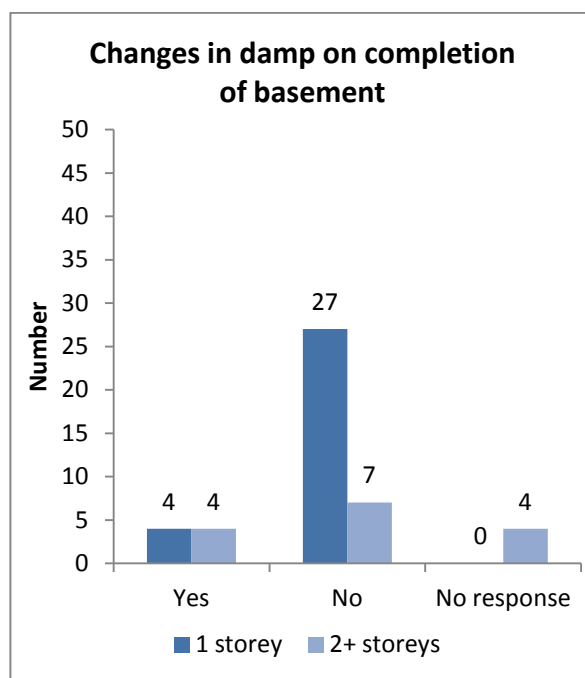
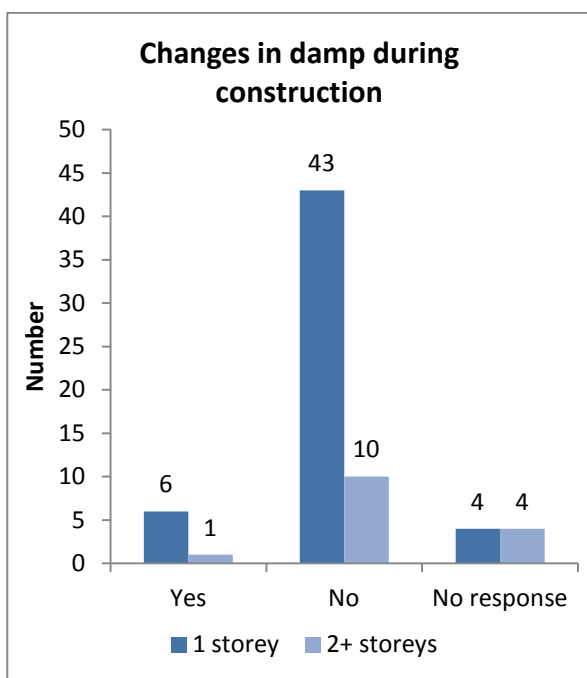
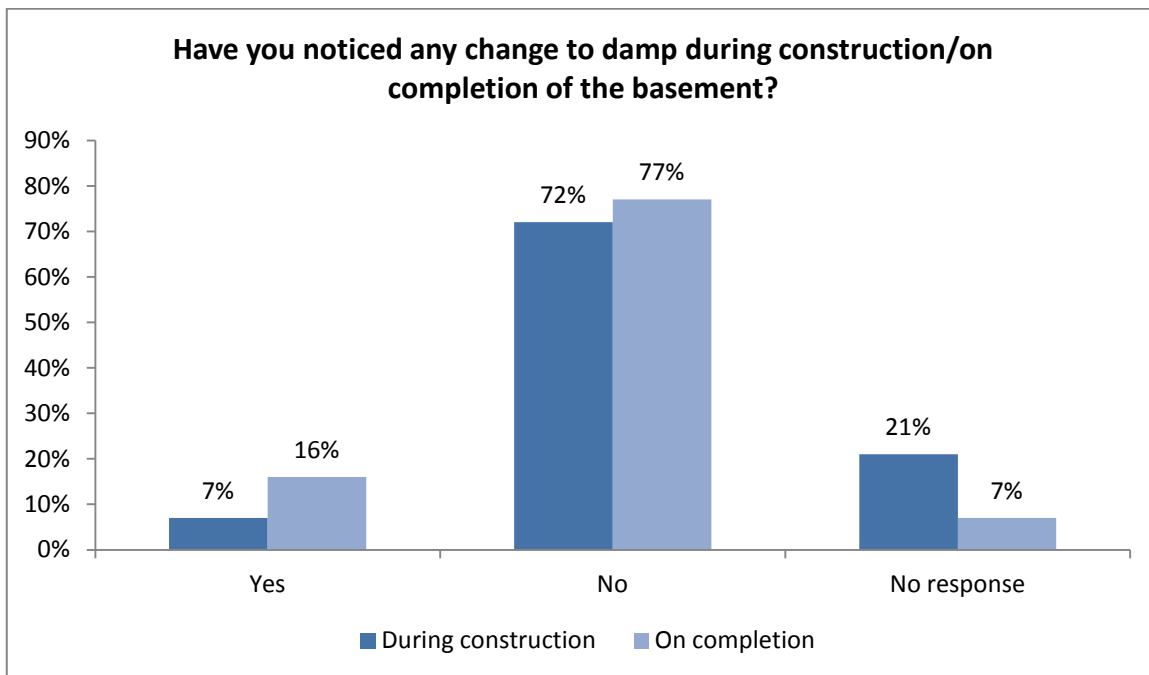
Most respondents did not experience any change in flooding, drainage or damp during construction of or following the completion of the basement. However:

- A fifth of respondents noticed a change to drainage during construction, (20 per cent), and 11 per cent on completion of the development.
- One in ten respondents noticed a change to flooding (10 per cent) during construction, and a similar proportion noticed a change on completion of the development (nine per cent).
- Seven per cent of respondents noticed a change to the level of damp during construction and 16 per cent after.

Changes to drainage included blocked drains, smells, and standing water. A full list of comments is included in Appendix Two.







Other comments with regard to basement developments

Respondents made a number of comments with regard to basement developments. The most common theme related to policy on basement developments. This was the theme of 18 comments. Respondents commented on existing planning policy or suggested aspects that could be covered in any revised policy.

Other common areas of comment were related to the types of disruption or concern respondents have experienced. A total of 17 respondents commented on noise and vibration, 11 commented on dirt, dust and debris, and nine respondents referred to traffic and parking problems. Ten respondents highlighted concerns about the structural impact of basement developments.

A full list of comments is provided in Appendix Two.

Theme	Number of comments
Policy on basement development	18
Noise and vibration	17
Dirt, dust and debris	11
Structural concerns	10
Traffic and parking problems	9
Other	7
General disruption	7
Planning process	6
Well managed	5
Communication with neighbours	4
Flooding and drainage concerns	4
Damage to property	4
Change of character of area	3
Length of development	3
Compensation for neighbours	2
Problem with Party Wall Agreement	2
Pollution	2
Overseas owners	2
Pests and vermin	2
Use of completed property	1
Positive comment on basement development	1
Forced to relocate	1
Acceptable level of disruption	1
Comment on questionnaire	1
Conduct of contractors	1
Impact on outdoor space	1
Loss of trees and plants	1

Appendix one: Data tables

Please note: where percentages do not total 100, this is due to rounding errors.

Nature of basement extension

Was the basement extension...

	Number	Per cent of total (127)
...beneath the house?	103	81%
...beneath the front garden?	36	28%
...beneath the rear garden?	63	50%

Was the basement more than one storey deep?

	Number	Per cent
Yes	40	31%
No	53	42%
Not sure	27	21%
No response	7	6%
Total	127	100%

Has the development been completed?

	Number	Per cent
Yes	56	44%
No	57	45%
No response	14	11%
Total	127	100%

Year of completion	Number
2012	7
2011	12
2010	5
2009	6
2008	0
2007	0
2006	2
2005	0
2004	0
2003	0
2002	1

Appendix one: Data tables

Length of development	Number completed	Number ongoing
Up to 6 months	1	2
Up to 1 year	14	3
Up to 18 months	16	3
Up to 2 years	10	2
Up to 3 years	4	2
Up to 4 years	3	0
Up to 6 years	2	1

Visual impact of the finished basement

Has the basement had any particular impact on the appearance of the application property?

	Number	Per cent
Yes	13	23%
No	38	68%
No response	5	9%
Total	56	100%

	One storey	More than one storey
Yes	6	6
No	23	7
No response	2	2
Total	31	15

Has the basement had any particular impact on the appearance of the application garden?

	Number	Per cent
Yes	21	38%
No	30	54%
No response	5	9%
Total	56	100%

	One storey	More than one storey
Yes	12	8
No	17	5
No response	2	2
Total	31	15

Appendix one: Data tables

Impact of the basement on neighbouring property

If you are a close neighbour, did you enter into a Party Wall Agreement to protect your property?

	Number	Per cent
Yes	58	46%
No	36	28%
No response	33	26%
Total	127	100%

	One storey	More than one storey
Yes	33	16
No	13	11
No response	7	13
Total	53	40

Were you happy with the outcomes of the Party Wall Agreement?

	Number	Per cent
Yes	25	43%
No	32	55%
No response	1	2%
Total	58	100%

	One storey	More than one storey
Yes	17	6
No	13	8
No response	3	2
Total	33	16

Impact of construction on living conditions (amenity)

Was the construction traffic well managed?

	Number	Per cent
Yes	35	28%
No	64	50%
No response	28	22%
Total	127	100%

	One storey	More than one storey
Yes	19	9
No	27	20
No response	7	11
Total	53	40

Appendix one: Data tables

Was the construction noise acceptable to you?

	Number	Per cent
Yes	25	20%
No	86	68%
No response	16	13%
Total	127	100%

	One storey	More than one storey
Yes	11	6
No	36	29
No response	6	5
Total	53	40

Were any vibrations acceptable to you?

	Number	Per cent
Yes	36	28%
No	66	52%
No response	25	20%
Total	127	100%

	One storey	More than one storey
Yes	18	9
No	30	21
No response	5	10
Total	53	40

Was any dust from the site kept to acceptable limits?

	Number	Per cent
Yes	30	24%
No	75	59%
No response	22	17%
Total	127	100%

	One storey	More than one storey
Yes	17	9
No	30	24
No response	6	7
Total	53	40

Appendix one: Data tables

Did you have any issues with vermin?

	Number	Per cent
Yes	37	29%
No	74	58%
No response	16	13%
Total	127	100%

	One storey	More than one storey
Yes	18	13
No	32	22
No response	3	5
Total	53	40

Impact of construction, or the finished basement, on drainage, flooding and damp

Have you noticed any change to drainage during construction?

	Number	Per cent
Yes	26	20%
No	78	61%
No response	23	18%
Total	127	100%

	One storey	More than one storey
Yes	10	9
No	38	23
No response	5	8
Total	53	40

Have you noticed any change to drainage following the completion of the basement?

	Number	Per cent
Yes	6	11%
No	42	75%
No response	8	14%
Total	56	100%

	One storey	More than one storey
Yes	3	1
No	25	9
No response	3	5
Total	31	15

Appendix one: Data tables

Have you noticed any change to flooding during construction?

	Number	Per cent
Yes	13	10%
No	91	72%
No response	23	18%
Total	127	100%

	One storey	More than one storey
Yes	3	4
No	46	27
No response	4	9
Total	53	40

Have you noticed any change to flooding following completion of the basement?

	Number	Per cent
Yes	5	9%
No	46	82%
No response	5	9%
Total	56	100%

	One storey	More than one storey
Yes	2	1
No	28	10
No response	1	4
Total	31	15

Have you noticed any change to damp during construction?

	Number	Per cent
Yes	9	7%
No	91	72%
No response	27	21%
Total	127	100%

	One storey	More than one storey
Yes	6	1
No	43	10
No response	4	4
Total	53	15

Appendix one: Data tables

Have you noticed any change to damp following completion of the basement?

	Number	Per cent
Yes	9	16%
No	43	77%
No response	4	7%
Total	56	100%

	One storey	More than one storey
Yes	4	4
No	27	7
No response	0	4
Total	31	15

Appendix two: Written comments

Comments have been grouped into themes where possible. Where comments have more than one theme they have been counted under each theme and therefore may appear more than once.

Has the basement had any particular impact on the appearance of the application property? If yes, please provide specific details.

- *Do not remember details.*
- *Enormous damage. Building entirely replaced by new house with double basement. The scale of the project caused over 70 cracks in our house and damage costing over £100,000 to repair and enormous disruption to our lives. The repairs are continuing.*
- *Extension of building into to rear garden.*
- *It has detracted from the front garden, as the light well is very unattractive.*
- *It is now a large courtyard property.*
- *Large windows to excavated garden and garages.*
- *No changes to front of property; along with building works, major improvement to rear.*
- *No, but extension built at the rear at the same time is an eyesore and out of keeping with other period properties. It is particularly noticeable at night with glaring lighting in disproportionate large plate glass rear extension.*
- *Not visible from street but serious changes from the garden side.*
- *Now single dwelling instead of 2 houses.*
- *The application property is now a very nice block of flats.*
- *The basement was added underneath the four garages attached to the house rather than the house itself but there was provision to state this in Question 1. The impact is that one of the garages was turned into a bedroom but its facade maintains the appearance of a garage except for a half glass door on the side of the building near where the property is entered.*
- *The cobblestones in the mews (beneath which very fragile drains are located) close to the outside of the property are now noticeably dipping.*
- *The front of the house now has no vegetation, as it is all concrete, as is what was the back garden, as well as the house extending into part of what was the back garden.*
- *The property looks nicer - cleaner - more modern.*
- *The property's appearance has been greatly improved but the basement excavation has made no difference. It is an interesting question whether the owners would have invested such care in renovation had they not been able to gain extra value from the additional space created by the excavation.*
- *The rear of the building has changed from a quiet back garden to a marble floored patio with no vegetation at all. The acoustics have changed considerably. I can now hear every word, football kick from the children and even knives and forks as they are put down on plates throughout the duration of a meal when the neighbours are eating in their patio. It is frankly a nuisance we didn't have before their redevelopment of the property.*
- *There is now a double height conservatory intruding out into a small garden: not in keeping with the Victorian rear of the house.*

Appendix two: Written comments

Has the basement had any particular impact on the appearance of the application garden? If yes, please provide specific details.

- *Additional of a swimming pool but well incorporated.*
- *All paved over.*
- *As above: i.e. the garden has been greatly improved but the basement has made little difference.*
- *Bright pink walls that can be seen from neighbouring houses. This in no way fits in with the rest of the area. A lack of wildlife, as all trees and shrubs have been dug out and the building work has disturbed wild life in neighbouring gardens.*
- *Can't say.*
- *Excavated to basement level.*
- *Garden now has enlarged light well and is covered with poured concrete. Three trees with TPOs have been felled and replaced in small flower beds with trees totally unlike that which they replaced.*
- *It dried the garden out.*
- *It has reduced the size of the front garden, and the building work involved the destruction of a magnolia tree that had been there for at least 30 years.*
- *More concrete and less grass.*
- *Much deeper and below neighbouring gardens by several feet.*
- *No but extension has. Even the Council representative was amazed that the huge glass box at rear had been allowed by planning.*
- *Not at the front, do not know about the back.*
- *Not aware.*
- *Not sure.*
- *Now there are trees.*
- *Permeable surface paved over; decking installed; very large sun umbrella installed on pulley operated permanent steel mast; six glass-covered light-wells flush with paving installed; circular sitting area excavated featuring a large permanent hardwood table with steps on either side, balustraded and leading to ground level.*
- *Reduced garden at no.93.*
- *Reduced planting area.*
- *Reduced the garden.*
- *Removal of mature trees and shrubs.*
- *Replaced trees have died.*
- *Size of garden has been reduced.*
- *The construction is out of all proportion to the size of the garden.*
- *The garden has decreased in size and has been redesigned.*
- *There is no more rear garden at all. It has been completely removed which does nothing to support even the most modest of wildlife in any form. There isn't even one potted plant.*
- *They described "low growth shrubs" are now over one metre higher than my roof parapet.*
- *They have built a high wall, between them and number 89, which makes their front garden darker.*
- *Unknown.*
- *Very much more hard landscaping, which has replaced lawn. Surely this is something we should be avoiding, given increasing problems with heavy rain? Impermeable surfaces just increase run-off, when we need the rain to soak through to the aquifers.*

Appendix two: Written comments

If you are a close neighbour, what, if any impact did the development have on your property (including the garden if relevant)?

Comment	Theme
<i>Unclear if it affected foundation of the property</i>	Cannot say
<i>Inconsiderate working hours infringing weekends. Huge canopy over the house blocking western sun from our garden - for two years. Endless noise of diggers and heavy lorries. Mud on the roads for months.</i>	Construction hours
<i>They were a particularly noisy team of builders - shouting etc. Also worked antisocial hours. Never stopped till 6.00pm and worked all Saturday afternoons. This is standard in Poland apparently but is not acceptable here.</i>	Construction hours
<i>The adjacent property was completely demolished. Leaving our wall completely uncovered and unsupported for some time. Therefore 1. Damage to our adjacent wall, by cracks and movement of the staircase, and doorway vibration causing damage to internal walls and cracks to our rear wall 2. because no water survey was done and no precautions taken, they hit water and caused flooding and our adjacent wall and one other wall became damp. 3. damage to our telephone line and terrace. Dirty outside, noise traffic</i>	Damage to property
<i>Damage to party walls throughout my house. Horizontal crack appeared owing to the neighbour having to underpin my house, without permission! RSJs came through wall in three places. Noise was continuous from demolition to final finishing. My house now smells of damp. Dust clouds were everywhere. I was unable to sit out in my garden for the duration.</i>	Damage to property
<i>A significant number of new cracks have appeared in the walls of our house, and continue to do so (4 years after the work was completed). This was in addition to a sustained period of shaking, noise, dirt, dust and general anxiety about the structural risks posed to my house.</i>	Damage to property
<i>Cracking and loss of daylight.</i>	Damage to property
<i>1. Party wall taken down during works. 2. Extensive cracking in my property both structural and decorative. 3. Massive noise/dust disruption. 4. Impossibility to consider in sale of my property.</i>	Damage to property
<i>Our house has moved, and we have an infestation of rats.</i>	Damage to property
<i>As semi-detached impact was huge. Garden wall between properties was completely rebuilt with a third of my garden not usable from December to May and I had to remove pictures and china and glass etc from adjoining walls for a year.</i>	Damage to property
<i>(Address removed) had cracks and a great big hunk out of the corner of their house. A big chunk out of garages in the mews. All have which were repaired, by the end of the construction period. Subsidence of the cobble stones, due to heavy plant equipment. Damage to the cobblestones, from the metal caterpillar wheels, and a big chunk out of the kerb at the junction of Russell Garden Mews and Russell Road.</i>	Damage to property
<i>Apart from some damage to the party wall in our house no lasting impact.</i>	Damage to property
<i>Discolouration of the front wall and window panes</i>	Damage to property

Appendix two: Written comments

<i>Hairline cracks in wall and ceiling; construction of walkway at height of top party wall which after protracted discussions, was finally fenced in - thereby reducing the openness and sense of space and the back gardens; damage to the old brick party wall.</i>	Damage to property
<i>Movement, significant cracks, doors and windows distorted. Works was stopped. Emergency action to stop further movement. Construction halted for many months. Movement noticed from top floor to basement of house.</i>	Damage to property
<i>My house "settled" (subsided) causing cracks and back wall bowed out further</i>	Damage to property
<i>Our chimney breast on adjoining wall damaged and chimney flue had to be repaired and re-lined</i>	Damage to property
<i>Structural damage to listed building. Movement to rear elevation and front elevation resulting in the internal walls currently supported by internal props to prevent ceilings and supporting walls collapsing. Damage to front facade, including windows and doors and historic design features. Damage to rear elevation including internal water leaks. Uneven floors and windows and doors which no longer close. Insufficient underpinning of party wall.</i>	Damage to property
<i>They laid foundation under the party wall even though we specifically asked them to keep one and a half feet distance from the party wall. The party wall being very long and very old we feared cracks and other damages</i>	Damage to property
<i>We suffered external cracking to the structure/fabric of our house as a result of movement during and after the work.</i>	Damage to property
<i>Very, very disturbing noise for 18 months. Two windows cracked in our property plus considerable cracking in plaster walls. Numerous visits from builders to look at our drains and disagreement over the use of them.</i>	Damage to property
<i>Garden out of use in summer of 2010. Party wall and mature shrubs/garden demolished to permit tanking of excavated area. Party wall subsequently rebuilt with new trellis attached. Replacement shrubs planted. Internally severe cracking and related damage costing some £55,000 to repair.</i>	Damage to property
<i>Noise and vibration from work - not sure what long term damage has been done to crescent properties adjacent were damaged.</i>	Damage to property
<i>As you would expect for such a major project, there was quite a lot of disruption to the mews - the immediate neighbours were affected by dirt and noise. The lasting impact was deterioration of the brick (paving) to the surface of the mews - they were never designed to carry the weight of the construction vehicles and because steel plates were only put down rather late in the project, areas of the mews have sunk, so that surface water sometimes pools.</i>	Dirt, dust and debris
<i>For almost three years a near unbelievable situation. A nightmare only modest precautions taken to minimize dirt/noise and vibrations</i>	Dirt, dust and debris
<i>Noise, dust and vibration during construction</i>	Dirt, dust and debris
<i>Dust, noise, general disruption, traffic, workers lounging about smoking etc.</i>	Dirt, dust and debris
<i>Inconsiderate working hours infringing week-ends. Huge canopy over the house blocking western sun from our garden - for two years. Endless noise of diggers and heavy lorries. Mud on the roads for months.</i>	Dirt, dust and debris

Appendix two: Written comments

<i>A significant number of new cracks have appeared in the walls of our house, and continue to do so (four years after the work was completed). This was in addition to a sustained period of shaking, noise, dirt, dust and general anxiety about the structural risks posed to my house.</i>	Dirt, dust and debris
<i>Damage to party walls throughout my house. Horizontal crack appeared owing to the neighbour having to underpin my house, without permission! RSJs came through wall in three places. Noise was continuous from demolition to final finishing. My house now smells of damp. Dust clouds were everywhere. I was unable to sit out in my garden for the duration.</i>	Dirt, dust and debris
<i>The adjacent property was completely demolished. Leaving our wall completely uncovered and unsupported for some time. Therefore 1. Damage to our adjacent wall, by cracks and movement of the staircase, and doorway vibration causing damage to internal walls and cracks to our rear wall 2. because no water survey was done and no precautions taken, they hit water and caused flooding and our adjacent wall and one other wall became damp. 3. damage to our telephone line and terrace. Dirty outside, noise traffic</i>	Dirt, dust and debris
<i>The adjacent property was completely demolished. Leaving our wall completely uncovered and unsupported for some time. Therefore 1. Damage to our adjacent wall, by cracks and movement of the staircase, and doorway vibration causing damage to internal walls and cracks to our rear wall 2. because no water survey was done and no precautions taken, they hit water and caused flooding and our adjacent wall and one other wall became damp. 3 damage to our telephone line and terrace. Dirty outside, noise traffic</i>	Flooding and drainage
<i>We had to put up with the building work for far longer than originally predicted and received just one (very mealy mouthed) apology from the owner (by letter - he never bothered with any personal contact). Our then next door neighbours had a metal pole falling into their garden (from the works) which could have killed anyone who had been there. (Name removed) summoned me to her property to witness what had happened. The owners of the neighbouring property in clover mews had to move out while the works were in progress.</i>	Health and safety
<i>Makes the street look smarter.</i>	Improvement
<i>Very, very disturbing noise for 18 months. Two windows cracked in our property plus considerable cracking in plaster walls. Numerous visits from builders to look at our drains and disagreement over the use of them.</i>	Length of development
<i>We had to put up with the building work for far longer than originally predicted and received just one (very mealy mouthed) apology from the owner (by letter - he never bothered with any personal contact).our then next door neighbours had a metal pole falling into their garden (from the works) which could have killed anyone who had been there. (Name removed) summoned me to her property to witness what had happened. The owners of the neighbouring property in clover mews had to move out while the works were in progress.</i>	Length of development
<i>Devastating, for two years</i>	Length of development
<i>Almost un-liveable in due to noise of drilling and vibration. Unacceptable length of time (over two years) of the development, with unalarmed scaffolding going up and down a number of times over the period, allowing easy access to our building.</i>	Length of development

Appendix two: Written comments

<i>The main impact to our property was that three resident parking spaces were suspended, outside our home for over ten months. This included a tip deposited outside our living room window for that time where salvage metal dealers would come to rummage around in during the early hours of the morning.</i>	Length of development
<i>Cracking and loss of daylight.</i>	Loss of natural light
<i>Garden out of use in summer of 2010. Party wall and mature shrubs in 91 garden demolished to permit tanking of excavated area in 93. Party wall subsequently rebuilt with new trellis attached. Replacement shrubs planted. Internally severe cracking and related damage costing some £55,000 to repair.</i>	Loss of trees and plants
<i>Our garden has dried out.</i>	Loss of trees and plants
<i>Dust, noise, general disruption, traffic, workers lounging about smoking etc.</i>	Noise and vibration
<i>They were a particularly noisy team of builders - shouting etc. Also worked antisocial hours. Never stopped till 6.00pm and worked all Saturday afternoons. This is standard in Poland apparently but is not acceptable here.</i>	Noise and vibration
<i>Noise and vibration from work - not sure what long term damage has been done to crescent properties adjacent were damaged.</i>	Noise and vibration
<i>As you would expect for such a major project, there was quite a lot of disruption to the mews - the immediate neighbours were affected by dirt and noise. The lasting impact was deterioration of the brick (paving) to the surface of the mews - they were never designed to carry the weight of the construction vehicles and because steel plates were only put down rather late in the project, areas of the mews have sunk, so that surface water sometimes pools.</i>	Noise and vibration
<i>For almost three years a near unbelievable situation. A nightmare only modest precautions taken to minimize dirt/noise and vibrations.</i>	Noise and vibration
<i>Noise, dust and vibration during construction.</i>	Noise and vibration
<i>Almost un-liveable in due to noise of drilling and vibration. Unacceptable length of time (over two years) of the development, with unalarmed scaffolding going up and down a number of times over the period, allowing easy access to our building.</i>	Noise and vibration
<i>Excessive and unbearable levels of noise over a prolonged period of time rendered our house uninhabitable for long periods of the days when works were being carried out - for five and I believe sometimes six days per week. Traffic to the site where the development was taking place was intrusive. I think that the granting of such long and noisy developments are generally divisive within local communities , and in this instance it seems that there is an ongoing feeling of ill will and mistrust by some in the street of the owners the house who inflicted a year or more's aggravation upon their close neighbours and disrupted their own community in this manner.</i>	Noise and vibration
<i>House-major impact during working hours 8am-6pm approximately. Noise and vibration during excavation and construction work (see below) front garden and pavement/road outside - overshadowed by temporary wooden construction next door, skip on pavement, excavator work etc. See "traffic</i>	Noise and vibration

Appendix two: Written comments

<i>below.</i>	
<i>Excessive noise from the drilling.</i>	Noise and vibration
<i>Lorries, cranes, drills, power-drilling.</i>	Noise and vibration
<i>Noise, except for usual builders banging and drilling etc.</i>	Noise and vibration
<i>Noise, dust, blocking of parking, blocking of road on numerous occasions.</i>	Noise and vibration
<i>Noise. Considerate builders minimized the disruption.</i>	Noise and vibration
<i>1. Party wall taken down during works. 2. Extensive cracking in my property both structural and decorative. 3. Massive noise/dust disruption. 4. Impossibility to consider in sale of my property.</i>	Noise and vibration
<i>Inconsiderate working hours infringing week-ends. Huge canopy over the house blocking western sun from our garden - for two years. Endless noise of diggers and heavy lorries. Mud on the roads for months.</i>	Noise and vibration
<i>A significant number of new cracks have appeared in the walls of our house, and continue to do so (four years after the work was completed). This was in addition to a sustained period of shaking, noise, dirt, dust and general anxiety about the structural risks posed to my house.</i>	Noise and vibration
<i>Damage to party walls throughout my house. Horizontal crack appeared owing to the neighbour having to underpin my house, without permission! RSJs came through wall in three places. Noise was continuous from demolition to final finishing. My house now smells of damp. Dust clouds were everywhere. I was unable to sit out in my garden for the duration.</i>	Noise and vibration
<i>The adjacent property was completely demolished. Leaving our wall completely uncovered and unsupported for some time. Therefore 1. Damage to our adjacent wall, by cracks and movement of the staircase, and doorway vibration causing damage to internal walls and cracks to our rear wall 2. because no water survey was done and no precautions taken, they hit water and caused flooding and our adjacent wall and one another wall became damp. 3. damage to our telephone line and terrace. Dirty outside, noise traffic</i>	Noise and vibration
<i>No.</i>	None
<i>No impact at all.</i>	None
<i>None.</i>	None
<i>None.</i>	None
<i>Ultimately none.</i>	None

Appendix two: Written comments

The neighbour's next door did two major developments on their property. They extended the back and top of their building by adding a storey to an existing extension at the rear and converting a butterfly roof to a flat roof terrace adding RSJs on the top level for support and increasing the height of the exterior walls at roof level (is it called a parapet?) with concrete for privacy. The second major development was gutting the two lower levels of the building lowering the floor level internally and completely removing a terraced garden to make use of all the available space at the lowest level. For the first wave of work (an extra storey on the rear extension and the conversion of the roof to a roof terrace) as I recall, permission was denied for the conversion of the roof but in a new application just for the rear extension, permission was granted for building work and the roof was changed during that time under the cover of scaffolding. Somehow, and much to my disbelief, the work was passed by the buildings inspector. I shared my feelings about this with two of the Council's staff (names removed). I understand that as the work has been done, nothing can be done to change this. For the second wave of work (lower storeys). What was a terraced garden was completely removed to extend the lowered basement of the building right up to the end of what was the garden creating a form of atrium. During the excavation as well as the construction, the noise and sometimes smell were infuriating. The building shook heavily on occasions which I was particularly concerned about given that the buildings were erected I believe at the end of some time between, 1897 and 1903 I think. The problem is that cracks slowly started to appear after the work on the roof. That conversion must have considerably increased the load our walls were bearing especially given that we are downhill from them. We have known that our rear wall was bowing and a solution restraining it had been used in 1996 which was fine up until the roof conversion uphill. Then cracks in the same areas returned as well as new areas in the centre of the property. After the second wave of work in the basement hairline cracks got worse and widened, in some cases to about 3mm or 4mm. A number of surveyors have looked at the damage and the consensus is that the cracks and outward movement of the rear wall comes from the old "design and materials used at the time of construction". The point that I think is relevant to your survey is that the problems that were suffered by us, the neighbours, of the major work, including the excavation of the basement, happened after those works were carried out. Although the experts explain the movement and cracks by old design and building materials that are not as long lasting or effective as modern ones, I do feel that the timing of the problems we have seen in our property fits with the work the neighbours carried out. Although I cannot prove it, my gut feeling is that there has to be a connection between the two. So taking into account the negative impact these developments have on the neighbours is very important indeed. The duration of the work seemed to be without end. The first wave took a year or so. The second wave took 18-20 months. More drilling, angle grinding, banging, shaking, singing, swearing and loud radio play all of which can be very irritating. On some occasions, the builders were working on bank holidays and at weekends for which environmental health were contacted and attended. Then the neighbours on the other side (address removed) completely gutted what was a number of bedsits and redeveloped the building into two flats (without any damage to our building, probably because they are downhill from

Other

Appendix two: Written comments

<p><i>us - I heard that they did do underpinning). Beyond the physical impact the development has had on the neighbours, in terms of quality of life, I do feel it has deteriorated. What was a garden which was an oasis for urban wildlife and a natural muffler of sound with its multi level vegetation is now a massive drum like chamber that seems to resonate, project and amplify the smallest of sounds so that everyone above and around the marble floored patio can hear every detail of what is done and said in that space. However I look at it, I can't see the development as having enhanced the character of the area or the stability of the neighbouring buildings or quality of life. On the contrary, my suspicion is that the development is connected to a sequence of structural issues that emerged as a result of the works carried out. Lastly, and this does not apply to all areas, and probably not at (address removed), there is the issue of the water table. There are certain areas in the borough where it is best not to excavate too deep for fear of affecting the natural resources that lie beneath the surface of the ground. Beyond issues with disruption of the works and the risk of affecting the foundations of neighbouring houses that in many cases won't have underpinning, there is also the risk of interfering and contaminating the processes that take place in the soil. The question is maybe whether such developments are really necessary and how they can be justified. There are cases when families need more space as children grow and others where property developers see an opportunity to create more internal square feet to sell which would generate a higher return on investment. My feeling is that if genuine owner-occupiers legitimately need the extra space for a growing family, they would have a case to put forward. Speculators who have no interest in the quality of life of the neighbourhood because they do belong to it apply for the right to extend for the wrong reasons. They are not concerned about disruption, quality of life, and impact of works whilst in progress or after completion. Their concern for the structural integrity of the adjoining properties will I suspect be the bare minimum they are obliged to by law.</i></p>	
<p><i>Our house has moved, and we have an infestation of rats.</i></p>	<p>Pest and vermin</p>
<p><i>The main impact to our property was that three resident parking spaces were suspended, outside our home for over ten months. This included a tip deposited outside our living room window for that time where salvage metal dealers would come to rummage around in during the early hours of the morning</i></p>	<p>Traffic and parking problems</p>
<p><i>The construction process was intrusive, mostly because of the stream of lorries to take away the excavation spoil. However, the rebuilding of the upper floors and the fitting out of the property caused equal impact. Interestingly the pile driving - which we feared greatly - was entirely silent and caused no problems.</i></p>	<p>Traffic and parking problems</p>
<p><i>Dust, noise, general disruption, traffic, workers lounging about smoking etc.</i></p>	<p>Traffic and parking problems</p>
<p><i>The adjacent property was completely demolished. Leaving our wall completely uncovered and unsupported for some time. Therefore 1. Damage to our adjacent wall, by cracks and movement of the staircase, and doorway vibration causing damage to internal walls and cracks to our rear wall 2. because no water survey was done and no precautions taken, they hit water and caused flooding and our adjacent wall and one other wall became damp.</i></p>	<p>Traffic and parking problems</p>

Appendix two: Written comments

<p>3. damage to our telephone line and terrace. Dirty outside, noise traffic</p>	
<p>Damage to party walls throughout my house. Horizontal crack appeared owing to the neighbour having to underpin my house, without permission! RSJs came through wall in three places. Noise was continuous from demolition to final finishing. My house now smells of damp. Dust clouds were everywhere. I was unable to sit out in my garden for the duration.</p>	<p>Use of outdoor space</p>

Were you happy with the outcomes of the Party Wall Agreement? If no, please provide specific details.

- *Damage to the rendering and paintwork for the front of our property. No confirmation had. We were advised this was not strictly a whole matter and that it would not be cost effective to litigate.*
- *Structurally satisfied but final payment of formal award by professionals acting for both sides dated 23rd march 2012 still unpaid.*
- *The party wall was devised long before any of the serious excavation work that is now so common. It makes very little allowance for the very serious impact in forms of compensation for noise and general loss of quality of life over a two to three period. It makes inadequate provision for long term structural damage repair.*
- *Party back agreement daily covers specifies do in the agreement. Anything outside specifies is contested.*
- *First contractor, since dismissed, did not adhere to consulting engineers plans to underpinning and support party wall, resulting in material damage.*
- *It took surveyors over four years to create an award and to date there are still payment issues.*
- *The compensation relines was rather less than the cost of repair and at the end of the day we were left with a repaired, but more crooked house.*
- *Agreement signed by surveyors without notification and damages eventually agreed by our survey or after - fruitless litigation.*
- *The party wall surveyor seemed to me to be weak, ineffectual and unconcerned: in total contrast to my only other dealings in the past with a party wall surveyor vis-a-vis a different development. The latter experienced, efficient and effective.*
- *Damp has appeared on the party wall at the rear corner.*
- *The lowest quote was accepted by the owner of (address removed), only after several serious damages had been eliminated.*
- *Handled by managing agents. Would rather not have agreed to it.*
- *The party wall act is legislation that enables developers to coerce adjoining neighbours into agreeing to their development. It is to the detriment of the adjoining owner and infringes on their ability to protect their property from damage resulting from the development and also prevents the quiet enjoyment of their property. In many cases the developer builds and then sells on, so that when damage to the neighbours' property becomes obvious (in our case up to five years later) the PW award has been finalised and there is no money available to fix ongoing problems. The PW act forces neighbours to enter into a binding contract which is contrary to their best interests, and to employ PW*

Appendix two: Written comments

consultants who are of varying standards and who do not always understand the complex engineering outcomes involved in deep or double-depth basements so close to neighbours house foundations.

- The residents at (address removed) were the people who had a party wall agreement.*
- Money did not compensate for the noise disturbance for so long.*
- The party wall surveyor appointed by one architect (name removed) (who has done at least ten basements in Roland Way) always uses a surveyor called (name removed) who just does not reply to any comments and claims, he makes one visit agrees with the damages then avoids any further correspondence, in my case we have been trying to sort out with him our claim for work at (address removed) for 17 months .*
- Property cannot be protected by party wall agreement as shown in details above. After 18 months the situation has not been resolved with the contractor. My mother is waiting to be decanted while the full extent of damage caused by the basement development is assessed.*
- Neither party wall awards nor building regulations offer a sufficient safeguard against ongoing and long-term damage caused to the structural stability of adjoining/adjacent buildings by the excavation of basements.*
- Although the development is complete, long term damage is a completely unknown quantity, as surveyors and architects have no experience of long term effects.*
- The neighbour violated the planning permission and it was extremely laborious to enforce the planning and party wall conditions.*
- The report from both surveyors was satisfactory, but the developers rejected this report from both his and our surveyor. This agreement is not a legal document and therefore left us powerless.*
- There was no PWA on the first phase of works. There was on the second.*
- Unknown at present as the construction is not complete.*
- Up to a point. We did not get a satisfactory sum deposited in escrow to cover unforeseen events. Very frustrated that we receive no compensation for any of the stresses imposed on us*

Was the construction traffic well managed? Please provide specific details.

- 800 lorry loads of spoil, times two. Now drill reg. For two months outside continuous drilling noise.*
- A little of both. Was difficult when large vehicles blocked our front entrance but they did try to be considerate.*
- Abused the parking system. As with other current developments in the crescent unsuitable vehicles get stuck/wedged between residents cars. Then create damage and lack accountability. The Council should consider controlling the number of sites under construction/renovation at any one time. The crescent cannot accommodate the concentration of activity currently being experienced.*
- A healthy tree was knocked off by a truck.*
- As well as could be.*
- At times the roadway became very congested. My car was damaged by a delivery lorry.*
- Building materials on street outside property very untidy for many months.*
- But probably as well as it could be in the circumstances.*
- Can say neither yes or no.*
- Constant building traffic blocking the road, building materials are left outside the parking*

Appendix two: Written comments

- bay that they have been assigned. My car has been scratched because of the traffic.*
- *Delivery trucks and skips regularly disrupted traffic and resident parking bays were suspended for at least a year.*
 - *Don't know.*
 - *Elvaston Mews often inaccessible due to illegally parked vans and trucks. We had to reverse out backwards into Elvaston Place and take another route. Often.*
 - *Even if the site manager is willing and trying, their deliveries and skips and motorised vehicles (which are apparently allowed to double park) do not always adhere to the agreed time. They are also noisy: both vehicular noise and talking (shouting) instructions etc. Very often the road is 'unofficially' blocked because of deliveries and double parking. Many use motorised vehicles so they avoid the law that they need prior permission for parking suspensions. Also all the residents' bays that are suspended because of builders are a true nuisance, especially so many suspensions are on the one and neighbouring roads. Also suspensions are typically until 6.30 but the builders leave at 4pm. Could it not be suspended only Monday to Friday to 4 or 4.30pm?? Equally some suspensions also run at weekends. It is rare for sites to operate at weekends, at best only on Saturday mornings.*
 - *Even though they have parking permit for the skip the lorry emptying the skip has to block the road so no traffic can pass as Smith Terrace is a one lane street.*
 - *Fairly well.*
 - *Frequent delivery and rubbish collection before 8am. Uncooperative truck drivers.*
 - *Frequent unpredictable road blockages.*
 - *Generally yes. But on too many occasions construction vehicles blocked the one-way system forcing cars to drive out the wrong way.*
 - *Heavy lorries in a small cobbled mews.*
 - *Heavy lorries turning up at 6-6:30 in the morning. Mainly repositioning skips, frankly they (illegible) give a damn, because (illegible) gets to the complaint in time. They know they can get away with it and you at the Council.*
 - *However two parking spaces were lost and the hoarding was built out over the pavement.*
 - *I do not know how the road beyond the building is affected.*
 - *Initially too much equipment on street, until (name removed) took a hand.*
 - *It caused a lot of noise and dust for a long period.*
 - *It continues, when they are working there, to block the garages.*
 - *It didn't really seem to be managed at all; I was never given any advance notice when major works are about to commence and/or finish; parking bays were suspended for months. And overall, at no time did the architect of the builders ever let us know about debris/rubble falling into our property - or apologise in any way.*
 - *It was in fact reasonably well managed considering, but the surface of the mews should have been protected much sooner.*
 - *It was necessary to request changes in pattern of skip loading to meet traffic conditions. This was agreed to.*
 - *Large plant machinery was driven down the mews blocking the mews. It was parked up to six vehicles once in the mews. The Chair had a large cement mixer vehicle parked at the bottom of her garden, for about four months, mixing cement and a large crane was parked at the bottom of the neighbouring garden working, (about four houses away from site) the construction traffic. The plant equipment was too wide and heavy for the mews. Damage was done to the cobble stones and a big chunk of kerb, taken out, at the junction of the mews and Russell Road. The traffic plan was ignored. Double articulated lorries were parked in Russell Gardens at the junction of Russell Road and at the junction of Elsham*

Appendix two: Written comments

Road, traffic was blocked into and out of Holland Road, out of Elsham Road and both ways into and out of Russell Road. No traffic could travel along Russell Gardens or into or out of the mews. The residents and visitors had difficulty parking, due to the number of vehicles from the site parked in the area, which far exceeded the number allowed.

- *Late night deliveries of cement and numerous complaints made to noise nuisance team regarding late working and weekend working.*
- *Lorries and equipment frequently blocked our garage on Redfield Lane.*
- *Lorries parked in south end row at all hours despite double yellow lines.*
- *Lots of noise, sometimes on bank holidays and at weekends. Some big shaking of our building causing concern it was so strong.*
- *Managed as best as they could but many huge pieces of equipment involved - bound to block when manoeuvring in and out on narrow street. Pavement seriously obstructed all the time.*
- *Management is not the question. The issue is whether traffic of such an intensity, such a number of vehicles and over such a long period is reasonable in a residential street? It is not.*
- *Mews blocked and lorries outside our house for considerable periods*
- *Mews was often completely blocked by their vehicles. Sometimes I was unable to even exit my front door because they had parked so close.*
- *Moderately badly. Multiple changes of contractors, disputes, changes in project managers etc... Owners of development polite and sympathetic but disruption to our lives enormous.*
- *N/a*
- *N/a*
- *No - every time cement was delivered the lorry blocked the road and the builders stood at either end denying entry. This happened three times daily.*
- *No impact on us at the back.*
- *No serious issues.*
- *No space for contractor's vehicles who used our forecourt (with permission). Delivery lorries parked outside sometimes from before 7am (arrive early). In fairness they simply was no space (photos available).*
- *No traffic management from any of the builders, and it appears no traffic management plan from RBKC with all the consents granted in progress at any one time, there have been as many as seven houses having work done at any one time at the moment there are four.*
- *No, despite numerous calls when these incidents happened, the demolition and construction teams got away with the following month after month: 1/ using non-suspended residents bays for loading and unloading 2/ suspending traffic down the street altogether, for up to 4 hours, when they unloaded large deliveries/concreting. They did this "unofficially" by putting a workman at the top of the street who redirected traffic and without Council notification. As our street is one way this creates real problems for people trying to get home with children or groceries 3/ obstruction of footpaths with building machinery or skips or deliveries and by putting a makeshift fence around 4/ many sites have damaged road surface or footpath outside after job completed and this is usually patched with bitumen and the York stone paving is never replaced despite numerous calls to RBKC and transport depts. 5/ Council is short on enforcement officers and although willing to come out when notified by residents they usually come hours later when it is all over.*
- *No, I was not aware of any traffic management plan. Skips were situated in front of my house, not theirs.*

Appendix two: Written comments

- *No. Almost every day the delivery trucks and the concrete trucks block my driveway. Of more concern, despite the suspension of two parking bays in front of the site, barriers are placed in the middle of the road, effectively narrowing the road to one lane only. This seriously blocks the vehicles and the buses, and endangers the pedestrians using the nearby zebra crossing.*
- *No. For months the pavement, has and still is blocked, at times the road has been partially blocked and the cycle lane completely blocked.*
- *No: 16's basement excavation impeded both pedestrians and vehicles; works vehicles often parked illegally - but better now. No 29 also lorries often parked illegally, sometimes blocking the road.*
- *No's 8 and 10 were building sub basements at the same time.*
- *Not approachable yet on the worst of the construction activity is yet to begin.*
- *Not initially, but our local res assoc has had a hand in getting the contractors to toe the lines agreed. There was no pavement access for a period, the cement was being stored on the street. The situation has improved but there still seems to be a great deal of machinery being stored on the street front.*
- *Not possible given volume of traffic and extraction equipment.*
- *Not too bad.*
- *On frequent occasions I have had to complain to the foreman (who has been co-operative and helpful) about the dangerously high filling of the skip outside the front of the property, which had also been dangerously modified to make it higher by placing wooden sheets to extend the depth of the skip.*
- *On the whole but we have had to complain about skips arriving at 7am*
- *Other than an irritating habit of truck drivers hooting to draw attention to their arrival. This is not a specifically basement issue but ought to be addressed in RBKC planning requirements. Each driver may assume it is a one-off toot of the horn, but for neighbours it is a frequent and unnecessary annoyance.*
- *Ours is a narrow street. For almost three years it was full of machinery, skips, concrete mixers, lorries riding up onto footpath etc.*
- *Reasonably well.*
- *Road often blocked by heavy construction traffic. Would be worse if (name removed) had not intervened.*
- *Road often reduced to single lane during working hours causing traffic congestion but in the circumstances traffic was adequately managed.*
- *Sometimes, after neighbours made a fuss.*
- *South Terrace was often blocked by deliveries, skip movements etc.*
- *The Council view Norland Place as a private mews, and as such their construction traffic management plan is not valid within the mews. Residents will be left to fend for themselves with no authority supporting them or preventing problems. Although Norland Place is 'private' (actually is an unclaimed, unadopted mews) it is open-ended and a public right of way; it would have been reassuring had the Council agreed to lend some sort of support in recognition of this.*
- *The developer closed the road when they felt like it - did not adhere to conditions and Council flaw to respond.*
- *The highway was blocked most of the time by a lorry or two vans - or an existing pool of cement.*
- *The mews has been used as a car/lorry park throughout this development and continues to be, in spite of the managing agent specifying that access for works vehicles should only be to drop off and collect materials. Huge cranes have damaged the old cobbles.*

Appendix two: Written comments

Lorries have damaged the old walls at either side of the entrance to the mews.

- The plan was non existent and never followed up.*
- The property in question is located close to the archway in the mews, which at the time was the sole means of entrance/exit and resulted in severe traffic congestion and noise (constant honking of horns, shouting etc.)*
- The whole of the building work so far has been active. We have been forced to allow parked trucks outside our front as well as against the building front. Many heavy crane trucks, pumping trucks are very noisy and makes heavy vibration.*
- There are many works being done at the same time in our road (16, 29, 26 and the big development at the top of the road). We have no space for all the big camions that block the road every day. With all the parking restrictions we struggle to find a place.*
- There was no traffic organised at all in the last two years none at all!!*
- This was secured through weekly meetings with the contractor to approve successive CTMPs for the demolition, excavation and construction phases of the project, to secure compliance and agree and implement the principle of minimising the use of road closures, diversions, parking suspensions, closure of footways - agreement should be maximum likely but always aim to minimise actual amount required/implemented.*
- Too much traffic passing up and down a narrow cobbled street and on occasions when there were multiple vehicles it became difficult to navigate through the street - which is a cul-de-sac and therefore obviously not ideal to take heavy vehicles that have to continually reverse rather than continue along a street.*
- We have lorries parked down our road despite double yellow line.*
- Well managed, but still permanent loss of parking bays disruptive.*
- Whatever traffic parks here it is a block at the entrance of the street, it also blocks Albert Mews and does not allow them to turn directly into Gloucester Road.*
- When I was taking our daughter to school, there were regular early morning deliveries of building which caused great congestion in our tiny street and often caused us to be late.*

Was the construction noise acceptable to you? Please provide specific details.

- A great deal of noise. Ground water appeared at 4m. Digging to 6.5m. Contractors dismissed August 2011, no work done for six months, noisy pumps going for one and a half years.*
- Acceptable only in the sense that it was inevitable. It was on occasion a nuisance.*
- Any noise drowned out by noise of large development at the top of Victoria Road.*
- As it was treated as an industrial building site, the noise associated with the equipment and workmen was just that.*
- As mentioned above. No consideration given to neighbours wellbeing.*
- As previously stated, it is the continuous noise that has become intrusive - aggravated by not knowing when it will end.*
- As the mews is narrow and backed by the railway line, all noise was amplified, especially during the summer months and when the pile driving was going on, but also because vehicles, such as the cement mixer were industrial size and in close proximity. The gardens were unusable during both the summer seasons, due to noise, vibrations, dust and workmen shouting.*
- At times combined noise of kanga drills, pile driver, compressor and conveyor belt made telephoning impossible; likewise listening to the radio. After sound levels started to reduce in October 2009 we were advised belatedly to take sound readings. Between October and December 2009 these were often in the 90s, the highest reading being 94.*

Appendix two: Written comments

- *At times it was very noisy: generators, pumps, earth extractors etc.*
- *Basement excavations are by definition noisy. There is constant drilling over many months, even at weekends, and this makes life very difficult for existing residents.*
- *Between the jackhammers, constant noise of digging, pounding and lorries moving in and out.*
- *Builders within the borough bend the rules constantly and are not fined sufficiently to deter them from misbehaviour - the Council constantly turns a blind eye and on the whole does not give a s*** about those who pay their wages.*
- *Building noise, radios, traffic noise.*
- *Consistent drilling and banging.*
- *Constant ear shattering noise from pneumatic drills - circular saws - all sorts of banging and shouting, drilling, cranes etc.*
- *Constant hammering in a quiet street. Also emergency works on a Sunday. Called Council noise control they had no paperwork from building control so internal miscommunication.*
- *Constant noise six days a week. Saturday working should be prohibited.*
- *Constant noise for most of the construction.*
- *Constant trucks coming and going with skips being moved around.*
- *Couldn't hear yourself think.*
- *Demolition is always very noisy and often undertaken by separate builders who don't care for neighbours. Scaffolders equally noisy. The normal drilling, banging noise very loud as often there are no windows to keep inside noise away. Workers talking in early morning in the garden or front doorsteps is intrusive, also on their break times.*
- *Despite verbal and written requests our pleas were ignored. Builders table their lead and attitude from their paymasters.*
- *Digging and drilling are the worst sometimes continuous all day.*
- *Drilling.*
- *Drilling and excavation noise has been very invasive. This is a major operation to carry out in a closely occupied neighbourhood.*
- *Drilling from 8am in the morning for most of the day. Also on Saturdays.*
- *Drilling is a deeply disturbing noise.*
- *Drilling noises are never acceptable. Although the level may be legally acceptable it is an intrusion into your home as are the constant flow of workmen and presence of scaffolding for months.*
- *Drills, pile drivers, cement mixers etc, etc. Delivery noise, machines at times used on pavement and outside in front basement.*
- *During excavation and construction the noise and vibration sometimes made normal life - conversation, reading, listening to music impossible. Pneumatic and electric drills, especially. Traffic noise bad.*
- *Even staying within the agreed rules the disruption is substantial...it's very noisy.*
- *Extremely noisy and disturbing.*
- *Frequent use of heavy drills and digging machinery made it difficult to live normally in our house during the day.*
- *General noise all the time. Really bad when piling.*
- *Generator noise until 10pm.*
- *Given that it has to happen, the noise was not excessive. It is also difficult to separate the noise of the excavation from the other work on the house.*
- *Hard to see what could be done given the scale of work authorised by RBKC.*

Appendix two: Written comments

- *I am opposite not adjoining but the cutting of stone in the street was very messy.*
- *I am sitting here with drilling on both sides of my house. The noise has been absolutely intolerable and has continued for months on end.*
- *In as much as construction noise is ever acceptable.*
- *In part because the workmen often started earlier than allowed and worked later than allowed (including on Saturdays), but also in part because the project went on for such a very long period of time.*
- *Incessant drilling made life in our basement and ground floor intolerable.*
- *It disrupted ordinary living.*
- *It was horrific, it went on all the time, drilling, pile driving, electric cutters, cement mixers, etc. It started at 8.00 and finished by 5.00 or sometimes 6.00 and the level of noise was kept much lower on sat. Mornings. They did their best to be considerate.*
- *Jackhammer and banging can be intolerable.*
- *Just excessive head-splitting noise for excessive lengths of time. Literally months of it. Thoroughly miserable experience for all concerned.*
- *Legal working hours frequently ignored and terrible continuous noise.*
- *Length of the development meant works continued for so many years.*
- *Loud drilling Mon-Fri all day and Sat am. Large amounts of dust.*
- *Mostly banging and thumping. Also grinding. Endless! I work from home so I really noticed it. They were only doing their jobs but it took 18 months!*
- *My husband was dying at the time of construction. I was never informed, warned or consulted about the noise. The demolition, and subsequent banging and thumping on the party wall, which is no more than two bricks thick...mine having been constructed in 1806..was deafening and dangerous...see earlier para on damages. I had to hurriedly make alternative arrangements for my husband's bed to be moved away from the worst of the construction. Skips arrived at unsociable hours in the morning right outside the bedroom window.*
- *Negotiated and monitored compliance with successive S61 agreements - demolition, excavation and construction stages. During demolition phase the noise (average for 10-hour day) exceeded 75dba maximum at the face of nearest building (address removed), with peaks well above 80dba. Vvara negotiated reduced maximum of 72.5dba for southern section of the site in the excavation/piling and construction phases. These noise levels are totally out of date - the revised bs5228 needs to be introduced - maximum noise level should be no more than 70dba for 10-hour average.*
- *No it is not. This type of construction involves breaking out rock and drilling. The noise level is such that I cannot hear a colleague speaking to me at a distance of 30 cm or one foot away. It is not a type of noise that is bearable.*
- *No worse than most complete remodels.*
- *No, we have lived with construction noise for eight years as we have had more than 25 building sites within 200 metres. The only respite is on Sunday. I have read that constant daytime noise is not beneficial to the elderly residents, many of whom only sleep briefly at night and who depend on a daytime nap and during the extremely noisy jackhammering phase of construction two of my elderly neighbours contacted me to say they found the noise "unbearable" and they were getting no sleep. Both have subsequently died.*
- *Noise at times was awful. The whole job took 14 months.*
- *Noise extremely distracting and adversely affected concentration.*
- *Noise was no great that it was impossible to me on the telephone or listen to TV or a conversation without shouting.*
- *Noise: from demolition of existing building, from excavations, removal of material, piling*

Appendix two: Written comments

and diesel electric generators

- *Not applicable yet. Noise control will have to be managed by the residents because the Council rules will not apply within the mews.*
- *Not only was it noisy during working hours but disruption (unclear). Demolition, digging and piling were the worst.*
- *Not possible to speak on telephone in our house while drilling is going on.*
- *Of course there were plenty of quiet periods, but when it was noisy it was very noisy.*
- *Perpetual noise during permitted hours, we will see.*
- *Power drilling and banging at all hours 9-5 six days a week.*
- *See above.*
- *So far, no.*
- *Sometimes into Saturday afternoons.*
- *Sometimes started earlier in the morning before 8 am. As we are retired we had the adverse effect of all these problems exacerbated.*
- *The actual movement of lorries and most of the time we could not get through.*
- *The contractors, despite 'considerate contractor' status, first employed an extremely noisy generator and located it closed to the nearest neighbours. The Council then intervened. The equipment was changed and moved. But to have heavy industrial pile driving and excavating machinery in a residential street is unacceptable.*
- *The levels of constructions noise were often unacceptable, including times when it was not even possible to conduct a telephone conversation. This was doubly unacceptable in light of the fact that it was within both a residential and a conservation area!!*
- *The mechanical diggers caused vibration for several months, along with the jack hammers and kangas.*
- *The noise has been unbearable at times and has gone on for too long. At one stage with the major drilling we could not hear each one speak.*
- *The noise has been very loud, and for long periods we cannot talk, argue or have a telephone conversation. I have our pedigree poodle to be taken to a dog specialist to live, the noise was too loud for his hearing. Nevertheless we could not see how the builders could avoid this.*
- *The volume and variety of noise from a major construction project experienced within a very narrow space is painful and disruptive of daily life over a long period. We've also experienced loud radio noise as an adjunct to the site work.*
- *Too much for too long (see 4a above).*
- *Too much, too loud. Power tools, and people shouting, swearing, singing and loud radio play.*
- *We are an office and the noise levels during working hours made working very difficult.*
- *We are relatively housebound at the moment since my husband is not well and the perpetual drone of the digging machinery and the aggressively loud sawing of the piles on the street have been pretty miserable. However, if you continue to grant permission to these over developments and vanity projects, there would seem to be no option for neighbours to go through the misery. It is an additional irritant that the house owners themselves stay well away from their own project.*
- *We couldn't use rooms in our house adjacent to 36 because of the noise level.*
- *We have had constant pneumatic drilling whilst demolishing the raised garden area, and this was followed by pile drilling and further excavation work, e.g. diggers and diesel power plants, of which there are three plus, it has been truly awful!*
- *We were not that close.*

Appendix two: Written comments

- *Why did the planners allow three storey underground development in a Victorian terraced residential street. In a conservation area.*
- *Work often starts before 8am.*
- *Work on bank holidays, and early morning noise. Emergency generator also in mews to feed the church house, disturbing us day and night.*
- *Work or preparation often starts before 8a.m.*
- *Would significantly devalue my house.*
- *Yes and no.*
- *Yes, recognising that construction is unbearably noisy. Some very noisy days.*

Were any vibrations acceptable to you? Please provide specific details.

- *All items on adjoining wall had to be put in storage.*
- *Alongside the noise the vibrations were worrying.*
- *Annoyance caused by rattling windows and at times massive increases in dust.*
- *As above.*
- *As above.*
- *As above. There were extended periods of digging and drilling to the point where you could literally feel the walls shake as well as hear the excessive noise.*
- *As mentioned before, vibrations contributed to part of our cornice falling off.*
- *As q14.*
- *As the basements were so deep and they had difficulties, as they went through counters creek the vibrations were felt through all the mews houses and the houses in Elsham Road, particularly the basement flats.*
- *At times the vibrations were causing concern. Details are provided in a previous box.*
- *Both sites emitted much vibration and sudden jots. Not only during piling.*
- *But drilling vibrations are never acceptable if you live next door. They were not bad enough to complain.*
- *Caused pictures to fall plus damage to walls.*
- *Concrete slabs have had to be demolished by drills - these were. I understand, not foreseen. Vibrations may have caused long term damage - we cannot tell yet.*
- *Cracks appeared and pictures fell from their hooks.*
- *Development not yet started.*
- *Don't remember the level.*
- *Don't remember the level.*
- *For weeks on end the party wall vibrated and shook. It felt as though the drills would come right through. On numerous days I had to stay away from the house and in fact had to rent accommodation outside London for some time.*
- *From drilling, (circular saw work, hammering, work men's boots).*
- *General vibrations for long time and some days the house felt like it was moving.*
- *Ground-borne vibration is part of the overall experience of construction at close quarters.*
- *Hammering noises.*
- *Impossible to deal with, when our next door basement was done my family stayed in the house with a new born child and the noise went on for six plus months they had to leave.*
- *It had a huge impact on our family life causing anger, great anxiety and altered our sleeping patterns and ability to study and work at home.*
- *Less difficult than the noise but noticeable at times.*

Appendix two: Written comments

- *Multiple cracks in both party wall and even as far as party wall with (address removed).*
- *My whole house shook and so did my bed!!*
- *No it is not.*
- *No measurements available.*
- *No, even at such a distance.*
- *No, the jack hammering vibration feels as though it is actually in our house and must surely weaken the concrete bond in the foundations of all nearby properties.*
- *No, the one wall nearest our garden was a supporting wall to the raised garden area - both the pneumatic drilling and the pile driving has caused huge disturbance.*
- *Noise from power driving was appalling.*
- *Noise level intolerable at times and impossible to have a conversation or speak on the phone in rooms adjacent to no. 36.*
- *Noise level intrusion on an otherwise quiet neighbourhood.*
- *Not possible given equipment used in drilling etc.*
- *On days it was intolerable, and caused my wife to slip on the stairs on one occasion and damaged her ankle.*
- *Our house moved.*
- *Our house vibrated because of the building works.*
- *Same answer as qa14.*
- *Structural and decorative cracks to walls and ceilings.*
- *The disruption from early in the morning to the evening was constant and unabating.*
- *The foundations on these houses circa 1860 are not made to withstand vibration.*
- *The vibrations were a source of both disturbance and worry (I put all my china and glass into storage for safe-keeping until the work was finished).*
- *The was dreadful vibrations but only for a short duration - can't remember exactly but had to leave the house a few times.*
- *These houses are small terraced homes. They have very shallow foundations. Vibrations from all sides (as we have so many basement extensions going on in this area) cannot be good for the foundations of our houses.*
- *They seem to have done some damage - small cracks in walls etc. There was a lot of vibration.*
- *This is cause for real concern. When a property in Holland Park Avenue (situated behind (address removed) excavated their basement a few years ago, the machinery they used to compact the ground and drive in supports caused such strong vibrations that pictures on our walls and plates on the dresser rattled and changed position over and over again. It was very alarming. The excavation at (address removed) will be half as close again, so will surely have a greater impact.*
- *Throughout the "building" the very heavy vibration has caused me to have medical problems. Damage to the floor may need repairing. Vibrations have damaged two clocks and two telephones. Again I cannot see how the work could be done without this.*
- *Uncomfortable at all times frightening.*
- *Very intrusive.*
- *Very noticeable even though not next door.*
- *Vibration during demolition and piling affected a large number of properties in De Vere Gardens, Victoria Road, Cambridge Place and Albert Place. The vibration particularly affected end-of-terrace properties.*
- *Vibration of heavy work caused damage to walls.*
- *Walls vibrate - pictures shake.*

Appendix two: Written comments

- *We believe that it triggered our alarm system regularly. It started to become a problem with the police and fire brigade.*
- *Two years of drilling forcing resident workers to find alternative accommodation.*
- *Yes as for q14.*
- *Yes to vibrations no - not acceptable. Dust deposits all along party wall.*

Was any dust from the site kept to acceptable limits? Please provide specific details.

- *So much dust even through chimneys, sometimes every it set off the fire alarm as the dust clouds were so huge. General dust crept in through all windows. It is not possible to seal sash windows. Also through doorways, onto facade, front and back gardens, garden furniture, patios. Terraces etc. Emit dust and to me disruptive when it is all running down the pavement and the street drains (the road slopes).*
- *A tent was constructed with a slanting roof directly into our garden. Some of their work debris fell into our garden e.g. stones and dust.*
- *Acceptable only in that we had no real option.*
- *All cars were regularly covered in dust. The garden was covered with dust, and I had to let trees in front of my house grow up, without their regular pruning to attempt to stop the dust clouds. This meant my front rooms were exceedingly gloomy for two to three years.*
- *All our children were ill.*
- *Although the whole house was affected inside and out.*
- *As mentioned contractor did not uphold the considerate builders' code. Focus on maximising profits and little attention paid to health and safety of operatives.*
- *Became ingrained in my property's windows. Could not have windows open particularly during summer. Also the foliage in our rear garden was adversely affected.*
- *Debris thrown into open lorries.*
- *Debris thrown into open lorries and skip.*
- *Debris thrown into open lorries outside our house.*
- *Depends what is considered acceptable - certainly noticeable at times.*
- *Despite a few measures taken to try to limit the dust, it was not possible to prevent it, especially as the entire property was rebuilt, following the excavation for the basement. My house required infinitely more intensive cleaning than would normally have been the case.*
- *Dirt to window sills and garden.*
- *Dust daily, at one point a jet of 25ft high across the facade of the house.*
- *Dust everywhere for example:- in cupboards, bookshelves, drawers, on windows. All beds needed dust sheets.*
- *Dust has been blown by both equipment and winds all over the street and for many houses away. Rubbish has been in heaps littering the pavement for the width of three houses and out into the road at times.*
- *Dust in my property increased during construction.*
- *Dust in my property has increased during construction.*
- *Dust is everywhere outside and finding itself into the house (our house). May have built in garages have, constantly dust. I have to wash my car each time I use it. Again the builders have done their best to clear the dust.*
- *Dust on the road and in our house and garden at all hours.*
- *Dust probably unavoidable.*

Appendix two: Written comments

- *Dust regularly descended in my back yard. Any debris too, also in my front well.*
- *Dust sheets put up along the north wall of the site but dust, as was to be expected. Blew past them onto the adjoining houses and gardens.*
- *Except for when work took place in the road area.*
- *Had to clean it myself.*
- *Huge increase in dust at no 85 from chimneys etc.*
- *I am sick of dusting my house and the level of dirt on my herbs in my small garden.*
- *I cannot open windows and have to wash my car every week.*
- *Impossible.*
- *Impossible to do whatever you do.*
- *It was awful at times and no real attempt at control.*
- *It went everywhere.*
- *Large quantities of dust got into our house and garden.*
- *Mainly mud on pavements, not always washed away, but much better now.*
- *Masses of dust in the road and in our house and garden.*
- *Most of debris from this development has been removed via the mews.*
- *Most of the time!*
- *Much dust.*
- *Mud and cement splashes everywhere, requiring regular cleaning.*
- *No dust control the house windows cars are covered in dust inside and out.*
- *No knowledge on what is 'acceptable'.*
- *No, despite several requests to the site foremen, the nearest sites to us were not screened at all as they explained they were not required to screen the site and it cost the developer more. While most sites pay lip service to friendly neighbour relations there are few conditions attached to their consents that benefit neighbours apart from statutory working hours totally enclosed site screening should be mandatory if the development site is attached to a neighbours building or within 20 metres of a neighbour. The netting-type screening does not keep in dust and is only to stop bricks falling next door. The most effective screening is impervious blue plastic tarpaulin laced on to scaffold cage.*
- *No. The dust enters my house despite having all the windows and doors closed.*
- *Not an issue so far.*
- *Not possible given extent of excavation.*
- *Not yet an issue.*
- *Not yet applicable.*
- *Over 18 months the front of our house, the area, and our car (if parked nearby) were incessantly dirty.*
- *Particularly bad, after several complaints. an inadequate netting was fixed around part of the site with little improvement.*
- *Serious dust pollution especially very fine sand and cement which is toxic. Noticeable increase in itchy eyes/ throat.*
- *So far.*
- *The building is dust-sheeted at the front but at the back only over the lower parts of the closet wing. The rest of the building, including the lower ground level, has permanently open windows, presumably to ventilate the building for site workers.*
- *The chimneys and fireplaces in the adjoining rooms of the top floor of my house filled with rubble and dust; and three bags worth of rubble were removed by my surveyor from my roof including bits of timber and scaffolding.*

Appendix two: Written comments

- *The entire garden soil was removed using lorries and I often had to keep windows closed.*
- *The mess was dreadful, pavement ruined and I had to have my house repainted at the end of the works.*
- *The site seemed to extend the length of the mews and into Russell Gardens and Russell Road.*
- *The weather has imposed some form of dust control but our windows and our paintwork definitely suffer as well as our locally parked car.*
- *There is a constant coating of dust and dirt inside and outside our house. It should be mentioned that this property is only one of the contributors to this as I have said other developments are ongoing around us.*
- *There is no way the dust from this amount of work can be contained. This was a demolition of an entire house apart from the facade, and in effect a total rebuild. The dirt and dust has got everywhere, including inside the house. The outside of our house is filthy. The windows are filthy. It now costs £100 to have the windows cleaned so I don't bother any more. We've had no compensation for that either.*
- *There was dust, constant incoming dust, layers of it if the front windows were slightly open.*
- *There was mortar dust and debris coming down all of our chimneys in our home from the vibrations. Our windows and car, when parked across the street, were frequently covered in dust and flying debris.*
- *There were major issues with dust in the demolition phase - McAlpines responded belatedly with spraying and then a "dust buster" which sucked in the dust.*
- *There were times when cars parked on our forecourt were covered in dust.*
- *There's always dust, the windows are always dirty.*
- *They did try, but it was not possible to contain the dust. I developed chest problems. Our box hedge out front died.*
- *They do clean the pavement but my windows need cleaning every week and with wet weather much mud being carried into our property from underfoot.*
- *They tried their best and went to great lengths to control the dust but it still flew everywhere. It was thick sometimes in my basement area and was not hosed down.*
- *This site was much better managed than an above-ground development a little further up the road which blanketed the whole area in dust from stone-cutting.*
- *Too much dust being blown down the street from the site. Not good for the health of anyone with asthma or chest conditions.*
- *Very dusty all the time. Not worth getting the windows cleaned as they are dirty again straight away.*
- *We now seal windows with tape - outside windows are perpetually dirty - house dusting is required more often.*
- *We often complained about inadequate protection. Stone cutting a particular problem.*
- *When workers dig, a lot of dust was coming from the back of the house.*
- *Whilst filling skip in the street.*
- *Windows had to be kept closed and disabled owner had to stay indoors.*
- *Yes we doubt it.*

Appendix two: Written comments

Did you have any issues with vermin? Please provide specific details.

- *Ants must have been unsettled as we have had a problem with ants.*
- *As soon as the work started very tiny vermin moved to our house.*
- *As they dug the (unclear) rats appeared into ours and neighbouring gardens.*
- *But was advised to get Rentokill in with rat traps - expensive and they didn't catch anything.*
- *Continuous mouse, rat and cockroach problems.*
- *For the first time, our property now suffers from rats, and the Council have been called to deal with this.*
- *However more rats in crescent gardens and neighbouring properties.*
- *In 2011 had some mice for a few months. No longer a problem.*
- *Increase of mouse population.*
- *Infestation of rats.*
- *Infestation of rats.*
- *Infestation of rats.*
- *Infestation of rats.*
- *Many mice moved to our building. The traps must have caught 50-90 over the duration of both waves of the works. The traps were managed by three different flats in the same building. The mice very rarely appear now and are not a problem anymore.*
- *Many more mice as a result of building work, but not necessarily basement related.*
- *Mice.*
- *Mice invaded the premises.*
- *Mice had to have pest control in to kill them, this was when the baby stayed.*
- *Mice moved into the house and rats to our basement area, but to be fair this happens any time anyone renovates anything, not just basement developments.*
- *Mice, and still cannot get rid of them after two years.*
- *Mice.*
- *Mouse in the kitchen but we think we have eradicated the problem.*
- *Not at present.*
- *Not personally, but there were complaints in De Vere Gardens, De Vere Cottages, Canning Place and Cambridge Place. However, whilst these may not have been displaced from the site, they were perhaps disturbed by vibration. My neighbour at (address removed) suffered from vibration which disturbed rats in the drains.*
- *Not severe but another source of stress.*
- *Not that I am aware of.*
- *One rat seen in garden. Bought trap. Invasion of mice.*
- *Ongoing.*
- *Rat infestation.*
- *Rats in back patio.*
- *Rats in our garden.*
- *Resulted in a number of visits from a professional vermin extermination company.*
- *The industrial rubbish, mixed with the remains of the workmen's snacks have attracted rats and foxes, which come of the railway line.*
- *The property has lain empty for several years. When ground and soil tests were carried out inside, we and many other neighbours suffered from mice invading our houses. Many months have passed since then with the property still uninhabited (and uninhabitable) so there must surely be a large chance that once work begins there will*

Appendix two: Written comments

be more issues with vermin.

- *Unlikely.*
- *Until the works started - I had not had a mouse problem, after the works convened I had two major infestations.*
- *We did have a couple of rats whether they were relating to the building works I can't prove.*
- *We had rats in the front garden and inside the house. We hired a pest control company and eventually got rid of them after four months.*
- *We have a cat!*
- *We have lived in this house for 25 years and never had an issue until recently. As above, this property may not be the only suspect. All our neighbours have also suffered.*
- *We have lived in this house for 25 years and until last year had never had any vermin. Who can say which of the many surrounding basement extensions have produced vermin problems?*
- *We now have a major problem with rats in our garden.*
- *Yes - first time - we now have pest control service regularly.*
- *Yes, each time a basement excavation starts vermin attempt to nest in the neighbours buildings. I reported a site near us which had been empty for 18 months and the developer started to strip out resulting in vermin moving next door. He then stopped work for four months so they moved back in again. The Council officer told me they couldn't act as it was a site "under construction".*
- *Yes, rats were spotted in the mews on a number of occasions, including one in our garden (in Walton Place), for which I had to contact the Council's pest control unit.*
- *Yes. We have had problems with mice that we have mitigated since this particular project.*

Have you noticed any change to drainage during construction? Please provide specific details.

- *As I mentioned before I want to bring to your attention the damp problem.*
- *As mentioned above, there is now a very sizeable dip in the cobblestones in the centre of the mews, beneath which are extremely fragile drainage pipes. Heavy trucks are continuing to go into and out of the mews (for subsequent construction and basement projects) and there is real concern by residents that these pipes will soon get broken. During the summer the drains emitted a foul smell, which was not previously the case.*
- *Blocked drain in street outside house.*
- *Blocked drain in street outside property.*
- *Blocked drain in street, builders swept and hosed debris into drain.*
- *Blocked street gullies.*
- *But cement blocked a drain in the street.*
- *Damage to roof slates causing leaking ceiling; waste water pipe leading from house to street was broken due to heavy lorries and loads being dropped in street almost certainly. I had to repair it at my own expense. Also pavement man-hole cover was shattered by falling scaffolding or some such. As it was in front of my house, I was told I was responsible for repairs.*
- *Drains did not work as well and still do not as builders pour rubbish down the drains , also the drains smell when it rains.*
- *Flooding in South End.*
- *From time to time the roadway drains have become blocked.*

Appendix two: Written comments

- *It dried out our garden.*
- *It might have worsened a bit.*
- *Maybe as a result of dust getting into the external drainage system.*
- *Mud continuously on road, pavement, garden, water pooling on my property, but not specified on party wall agreement before not acted upon.*
- *My house now smells of damp.*
- *N/A.*
- *N/A.*
- *No unlikely.*
- *Not at present. Construction is still on going.*
- *Not yet.*
- *Not yet (will check).*
- *Not yet applicable.*
- *Not yet, but expected.*
- *Ongoing.*
- *Only just finished so do not know long term effects as we approach winter.*
- *Our drains have been blocked by cement from up to 50 lorries.*
- *Over the last year there has been a sewage smell at the top of the street.*
- *Rear garden of our property is much wetter.*
- *Road side drains in the construction area are blocked from plaster and concrete poured down and over spilled into them.*
- *Southwest corner of the garden became temporarily boggy while subsidy at the front of the property caused rainwater puddles.*
- *Standing water in the cobbled roadway due to heavy vehicles (this would who have been caused by the basement work in this same mews).*
- *The building work is not yet finished.*
- *The drains in the Mews outside 36 were blocked on a couple of occasions, obviously by building debris as they had to break up whatever was blocking them with great difficulty. Drains have been sluggish when we've had rain since this work started.*
- *The drains were constantly blocked with (unclear) and concrete.*
- *There is a strong sewage smell at the top of Victoria grove which never used to be present. Our road drains are frequently overloaded during very heavy showers.*
- *There seems to be a lot more ground water in the back gardens of the Elsham Road properties.*
- *They had to drain water off for mothers while excavation sub-basement.*
- *Very difficult to ascertain completely as we have had wet summers. But we did have blockage around the passage between us and (address removed), where we had to open the drains and clear out all the building mess: rough stones, mud, cement, general debris. These could have come down from (addresses removed) as builders just hose down and don't sweep up mess, so it just rolls down the street to the drain which is by our house.*
- *Water flooding down the cobbles on occasion.*
- *We did share a drain and during the work we experienced bad smells until negotiation led to separate drains.*
- *Yes we had a river of mud outside the house.*
- *Yes, street drainage is blocked by construction teams washing cement slurry down the gully drains. I have seen this on most sites at the end of the day and eventually it sets hard in the gullies and creates blockage and mini floods. The vibration from heavy*

Appendix two: Written comments

construction traffic and unloading weights close to the kerb puts huge weight on sub surface Thames Water drains and in our street the road surface has had to be completely dug up to completely renew broken drains at least twice. One construction team managed to cut through the footpath gas mains resulting in the street being evacuated for two hours and there have been several smaller leaks due to pipes being damaged carelessly during construction.

Have you noticed any change to drainage following completion of the basement? Please provide specific details.

- *I believe drainage is slower and sometimes there is flooding when there is heavy rain.*
- *My house smells of damp.*
- *No changes whatsoever.*
- *Our drain is no longer shared.*
- *Our whole house is drier.*
- *Please refer to q18, for which my answer is the same.*
- *Pooling in square garden adjacent to property.*
- *See answer to q.18.*
- *See q18.*
- *Some flooding in South End Row.*
- *The back gardens of the Elsham Road properties are boggy.*
- *The drainage from our joint gully now goes into a new rectangular pipe which spills onto the footpath and it also makes a noise that keeps me awake at night if it rains.*
- *There will be significant loss of drainage from front and back garden.*
- *There will be much less garden too absorb rain.*
- *Very difficult to ascertain given the unusual weather conditions. No 13 suffers from flooring/non-draining in their garden.*
- *When the developments are eventually finished we may be able to comment.*
- *When we do have it completed I can answer this question, but two have just finished, two others are ongoing and one is about to start, all in the vicinity of this tiny street i.e. almost 50 per cent of the properties!*
- *Yes external street drainage.*
- *Yes, after deep basements were completed nearby we have rising damp in our (original) basement walls for the first time. Also due to the neighbours paving over their gardens after putting in new and deeper basements, we notice that the street surface is more frequently covered with rainwater and that the gullies are no longer coping with run-off and that the water rainwater comes back up through the grate instead of running away.*

Have you noticed any change to flooding during construction? Please provide specific details.

- *Again difficult to tell, what is due to climate and what is due to construction.*
- *Cannot remember when we were last flooded.*
- *Construction is ongoing and incomplete. However, the building in Elgin Crescent have suffered basement flooding in the past, and this type of subterranean development will have an ill effect on the water tables and rate of run off, and stress the sewer networks.*
- *Deep pools of standing rain water seemed by (unclear) the roadway due to the weight*

Appendix two: Written comments

of construction traffic (other properties putting in basements in this mews will who have contributed to this).

- *Drain flooded outside house.*
- *Drains flood over in heavy rain.*
- *External drains do not take away storm water so fast.*
- *Flooded drain outside property.*
- *Flooding came from other sources so not possible to say.*
- *From time to time the roadway due to blocked drains.*
- *Ground water has accumulated in the vicinity, due to blocked drains and damaged pavement.*
- *I have already mentioned the overloading of the street drains.*
- *No, but there was not the weather conditions that cause flooding.*
- *No.*
- *Not sure but they had a problem with flooding.*
- *Not yet applicable.*
- *Not yet.*
- *Pools of water gathering in the street having flowed from the building site.*
- *Temporary drainage obviously not sufficient for two years and roofed structures to support three floors of underground development.*
- *Water now sits within the dip in the middle of the cobblestones whereas in the past, when the surface was level, it drained away as originally intended.*
- *We are not directly attached.*
- *Yes, because of the depth of the hole created by the new basement and because it is usually open during construction (not screened) the hole fills up with water and creates a huge swimming pool - this has to then be pumped out into the gutter and this muddy water is usually pumped into the road gullies full of sediment and creates surface flooding.*

Have you noticed any change to flooding following completion of the basement? Please provide specific details.

- *An increased incapacity for the back gardens in Elsham Road to cope with the ground water, making more water enter the buildings under doors and through brick work. Also water lying in larger puddles in the mews, where drains aren't coping as well and where the mews road had subsided, due to heavy plant equipment.*
- *Pooling of water adjacent to new property at rear.*
- *Some flooding in South End Row.*
- *There have been two floodings due to slow or blocked drains.*
- *They appear to have a flooding problem from time to time at the rear of their house.*
- *We are unlikely to be affected, having the Vicarage between us. But the work is still in progress.*
- *Yes, see Q 19 and 20.*

Have you noticed any change to damp during construction? Please provide specific details.

- *Damp in adjoining basement. No further details.*

Appendix two: Written comments

- *I do not go down to the basement in my own building so I wouldn't know.*
- *More damp in our basement (always existed) in room near street.*
- *My house smells of damp.*
- *Some slight dampness in our conservatory caused by exposure of the wall on the other side.*
- *There was a severe flood in my attic (second floor) in the area directly next to the construction, which I believe was due to the removal of an easement pipe and also due to insufficient protection to the side of our house before the rebuilding of the adjoining house had been completed.*
- *Two walls had extensive areas of dampness.*
- *Wall damp on party wall in cellar.*
- *Water leaks caused by structural damage ongoing.*
- *Weather conditions were not conducive to flooding.*
- *Yes new areas appeared.*
- *Yes slight amounts in garage areas.*
- *Yes, but this is probably caused by excessive rainfall and other reasons (we had a flood from our neighbour above).*
- *Yes, see above.*

Have you noticed any change to damp following completion of the basement? Please provide specific details.

- *1. A great deal depends on the attitude of your neighbour. Some more recent developments whilst creating great inconvenience and noise have shown greater consideration and taken more obvious precautions. Parking remains a nightmare as does attempted entry of vehicles far too large to negotiate the crescent. English is certainly not the first language of a number of those involved in the construction which has its completion. The Council should ensure that building work/permission is phased appropriately.*
- *Continuing damp inclusion in some site, adjacent to property.*
- *Damp has appeared on the bottom corner of the party wall at the back of the front wall.*
- *Damp patches continued to appear until 2011, which I believe were still the after-effects of the flood in 2007.*
- *Dampness remained (extensive remedial work necessary).*
- *For a while we will not find (unclear) after (well) completion.*
- *I am not adjacent but I know neighbours who have suffered more.*
- *In adjoining wall, in patio door woodwork.*
- *My basement is increasingly damp - but it has been a very wet summer.*
- *My house smells of damp.*
- *No attempt was made to discuss the operation before work began. The owners were not in residence and we had little communication with them. Their architects were appalling - arrogant and sometimes offensive. I have had difficulty in protecting a specimen tree. The contractors were excellent - courteous, polite and apologetic.*
- *No changes at all.*
- *Our house is drier.*
- *The new areas have been maintained.*
- *The work is not yet finished.*
- *Yes due to an excess of ground water in back gardens of Elsham Road and drains in*

Appendix two: Written comments

the mews not coping as well as they did, due to increased water lying around.

- Yes, see q 19.
- Yes, still damp in our rear basement.

Do you have any other specific comments with regard to this basement development?

Comment	Theme
<i>Any major remodel is an inconvenience, but there were no unexpected or disastrous consequences. When we compared the work next door to refurbishments without basements - the nuisance factor, noise etc - is slightly more. But in perspective, a few more months isn't major in the scheme of things. It seems that a small group of residents - I hate to say elderly because I'm elderly - but somewhat inflexible. They have been particularly strident in their objections - which appears to have prompted this survey. After the fact everything goes back to normal. Look at the big development on De Vere Gardens. They've dug down four levels and there hasn't been any change to the water table, run off, flooding or other.</i>	Acceptable level of disruption
<i>I purchased a property in a conservation mews because of the historical atmosphere and the limited size of the residences. The character of the mews has been irreparably damaged by the basement permits approved by the K and C Council. With the double basements the new purchasers based on precedent know they can have screening rooms, gymnasiums, swimming pools etc in the new space. As a result, parking has been effected, the houses have taken on totally new appearance and the virtues of mews living destroyed. I believe this basement development has been wholly inconsistent with a conservation area and should be discontinued as soon as possible</i>	Change of character of area
<i>This development is out of scale with this street and its houses.</i>	Change of character of area
<i>We consider that it is wrong that those whose interest is only themselves and money should be able without any thought. Could make our last days such a terrible period. We will never be the same. We are very worried that these basements will have a very bad effect on the whole area, especially in Clabon Mews which is a conservation area of 100+ years old horse and carriage houses. We expect to see problems when the weather is bad and when more basement approximately.</i>	Change of character of area
<i>NOTE: I have experience in preparing and assessing scientific surveys and this one obviously has the disadvantage of being self-selecting – i.e. only those who have a strong view are likely to take the trouble to respond. The skewing of respondents is likely to be substantial, but also largely one-directional: with all developments objections from neighbours tend to be heartfelt whereas support for any project is usually confined to the sponsors. These weaknesses are inevitable in self-report questionnaires and I have no criticism - on the contrary, it is good that RBKC is seeking opinions. But it would be wrong to accept the results of such a survey at face value. In any summaries and proposals which result from this consultation please do specifically mention the fact of self-selection, the implication that the methodological flaw may have a profound effect on the results, and also</i>	Comment on questionnaire

Appendix two: Written comments

<i>discuss the likely direction of bias.</i>	
<i>Insufficient consultation took place. If works are to be permitted - move stringent monitoring needs to take place for noise, mess, traffic management and hours.</i>	Communication with neighbours
<i>The scale of the development seems to be completely out of control. There was a beautiful, established tree in the garden of (address removed), which was felled as part of the development - this is vandalism! The way the owners have "communicated" have been via faceless, off-shore lawyers, whose tone was aggressive, and not in keeping with trying to involve the local residents and community who were about to be terribly inconvenienced and suffer their noise for months and months. If there is to be continued work on this scale, it is the fumes from the equipment that needs to be considered as part of the whole process, as this is one of the elements that has caused us greatest concern, particularly in view of our having a new-born baby, (with the fumes coming into the baby's bedroom at the back of the flat), and then having to deal with diesel fumes coming from the numerous power plants. Developers should be compelled to use electric power plants, or have sufficient exhaust mechanisms in place to take the fumes away from the area - if this is not possible, then electric should HAVE to be used. A project of this scale really should never have received planning approval, as it has caused such disruption to so many people, (I understand almost 30 party walls), and for a non-dom, as we understand the owner to be, to not be present during such a period of huge disruption is simply awful. We feel the Council should be supporting the existing local residents, who LIVE here. The Council who we have voted for as residents of the borough.</i>	Communication with neighbours
<i>I feel strongly that notice should have been given to all the neighbours affected by these works, apologising for any inconvenience and indicating when the works will be completed. Rumour has it that these basement works (and much else besides) will involve digging several floors down to serve various purposes, including a swimming pool. We are, of course, entitled to spend our money as we wish, but in this case, the apparent indifference to the feelings of others in close proximity is offensive.</i>	Communication with neighbours
<i>Yes, the key to this issue to the attitude of the contractor and in particular the site foreman. A good responsible contractor and sympathetic foreman with determination to keep neighbours properly informed of progress make all the difference. One can live with more disruption if you know what is going on and can get in touch with the contractor if issues arise. NB. I answer this is a neighbour who has endured extensive works on both sides of my house. But, I have also done contract works on my own house - so I have seen both sides.</i>	Communication with neighbours
<i>Even when compensation for damage gets paid on time, no account is taken of the massive inconvenience and absorption of time caused by meetings, administration, research, form filling and other paperwork. In our case we eventually decided to move out for six weeks to permit completion of the work. This involved up-front payment of costs some of which were sunk because the decorator (Hollyway White Allow) went into receivership while we were away and before completing the job. As may be imagined, the stress cause to all our near neighbours can be serious.</i>	Compensation for neighbours
<i>There should be financial compensation or reduction in standard of living, party wall just deals with structural costs. The basement constructor should</i>	Compensation for neighbours

Appendix two: Written comments

<i>share the uplift in value to their home with the neighbour by way of compensation.</i>	
<i>During construction builders were rude and threatening, regarding our complaint of their debris.</i>	Conduct of contractors
<i>Not too bad as these things go. Main issues are dirt, cracking of walls and ceilings and noise and vibration disrupting daily life. But this was only a limited basement extension.</i>	Damage to property
<i>Cracks have developed in the house.</i>	Damage to property
<i>As owner and occupants of (address removed) we have, over the last three years, been subjected to consistent, consecutive, extremely proximal and extensive neighbouring refurbishment developments one of which was subterranean at (address removed). There is currently another application for a mid-terrace lower basement vault, larger than house footprint under which it is to be built, at (address removed). Most plans and notes for this type of development do not in any way convey the real time disruption to privacy and well-being to both individual and family life or little insight into the impending impact of this scale of development. Furthermore, it is very clear that builders do work outside of the RBKC ordinance hours. When they work Saturdays and Sundays, from 7 or 8am, there is almost no time to enjoy peace on the weekend mornings which is particularly disturbing for those of us whose children are at home and schooled locally and who do not board. The resulting anxiety and tension has affected our family's quality of life and well being. Additional effects based on our experience are: * Vastly increased noise from mechanical tools. Mirrors shudder and the movement of large masonry sections can be frightening. * Locating a parking space becomes even more of a challenge for residents, in the already congested Earls Court Village area, with delivery vehicles, builders rubbish collection, general garbage pick-up and, further still, the often illegally parked builders vehicles. The impact of neighbours works to us on a more personal level are as follows: A hole through our party wall in my chimney breast. Smoke in our house due to the combustion during a neighbour's chimney check. Progression of a ceiling crack. Cigarette butts left on our property. Being shouted at by one of the residents builders while walking along the street with our daughter. A mosaic garden table (specially made for me by my husband) being shattered by flying builders debris with no compensation by the parties responsible. Broken tiles from builders stepping on our roof. Wallgrave Road in The Earls Court Village has suffered from several large construction projects in the last few years. The excavation of a large basement causes problems in the narrow street, including disposal of waste, parking problems, dust and dirt, rats. If planning permission were granted the estimated 30 twelve cu yard skips needed to remove approx.250 tons of soil underneath (address removed), would be immense. The local experiences of people living close to dug-out basements are appalling and it is grossly unfair that the planning system does not appear to give neighbours any effective say in the matter. I hope that a survey like this will go some way to aid unsuspecting and vulnerable residents to be more broadly notified regarding the less tangible costs of a subterranean vault development and its truly great intrusion into their lives.</i>	Damage to property
<i>We, meaning my family and I, are not opposed to improvement and</i>	Damage to

Appendix two: Written comments

<p><i>reasonable development in our neighbourhood. We are happy to go along with some discomfort so that new neighbours can update their properties. However, a two and a half story underground building site on the opposite side of our wall, a project that will last for several years, is completely unacceptable. We live in our house as a home-our children sleep here, study here, practice music here, like to invite friends here. We use our home as a sanctuary and as a place to entertain family and friends. A project such as the one proposed next to us at (address removed) will put an end to such activity, not just for our family but for several families in the near vicinity. A project of this scope has no place in an inner-urban residential area such as the Phillimore Estate. Having a swimming pool, gym, media theatre, etc., is not standard living amenity for an inner-city home. A family who desires such amenities may readily find such a property in the outlying suburbs of London or in the countryside. We are very concerned about the structural damage that will certainly be incurred on our house, and the inconvenience and problems associated with the repair and making good of this potential damage. We are concerned about damp, vermin, the dust and dirt, having fireplaces closed up in our home for several winters, cracking of walls and shifting of door jambs, as occurred recently in Palace Gardens Terrace. We have seen collapse of our neighbours' house at number (address removed), and the necessary evacuation of the residents. We are very afraid of such an event happening at our home, with our young son and other children living and sleeping here. It is a dangerous situation, and totally avoidable if only the Council would disallow such massive and over-ambitious projects. What is wrong with a half basement? Why must the developers push everyone to the extreme? It is for profit and profit alone. Thank you for your attention.</i></p>	<p>property</p>
<p><i>Lots of noise, dust and the site goes to forward on the street. Too many lorries, cars from the construction blocking the traffic on the street. It is not well managed.</i></p>	<p>Dirt, dust and debris</p>
<p><i>The noise and the dirt is totally unacceptable.</i></p>	<p>Dirt, dust and debris</p>
<p><i>This redevelopment caused disruption, noise and dust effects on all residents of Lansdown Walk over a long period of time. There are also reports of disruption of an underground watercourse caused by the development.</i></p>	<p>Dirt, dust and debris</p>
<p><i>Your questions are largely related to appearance, drainage, damp etc but there are genuine wider quality of life issues for existing residents. The incessant drilling, noise, vibrations and dust mean that people are deprived of the right to peaceful enjoyment of their properties. There have many basement developments in this small area and more to come. surely the time has come to put the rights of existing residents over the rights of owners - who may not even be based in London or ultimately live in the property - wishing to "add value" to their properties. One can hardly argue that it is an issue of space in what are already substantial properties.</i></p>	<p>Dirt, dust and debris</p>
<p><i>My main concern is about the Council giving permission to too many works (not only basements) at the same time in a small area (like Victoria Road). We have noise all day, parking suspended areas every day, dust every day and big carriers obstructing the traffic every single day. I had another basement development before next door and it's a never ending nightmare.</i></p>	<p>Dirt, dust and debris</p>
<p><i>Not too bad as these things go. Main issues are dirt, cracking of walls and ceilings and noise and vibration disrupting daily life. But this was only a</i></p>	<p>Dirt, dust and debris</p>

Appendix two: Written comments

<p><i>limited basement extension.</i></p> <p><i>As owner and occupants of (address removed) we have, over the last three years, been subjected to consistent, consecutive, extremely proximal and extensive neighbouring refurbishment developments one of which was subterranean at (address removed). There is currently another application for a mid-terrace lower basement vault, larger than house footprint under which it is to be built, at (address removed). Most plans and notes for this type of development do not in any way convey the real time disruption to privacy and well-being to both individual and family life or little insight into the impending impact of this scale of development. Furthermore, it is very clear that builders do work outside of the RBKC ordinance hours. When they work Saturdays and Sundays, from 7 or 8am, there is almost no time to enjoy peace on the weekend mornings which is particularly disturbing for those of us whose children are at home and schooled locally and who do not board. The resulting anxiety and tension has affected our family's quality of life and well being. Additional effects based on our experience are: * Vastly increased noise from mechanical tools. Mirrors shudder and the movement of large masonry sections can be frightening. * Locating a parking space becomes even more of a challenge for residents, in the already congested Earls Court Village area, with delivery vehicles, builders rubbish collection, general garbage pick-up and, further still, the often illegally parked builders vehicles. The impact of neighbours works to us on a more personal level are as follows: A hole through our party wall in my chimney breast. Smoke in our house due to the combustion during a neighbour's chimney check. Progression of a ceiling crack. Cigarette butts left on our property. Being shouted at by one of the residents builders while walking along the street with our daughter. A mosaic garden table (specially made for me by my husband) being shattered by flying builders debris with no compensation by the parties responsible. Broken tiles from builders stepping on our roof. Wallgrave Road in The Earls Court Village has suffered from several large construction projects in the last few years. The excavation of a large basement causes problems in the narrow street, including disposal of waste, parking problems, dust and dirt, rats. If planning permission were granted the estimated 30 twelve cu yard skips needed to remove approx.250 tons of soil underneath (address removed), would be immense. The local experiences of people living close to dug-out basements are appalling and it is grossly unfair that the planning system does not appear to give neighbours any effective say in the matter. I hope that a survey like this will go some way to aid unsuspecting and vulnerable residents to be more broadly notified regarding the less tangible costs of a subterranean vault development and its truly great intrusion into their lives.</i></p>	<p>Dirt, dust and debris</p>
<p><i>We, meaning my family and I, are not opposed to improvement and reasonable development in our neighbourhood. We are happy to go along with some discomfort so that new neighbours can update their properties. However, a two and a half story underground building site on the opposite side of our wall, a project that will last for several years, is completely unacceptable. We live in our house as a home-our children sleep here, study here, practice music here, like to invite friends here. We use our home as a sanctuary and as a place to entertain family and friends. A project such as the one proposed next to us at (address removed) will put an end to such</i></p>	<p>Dirt, dust and debris</p>

Appendix two: Written comments

<p><i>activity, not just for our family but for several families in the near vicinity. A project of this scope has no place in an inner-urban residential area such as the Phillimore Estate. Having a swimming pool, gym, media theatre, etc., is not standard living amenity for an inner-city home. A family who desires such amenities may readily find such a property in the outlying suburbs of London or in the countryside. We are very concerned about the structural damage that will certainly be incurred on our house, and the inconvenience and problems associated with the repair and making good of this potential damage. We are concerned about damp, vermin, the dust and dirt, having fireplaces closed up in our home for several winters, cracking of walls and shifting of door jambs, as occurred recently in Palace Gardens Terrace. We have seen collapse of our neighbours' house at number (address removed), and the necessary evacuation of the residents. We are very afraid of such an event happening at our home, with our young son and other children living and sleeping here. It is a dangerous situation, and totally avoidable if only the Council would disallow such massive and over-ambitious projects. What is wrong with a half basement? Why must the developers push everyone to the extreme? It is for profit and profit alone. Thank you for your attention.</i></p>	
<p><i>This survey assumes that the property/ies concerned are next door. You need to include questions for residents who have deep concerns about the impact of basement redevelopments on the area in general. SW10 and SW3 both abut the Thames, and it is insane to dig below the water table into clay and expect it to have little or no impact on all surrounding properties and infrastructure, including streets and main roads. It is inexcusable that noise, damage and dirt can be inflicted on residents for months, even years, for these vanity projects. The disruption to life and the impact of the works on everyone's right to quiet enjoyment of their properties cannot be underestimated, and it is absurd that every side street in Chelsea is disfigured by enormous hoardings and suspension of parking bays while these works are carried out. My main concern is for the future. The area is on a flood plain. I have no concern for the developers; if they are too stupid to realise the implications of the work then that's their problem. But I see no reason why RBKC Planning Department continue to issue permits for works which alter the very ground on which we live, and which may in the future cause irreparable damage to other properties and streets. I write as a member of a residents' association and also from a personal perspective.</i></p>	Dirt, dust and debris
<p><i>Insufficient consultation took place. If works are to be permitted - move stringent monitoring needs to take place for noise, mess, traffic management and hours.</i></p>	Dirt, dust and debris
<p><i>The excavation is behind a listed building is very deep and is associated with: a) very large scale civil engineering works b) demolition of one building except for its flank walls c) serious noise, vibration, dust, traffic and diesel fumes for the immediate neighbours. d) the concentration of carcinogenic diesel exhaust fumes from excavating machinery, pile driving, cement batching, cement delivery vehicles and generating equipment is a nuisance that seems not to be covered in this survey. With the benefit of hindsight, it is clear that there is no precedent for excavation on this scale in the midst of houses in Chelsea.</i></p>	Dirt, dust and debris
<p><i>This development has over developed this site. There is no soil to act as drain away as both front and back gardens have been fully concreted over,</i></p>	Flooding and drainage

Appendix two: Written comments

<i>the back for the basement and an extension to the blueprint of the previous house and the front for off street parking etc.</i>	concerns
<i>In this particular case, the basement development itself was not a problem and has not been a problem since. Except insofar that probably 20 per cent of the nuisance caused by the whole construction project could be apportioned to the basement. However, this area is very close to the river, and is in the top category of flood risk etc - so RBKC probably should look carefully at evidence on the long term risks to digging out basements in an area like this. (Address removed) had a basement built in 1980, so now both numbers three AND four have basements - there is an under garage buffer width between them. But no damp, or problems with drainage, flooding etc - at least not yet!</i>	Flooding and drainage concerns
<i>It was sub-basement. I am worried about all the carving out of basements when there are underground streams from the park to the Thames down the roads around here and now with the McAlpine development at the top of the street where will all the water go? And there is very little garden where seepage can happen.</i>	Flooding and drainage concerns
<i>This survey assumes that the property/ies concerned are next door. You need to include questions for residents who have deep concerns about the impact of basement redevelopments on the area in general. SW10 and SW3 both abut the Thames, and it is insane to dig below the water table into clay and expect it to have little or no impact on all surrounding properties and infrastructure, including streets and main roads. It is inexcusable that noise, damage and dirt can be inflicted on residents for months, even years, for these vanity projects. The disruption to life and the impact of the works on everyone's right to quiet enjoyment of their properties cannot be underestimated, and it is absurd that every side street in Chelsea is disfigured by enormous hoardings and suspension of parking bays while these works are carried out. My main concern is for the future. The area is on a flood plain. I have no concern for the developers; if they are too stupid to realise the implications of the work then that's their problem. But I see no reason why RBKC Planning Department continue to issue permits for works which alter the very ground on which we live, and which may in the future cause irreparable damage to other properties and streets. I write as a member of a residents' association and also from a personal perspective.</i>	Flooding and drainage concerns
<i>For all of 2011, I was displaced from my home, unable to work there as intended), regularly having to go away, while the contractor told me work would have been finished by December 2010. Applicants (i.e. the owner/would not give me any credible timeline for completion of work thereafter, leaving me in constant state of uncertainty as to when I could enjoy amenities of my property. Work now appears to have stopped, but relations have been irreparably damaged.</i>	Forced to relocate
<i>An elderly couple living in the ground floor of our building was the most affected by the nuisance caused by this development.</i>	General disruption
<i>Demolition of existing mews house and complete reconstruction of main house except for facade retention and new basement over the entire site, covering a period of two years, is very stressful for the residents next door in an otherwise peaceful environment.</i>	General disruption
<i>It has been causing longstanding disruption. The basement has been dug far lower than the original and they are only now beginning to build above it.</i>	General disruption

Appendix two: Written comments

<i>Neither - an annoying disruption to our living.</i>	General disruption
<i>This house is having a sub-basement (second basement) constructed, which is causing a delayed completion and great inconvenience to neighbouring houses.</i>	General disruption
<i>This was only a minor excavation, increasing the light to their basement. If it could cause this much nuisance, God help us if they'd wanted to dig down two floors.</i>	General disruption
<i>They have gone out of their way to be considerate and to control the impact on us in every way. But it is not possible to lessen the awfulness.</i>	General disruption
<i>Our gardener advised us that because of the excavation at (address removed), our garden at (address removed) has lost much of its ability to retain moisture and will now require more frequent watering for several years.</i>	Impact on outdoor space
<i>We, meaning my family and I, are not opposed to improvement and reasonable development in our neighbourhood. We are happy to go along with some discomfort so that new neighbours can update their properties. However, a two and a half story underground building site on the opposite side of our wall, a project that will last for several years, is completely unacceptable. We live in our house as a home-our children sleep here, study here, practice music here, like to invite friends here. We use our home as a sanctuary and as a place to entertain family and friends. A project such as the one proposed next to us at (address removed) will put an end to such activity, not just for our family but for several families in the near vicinity. A project of this scope has no place in an inner-urban residential area such as the Phillimore Estate. Having a swimming pool, gym, media theatre, etc., is not standard living amenity for an inner-city home. A family who desires such amenities may readily find such a property in the outlying suburbs of London or in the countryside. We are very concerned about the structural damage that will certainly be incurred on our house, and the inconvenience and problems associated with the repair and making good of this potential damage. We are concerned about damp, vermin, the dust and dirt, having fireplaces closed up in our home for several winters, cracking of walls and shifting of door jambs, as occurred recently in Palace Gardens Terrace. We have seen collapse of our neighbours' house at number (address removed), and the necessary evacuation of the residents. We are very afraid of such an event happening at our home, with our young son and other children living and sleeping here. It is a dangerous situation, and totally avoidable if only the Council would disallow such massive and over-ambitious projects. What is wrong with a half basement? Why must the developers push everyone to the extreme? It is for profit and profit alone. Thank you for your attention.</i>	Length of development
<i>No real problem with it. Like a usual construction site. Duration a bit too long.</i>	Length of development
<i>This one would be tolerable. But basements in this small mews have been a continuing process for several years now (and will continue after this house is finished), each with a hut built outside which disrupts traffic. The cumulative effect of living for years in the midst of a building-site is intolerable - and was the reason the previous owner of no. 8 left, resulting in the current rebuilding of the house and excavation of the basement.</i>	Length of development
<i>The scale of the development seems to be completely out of control. There was a beautiful, established tree in the garden of (address removed), which</i>	Loss of trees and plants

Appendix two: Written comments

<p><i>was felled as part of the development - this is vandalism! The way the owners have "communicated" have been via faceless, off-shore lawyers, whose tone was aggressive, and not in keeping with trying to involve the local residents and community who were about to be terribly inconvenienced and suffer their noise for months and months. If there is to be continued work on this scale, it is the fumes from the equipment that needs to be considered as part of the whole process, as this is one of the elements that has caused us greatest concern, particularly in view of our having a new-born baby, (with the fumes coming into the baby's bedroom at the back of the flat), and then having to deal with diesel fumes coming from the numerous power plants. Developers should be compelled to use electric power plants, or have sufficient exhaust mechanisms in place to take the fumes away from the area - if this is not possible, then electric should HAVE to be used. A project of this scale really should never have received planning approval, as it has caused such disruption to so many people, (I understand almost 30 party walls), and for a non-dom, as we understand the owner to be, to not be present during such a period of huge disruption is simply awful. We feel the Council should be supporting the existing local residents, who LIVE here. The Council who we have voted for as residents of the borough.</i></p>	
<p><i>As owner and occupants of (address removed) we have, over the last three years, been subjected to consistent, consecutive, extremely proximal and extensive neighbouring refurbishment developments one of which was subterranean at (address removed). There is currently another application for a mid-terrace lower basement vault, larger than house footprint under which it is to be built, at (address removed). Most plans and notes for this type of development do not in any way convey the real time disruption to privacy and well-being to both individual and family life or little insight into the impending impact of this scale of development. Furthermore, it is very clear that builders do work outside of the RBKC ordinance hours. When they work Saturdays and Sundays, from 7 or 8am, there is almost no time to enjoy peace on the weekend mornings which is particularly disturbing for those of us whose children are at home and schooled locally and who do not board. The resulting anxiety and tension has affected our family's quality of life and well being. Additional effects based on our experience are: * Vastly increased noise from mechanical tools. Mirrors shudder and the movement of large masonry sections can be frightening. * Locating a parking space becomes even more of a challenge for residents, in the already congested Earls Court Village area, with delivery vehicles, builders rubbish collection, general garbage pick-up and, further still, the often illegally parked builders vehicles. The impact of neighbours works to us on a more personal level are as follows: A hole through our party wall in my chimney breast. Smoke in our house due to the combustion during a neighbour's chimney check. Progression of a ceiling crack. Cigarette butts left on our property. Being shouted at by one of the residents builders while walking along the street with our daughter. A mosaic garden table (specially made for me by my husband) being shattered by flying builders debris with no compensation by the parties responsible. Broken tiles from builders stepping on our roof. Wallgrave Road in The Earls Court Village has suffered from several large construction projects in the last few years. The excavation of a large basement causes problems in the narrow street, including disposal of waste, parking problems,</i></p>	<p>Noise and vibration</p>

Appendix two: Written comments

<p><i>dust and dirt, rats. If planning permission were granted the estimated 30 twelve cu yard skips needed to remove approx.250 tons of soil underneath (address removed), would be immense. The local experiences of people living close to dug-out basements are appalling and it is grossly unfair that the planning system does not appear to give neighbours any effective say in the matter. I hope that a survey like this will go some way to aid unsuspecting and vulnerable residents to be more broadly notified regarding the less tangible costs of a subterranean vault development and it's truly great intrusion into their lives.</i></p>	
<p><i>The excavation is behind a listed building is very deep and is associated with: a) very large scale civil engineering works b) demolition of one building except for its flank walls c) serious noise, vibration, dust, traffic and diesel fumes for the immediate neighbours. d) the concentration of carcinogenic diesel exhaust fumes from excavating machinery, pile driving, cement batching, cement delivery vehicles and generating equipment is a nuisance that seems not to be covered in this survey. With the benefit of hindsight, it is clear that there is no precedent for excavation on this scale in the midst of houses in Chelsea.</i></p>	<p>Noise and vibration</p>
<p><i>My main concern is about the Council giving permission to too many works (not only basements) at the same time in a small area (like Victoria Road). We have noise all day, parking suspended areas every day, dust every day and big carriers obstructing the traffic every single day. I had another basement development before next door and it's a never ending nightmare.</i></p>	<p>Noise and vibration</p>
<p><i>Lots of noise, dust and the site goes to forward on the street. Too many lorries, cars from the construction blocking the traffic on the street. It is not well managed.</i></p>	<p>Noise and vibration</p>
<p><i>The noise and the dirt is totally unacceptable.</i></p>	<p>Noise and vibration</p>
<p><i>This redevelopment caused disruption, noise and dust effects on all residents of Lansdown Walk over a long period of time. There are also reports of disruption of an underground watercourse caused by the development.</i></p>	<p>Noise and vibration</p>
<p><i>Your questions are largely related to appearance, drainage, damp etc but there are genuine wider quality of life issues for existing residents. The incessant drilling, noise, vibrations and dust mean that people are deprived of the right to peaceful enjoyment of their properties. There have many basement developments in this small area and more to come. Surely the time has come to put the rights of existing residents over the rights of owners - who may not even be based in London or ultimately live in the property - wishing to "add value" to their properties. One can hardly argue that it is an issue of space in what are already substantial properties.</i></p>	<p>Noise and vibration</p>
<p><i>Just that for one developer to make a few million (without paying any tax as they tend to say the development is their 'home' prior to putting it on the market on completion) so many other people have to suffer noise, worry and expense for so long. I know it should not cost us money but obviously we need to take legal advice and this money is not reimbursed. The Council gives the permission but then can't help when there are terrible issues, (e.g. near Palace Gate) where the residents' lives have been made impossible.</i></p>	<p>Noise and vibration</p>
<p><i>I think that the work involved in lowering the floor level next door has resulted in an intolerable amount of drilling and noise, which has gone on for far too long. To inflict at least two years of building work on an adjoining neighbour is</i></p>	<p>Noise and vibration</p>

Appendix two: Written comments

<p><i>unacceptable. We now have work on the other side and in several other houses in Elgin Crescent. It is no longer the peaceful pleasant street it used to be.</i></p>	
<p><i>I would not wish for this to happen next door to me as it did 20 years ago with the drilling in your ears for six days a week why don't those who wish bigger houses buy them in the first place?</i></p>	<p>Noise and vibration</p>
<p><i>The generators are kept running continuously during the whole working day. There is inadequate sound insulation. In any case why should not the electricity supply for such a prolonged project be required to be taken off the main supply by connection at the developers' expense? The noise and nuisance service was unable to control the noise levels, but did arrange for the engine filters to be cleaned.</i></p>	<p>Noise and vibration</p>
<p><i>This basement is perhaps the largest in the borough - 240m long, 45m wide and 15m deep. It was the subject of a study by Arups. The demolition, excavation and piling and, now, the construction phases have been extremely disruptive and highly disturbing to the immediately adjoining community. The existing noise standards used in drawing up the S61 Agreement date from the 1970s and were drawn up by a committee dominated by the construction industry. These assume that a 10-hour average noise level of up to 75dBA is acceptable - it is not and should be reduced to at least a maximum of 70 dBA. It is impossible to live with a noise averaging more than 70dBA for ten hours a day, five and a half days a week for more than six months. The Council should be pressing for tightening up BS5228 and using 70dBA everywhere, even near main roads. We consider that the S61 Agreement needs to be much tougher. Both the S61 Agreements and the CTMPs need to be agreed and signed off jointly between the contractor, the Council and the community - it needs to be a tripartite contract that is complied with and amended as appropriate rather than have to rely on enforcement under a range of powers and by several different departments. Traffic and parking needs to be very tightly controlled and applied in a much tougher manner to secure the aims of the Transport SPD - to minimise the scale and duration that the highway (i.e. carriageway and footway) are used for storing skips, materials and machinery, with the presumption being that these should be kept off the highway and within the (boundary) of the building. The Transport SPD needs to be reviewed to make it clear and unambiguous that retaining these items on the highway is to be minimised.</i></p>	<p>Noise and vibration</p>
<p><i>This development was too big for a mews to cope with, the heavy equipment needed to build it. The mews and Elsham Road houses, being older have shallow foundations, which meant they were impacted more. This area is known to have a high flood risk, yet a development (which is now a precedence for more) was allowed. The total impact has and is phenomenal. Traffic plans, health and safety rules were all thrown out of the window.</i></p>	<p>Noise and vibration</p>
<p><i>In our opinion it seems that there is a very high level of overdevelopment of the site below ground in order for the developers who bought it to gain every square inch of footage. We have concerns about the future impact of digging below the water table, in such a small old terrace with old foundations. Also there seems to be no coordination on the number of developments being carried out in a small street with one lane. This is the third currently started in this street with another applying for planning. It therefore becomes</i></p>	<p>Noise and vibration</p>

Appendix two: Written comments

<i>impossible for residents to go about their daily lives when the traffic and noise and dust is of this level.</i>	
<i>Not too bad as these things go. Main issues are dirt, cracking of walls and ceilings and noise and vibration disrupting daily life. But this was only a limited basement extension.</i>	Noise and vibration
<i>This survey assumes that the property/ies concerned are next door. You need to include questions for residents who have deep concerns about the impact of basement redevelopments on the area in general. SW10 and SW3 both abut the Thames, and it is insane to dig below the water table into clay and expect it to have little or no impact on all surrounding properties and infrastructure, including streets and main roads. It is inexcusable that noise, damage and dirt can be inflicted on residents for months, even years, for these vanity projects. The disruption to life and the impact of the works on everyone's right to quiet enjoyment of their properties cannot be underestimated, and it is absurd that every side street in Chelsea is disfigured by enormous hoardings and suspension of parking bays while these works are carried out. My main concern is for the future. The area is on a flood plain. I have no concern for the developers; if they are too stupid to realise the implications of the work then that's their problem. But I see no reason why RBKC Planning Department continue to issue permits for works which alter the very ground on which we live, and which may in the future cause irreparable damage to other properties and streets. I write as a member of a residents' association and also from a personal perspective.</i>	Noise and vibration
<i>Insufficient consultation took place. If works are to be permitted - move stringent monitoring needs to take place for noise, mess, traffic management and hours.</i>	Noise and vibration
<i>No as this survey is confined to facts not opinions.</i>	Other
<i>Please see letters from me to Sir Merrick Cockell. Only now is this supine Council waking up to the problem created, due to pressure from the Ladbroke Association.</i>	Other
<i>Previous application was for Cottage at rear of property (address removed) which shares the garden with (address removed) and belongs to it. That application also included a basement under the shared garden and demolition of the party wall with our property.</i>	Other
<i>The development is nine metres deep and runs the full length of the house and garden, for a 21m swimming pool plus ancillary gym, lounge area etc.</i>	Other
<i>The original developer went bankrupt so no effort was made to compensate anyone.</i>	Other
<i>This basement entailed a deepening and lengthening of an existing basement.</i>	Other
<i>Yes many. They were entered in a previous box.</i>	Other
<i>I do not think that property owners should be allowed to carry out building works so regularly at one property when they seldom live there and contribute nothing to the community. The property next door is owned by a company registered in Liberia and administered in Monaco. My neighbour is proud of the fact that he pays no tax in this country, not even stamp duty. The development is an exercise in money laundering and is designed to maximise profit at the expense of the community.</i>	Overseas owners
<i>I think I have covered all issues, If people want larger house why don't they</i>	Overseas

Appendix two: Written comments

<p><i>buy larger houses instead of inflicting the many problems these developments cause to the surrounding residents. Needless to say they do not live in the houses while the work is being done and many are non doms here only fleetingly.</i></p>	<p>owners</p>
<p><i>The rat problem has been our main concern.</i></p>	<p>Pests and vermin</p>
<p><i>As owner and occupants of (address removed) we have, over the last three years, been subjected to consistent, consecutive, extremely proximal and extensive neighbouring refurbishment developments one of which was subterranean at (address removed). There is currently another application for a mid-terrace lower basement vault, larger than house footprint under which it is to be built, at (address removed). Most plans and notes for this type of development do not in any way convey the real time disruption to privacy and well-being to both individual and family life or little insight into the impending impact of this scale of development. Furthermore, it is very clear that builders do work outside of the RBKC ordinance hours. When they work Saturdays and Sundays, from 7 or 8am, there is almost no time to enjoy peace on the weekend mornings which is particularly disturbing for those of us whose children are at home and schooled locally and who do not board. The resulting anxiety and tension has affected our family's quality of life and well being. Additional effects based on our experience are: * Vastly increased noise from mechanical tools. Mirrors shudder and the movement of large masonry sections can be frightening. * Locating a parking space becomes even more of a challenge for residents, in the already congested Earls Court Village area, with delivery vehicles, builders rubbish collection, general garbage pick-up and, further still, the often illegally parked builders vehicles. The impact of neighbours works to us on a more personal level are as follows: A hole through our party wall in my chimney breast. Smoke in our house due to the combustion during a neighbour's chimney check. Progression of a ceiling crack. Cigarette butts left on our property. Being shouted at by one of the residents builders while walking along the street with our daughter. A mosaic garden table (specially made for me by my husband) being shattered by flying builders debris with no compensation by the parties responsible. Broken tiles from builders stepping on our roof. Wallgrave Road in the Earls Court Village has suffered from several large construction projects in the last few years. The excavation of a large basement causes problems in the narrow street, including disposal of waste, parking problems, dust and dirt, rats. If planning permission were granted the estimated 30 twelve cu yard skips needed to remove approx.250 tons of soil underneath (address removed), would be immense. The local experiences of people living close to dug-out basements are appalling and it is grossly unfair that the planning system does not appear to give neighbours any effective say in the matter. I hope that a survey like this will go some way to aid unsuspecting and vulnerable residents to be more broadly notified regarding the less tangible costs of a subterranean vault development and it's truly great intrusion into their lives.</i></p>	<p>Pests and vermin</p>
<p><i>As a residents' association we are concerned that this planning application will be waived through without full discussion with residents' associations including ours. We have recently had to suffer appalling noise and disruption from developments at (address removed) which have lasted for over a year.</i></p>	<p>Planning process</p>

Appendix two: Written comments

<p><i>Sub-basements like this one at (address removed) involve digging under the house and garden and is likely to take many, many months to complete. At the end of the works the property company involved is likely to sell at a handsome profit. I hope we don't sound nimbyish when we add that this profit has been made at the expense of other residents in the street. If the experience of Holland Park and Notting Hill is followed one dig-out encourages other householders to try their luck, prolonging the agony! I am sure that eco-experts will raise more detailed objections, beginning with the effect on the water-table, party walls, bird habitats etc.</i></p>	
<p><i>Both the property in question and my adjoining house are mews cottages within a conservation area that were originally built as stables, and which have foundations of only 23 inches. How can this have been deemed suitable for a basement excavation? I continue to feel that the RBKC Planning Department failed to implement their own planning policy, and i refer specifically to clause CD32C) of the unitary development plan "to resist subterranean developments where the structural stability of adjoining or adjacent listed buildings or unlisted buildings within a conservation area might be put at risk". I feel that the RBKC planning officers should have discussed this matter with their structural engineers, so that the potential for ongoing structural instability could have been recognised. I am also of the opinion that clause CD32C) was not properly considered (if at all) when their recommendation was made that the proposal was acceptable from a planning viewpoint. Furthermore, two out of three structural engineers reported concern that the creation of a basement at (address removed) could cause structural instability and that the adopted UDP policy CD32C), which requires only the degree of likelihood "might" should, therefore, have been invoked and the application should accordingly have been refused.</i></p>	<p>Planning process</p>
<p><i>Owners and builders proceeded with digging out adjoining basement without planning permission, despite letter from RBKC Planning Department, our opposition and solicitor's letters.</i></p>	<p>Planning process</p>
<p><i>The local residents association's objection to the planning application on (address removed) was delivered to the ground floor of the Town Hall two days prior to the closing date, but failed to make it to the third floor before the application was heard.</i></p>	<p>Planning process</p>
<p><i>The overriding problem with this basement development was the length of time it all took. There were multiple planning applications; work was carried out without consent which then had to be rectified - and this on more than one occasion - and we had to be eternally vigilant about what was happening because the RBKC planning office was not. None of this led to good relations with our new neighbour.</i></p>	<p>Planning process</p>
<p><i>We cannot understand why planning permission was granted to both (address removed) at the same time completely blocking Egerton Terrace daily with huge trucks and cranes making access to my garage a daily disaster.</i></p>	<p>Planning process</p>
<p><i>Control amount of total refurbishments allowed on one street at the same time. Perhaps block period of years where there cannot be major construction. Raise the price cumulatively for extended periods of parking suspensions. New owners to repay cost of painting facades and scaffolding to do so etc if their building site continues for more than two years. This is a drop in the ocean compared to the millions the projects cost. Circulate traffic</i></p>	<p>Policy on basement development</p>

Appendix two: Written comments

<p><i>wardens and note amount of contraventions/site. If more in one specific site also fine the site or do something punitive so they take notice of their disturbances. Do not allow skips before 8am, they are noisy.</i></p>	
<p><i>I have made general comments on relating to problems relating to multiple serial developments. They have totally ruined our quality of life. Planning should control pollution including noise and waterborne pollution much more strictly as well as dealing with the very severe traffic disruption we have endured.</i></p>	<p>Policy on basement development</p>
<p><i>It should have been permitted.</i></p>	<p>Policy on basement development</p>
<p><i>It should not be accepted by the local Council.</i></p>	<p>Policy on basement development</p>
<p><i>Overall it was a nightmarish period for many residents in the street, and it is alarming to see that another house in the street with the benefit of Council-granted planning permission for a basement excavation (believe an extra 800 square feet from the agents' details) has just been put up for sale " sold with the benefit of planning permission for a basement excavation! ". Almost certainly any works carried out to this property for sale will lead to another year of noise and disruption. There are also three further requests for planning applications currently under consideration - one of those next to our own house. The prospect of a potential four or five more years of living in the middle of this excessive noise, which would be worse than previously should two or more of the houses start excavation works at the same time, have led us to seriously consider selling up and moving to a borough where there isn't such a laissez faire attitude to granting planning application for basement works - regardless of the cost to the other residents. The immediate problem we have is that the Council have allowed the developers of the house next to us to completely clad that house in cheap plywood, which not only has created an eyesore in the middle of a pretty mews terrace, but makes the property look as though it has been condemned by the Council. This ongoing eyesore obviously will negatively the price that could be achieved on a sale of our property, as will the prospect to any purchaser of the house next door being completely demolished! It's just astounding that a historic street in the middle of a beautiful borough like RBKC is being allowed to be ripped apart in such a way with such a total lack of regard for the wellbeing of those residents in the area whose lives are definitely being very negatively affected in a variety of ways over a long period of time.</i></p>	<p>Policy on basement development</p>
<p><i>Please require a more tidy appearance, and a speedier completion. Why does it have to go on for so long?</i></p>	<p>Policy on basement development</p>
<p><i>Thank you for conducting this survey and inviting comments. Perhaps our main feeling is that when a basement development is proposed for a property in a narrow mews, especially if it is creating a precedent, and where the cobbled road is already subsiding and there are no pavements that might act as protective 'barriers' for neighbouring properties, the opinion of an 'outside' surveyor should carry as much weight with the Planning Committee as that supplied by the applicant. This would give a balanced view of the risks to neighbouring properties and allow the Committee to judge the likely structural</i></p>	<p>Policy on basement development</p>

Appendix two: Written comments

<i>consequences of granting planning permission.</i>	
<i>The applicant preferred not to build this basement but was refused PP without it. Ridiculous application of RBKC policy.</i>	Policy on basement development
<i>The Council permitted the construction of a subterranean development on this site on the condition that the CMS was sound. As this case proves the CMS isn't sufficient so how is it possible that the Council are able to give permission when they are not the experts. They should be allowed to employ experts of the own at the developers expense. Building control have not been following up on this site. It has been a hazard to the local residents who have not been informed of anything and also the site is extremely unsightly, my home is not somewhere I am proud to call home.</i>	Policy on basement development
<i>The Party Wall Act should be modified and Council responsibilities increased to ensure that neighbours can be properly rehoused when damage is so severe that major repairs are needed. We had no means to claim for rehousing so have had to live around the work and around the repairs. We assumed (wrongly) that a simple application the Party Wall Act by our surveyor would be sufficient. We now know (from other surveyors and solicitors) that we were poorly advised at the outset and protections that could have been negotiated were not. As a neighbour we felt as if RBKC decided everything and we just had to go along with it. We did not sufficiently enforce our rights. At the very least RBKC should provide much better information, guidance and support to neighbours so that they realise the risks better, and can put in place at the outset (and before party wall agreements are agreed) protection that is suitable given the scale of proposed development. The developers acted professionally, but the protections we were allowed and which we arranged were inadequate.</i>	Policy on basement development
<i>There is concern whether such an ambitious scheme is appropriate on this site - alongside a conservation area.</i>	Policy on basement development
<i>This basement development is part of a total refurbishment scheme, adding to its scale, structural complexity and duration. For us at the back of the development the project is a daily assault on our quality of life. We would suggest that conditions including rear elevation sheeting, notification to neighbours of drilling and excavation schedules, and regular liaison with neighbours should be part of a Borough-wide contractors' code. The Considerate Contractors scheme doesn't afford much protection in practice.</i>	Policy on basement development
<i>This was a vanity project to include a cinema in an area a stone's throw from the River and near a street called Flood Street (for a reason). The houses were built without basements for a reason. We fully understand that the common law says building works are not in themselves a nuisance. We believe however that that is inapplicable here given the extraordinary disruption caused to neighbours. The rationale "but it means you too can build a basement" does not work as we would not dream of inflicting this on our neighbours. It is a clear case of privatising the benefit and socialising the losses and should be stopped. Anyone for a "basement tax"?</i>	Policy on basement development
<i>This was an application that should never been allowed but money talks!</i>	Policy on basement development
<i>Yes. I think these types of subterranean basements should be carefully</i>	Policy on

Appendix two: Written comments

<p><i>controlled. They are a substantial danger to the structural integrity of the surrounding buildings, a danger to the traffic and pedestrians, and exacerbate the flooding danger. There is consensus that Notting Hill and Kensington has become somewhat hellish to live in, exactly because of this type of uncontrolled development.</i></p>	<p>basement development</p>
<p><i>Just that for one developer to make a few million (without paying any tax as they tend to say the development is their 'home' prior to putting it on the market on completion) so many other people have to suffer noise, worry and expense for so long. I know it should not cost us money but obviously we need to take legal advice and this money is not reimbursed. The Council gives the permission but then can't help when there are terrible issues, (e.g. near Palace Gate) where the residents' lives have been made impossible.</i></p>	<p>Policy on basement development</p>
<p><i>It is incredibly clear to anyone that creating a basement in a mews - where no such level exists - is going to introduce subsidence further on in years. Irrespective of what steps the structural engineers have taken. RBKC's intriguing policy of not recognising this has been a source of fascination and curiosity for some time now. Perhaps this will change for the better.</i></p>	<p>Policy on basement development</p>
<p><i>In our opinion it seems that there is a very high level of overdevelopment of the site below ground in order for the developers who bought it to gain every square inch of footage. We have concerns about the future impact of digging below the water table, in such a small old terrace with old foundations. Also there seems to be no coordination on the number of developments being carried out in a small street with one lane. This is the third currently started in this street with another applying for planning. It therefore becomes impossible for residents to go about their daily lives when the traffic and noise and dust is of this level.</i></p>	<p>Policy on basement development</p>
<p><i>The scale of the development seems to be completely out of control. There was a beautiful, established tree in the garden of (address removed), which was felled as part of the development - this is vandalism! The way the owners have "communicated" have been via faceless, off-shore lawyers, whose tone was aggressive, and not in keeping with trying to involve the local residents and community who were about to be terribly inconvenienced and suffer their noise for months and months. If there is to be continued work on this scale, it is the fumes from the equipment that needs to be considered as part of the whole process, as this is one of the elements that has caused us greatest concern, particularly in view of our having a new-born baby, (with the fumes coming into the baby's bedroom at the back of the flat), and then having to deal with diesel fumes coming from the numerous power plants. Developers should be compelled to use electric power plants, or have sufficient exhaust mechanisms in place to take the fumes away from the area - if this is not possible, then electric should HAVE to be used. A project of this scale really should never have received planning approval, as it has caused such disruption to so many people, (I understand almost 30 party walls), and for a non-dom, as we understand the owner to be, to not be present during such a period of huge disruption is simply awful. We feel the Council should be supporting the existing local residents, who LIVE here. The Council who we have voted for as residents of the borough.</i></p>	<p>Pollution</p>
<p><i>The excavation is behind a listed building is very deep and is associated with:</i> <i>a) very large scale civil engineering works b) demolition of one building except for its flank walls c) serious noise, vibration, dust, traffic and diesel</i></p>	<p>Pollution</p>

Appendix two: Written comments

<p><i>fumes for the immediate neighbours. d) the concentration of carcinogenic diesel exhaust fumes from excavating machinery, pile driving, cement batching, cement delivery vehicles and generating equipment is a nuisance that seems not to be covered in this survey. With the benefit of hindsight, it is clear that there is no precedent for excavation on this scale in the midst of houses in Chelsea.</i></p>	
<p><i>I think they are an excellent idea. They make best use of very limited land availability in London. Once completed they are invisible and don't impact the external appearance of the house. Homes that have basement developments are freehold properties and as such residents should be able to do as they will with their own land (within the law).</i></p>	<p>Positive comment on basement development</p>
<p><i>1. Lack of supervision during construction 2. Party wall agreement gave us no protection and we subsequently had to go to Court. Subsequently the company applied for voluntary liquidation and we were left to cover the cost of all the repairs. 3. The company started work prior to the Party wall agreement.</i></p>	<p>Problem with Party Wall Agreement</p>
<p><i>As far as I could ascertain, the Party Wall Agreement has not legitimate substance. The building party appeared to be able to demolish my house and not bother to rebuild it. Minimum damages were grudgingly paid, and if queried, would have resulted in unaffordable legal proceedings for me. I had to accept a lower standard of repair to that of the building works carried out at (address removed). It has left me with a dwelling in considerably less good state than before the building started. No account seems to have been taken for the age of my property, built 1806. My house was underpinned without my permission and my consent was not even sought. Stringent enough surveys did not seem to have been carried out as to the direction of the now displaced water under (address removed) would take. The finished dwelling, from the garden up is not in keeping either aesthetically or in volume with the surrounding conservation area. I have yet to see what damage to my property such a large mass attached to it will make.</i></p>	<p>Problem with Party Wall Agreement</p>
<p><i>This survey assumes that the property/ies concerned are next door. You need to include questions for residents who have deep concerns about the impact of basement redevelopments on the area in general. SW10 and SW3 both abut the Thames, and it is insane to dig below the water table into clay and expect it to have little or no impact on all surrounding properties and infrastructure, including streets and main roads. It is inexcusable that noise, damage and dirt can be inflicted on residents for months, even years, for these vanity projects. The disruption to life and the impact of the works on everyone's right to quiet enjoyment of their properties cannot be underestimated, and it is absurd that every side street in Chelsea is disfigured by enormous hoardings and suspension of parking bays while these works are carried out. My main concern is for the future. The area is on a flood plain. I have no concern for the developers; if they are too stupid to realise the implications of the work then that's their problem. But I see no reason why RBKC Planning Department continue to issue permits for works which alter the very ground on which we live, and which may in the future cause irreparable damage to other properties and streets. I write as a member of a residents' association and also from a personal perspective.</i></p>	<p>Structural concerns</p>
<p><i>In our opinion it seems that there is a very high level of overdevelopment of the site below ground in order for the Developers who bought it to gain every</i></p>	<p>Structural concerns</p>

Appendix two: Written comments

<p><i>square inch of footage. We have concerns about the future impact of digging below the water table, in such a small old terrace with old foundations. Also there seems to be no coordination on the number of developments being carried out in a small street with one lane. This is the third currently started in this street with another applying for planning. It therefore becomes impossible for residents to go about their daily lives when the traffic and noise and dust is of this level.</i></p>	
<p><i>It is incredibly clear to anyone that creating a basement in a mews - where no such level exists - is going to introduce subsidence further on in years. Irrespective of what steps the structural engineers have taken. RBKC's intriguing policy of not recognising this has been a source of fascination and curiosity for some time now. Perhaps this will change for the better.</i></p>	Structural concerns
<p><i>Engineering details - these are to facilitate the developer building deep basements. As one PW engineer told me "we can engineer around anything". While this engineering will protect the development building against movement and damp ingress, it often has disastrous effects on neighbouring properties (often old buildings with shallow footings) as they obviously cannot be protected to the same level of engineering. Double depth basements - the drag and subsidence effects from deep basements are often not visible till years later and long after the PW award is signed off. Look at Big Ben now leaning visibly (as reported two months ago in Daily Telegraph) because a deep car park basement was built ten years ago at Portcullis House in Thames River soils and the excavation has caused Big Ben to lean and it will have to be propped up or it will subside completely! Engineering supervision - I have no faith in outside supervision of building sites by non-Council building surveyors. It leads to cheating and it is very difficult to check whether the plans submitted to RBKC have been followed accurately once it is all buried below ground again. I think RBKC should impose a mandatory condition on all building consents which involve a basement and a clause such as ' any building work which involves the construction of a new basement, or the deepening or widening of an existing basement, must be supervised by engineers at Building Control RBKC during construction, and fully inspected before receiving the final certificate of compliance' When there is a lot of money at stake, it is obvious that self-certified building work is open to alterations after consent is given, as who is going to check it and if infringements are found can RBKC afford to enter into costly legal disputes? Job completion- before any Building Completion certificate is issued to a developer, I think an Building Control Officer and surveyor should measure the builder against the approved plans. This is a routine part of compliance in other Council areas that we have lived in and prevents cheating. It also gives the neighbours assurance that the completed building is the same height and width as even if it appears taller/wider how can a neighbour prove otherwise? As they are not allowed to inspect as only Council has that power. In the past when I have noticed discrepancies on nearby building sites between the approved plans and what is being built, I have notified RBKC only to be told Council officers have no right of access. This is clearly wrong - if Council has the right to give consent to plans, then it should also have the right to check those plans have been completed according to that original consent or any subsequent amendments. Amendments - developers have a habit of submitting many amendments to plans once construction has begun. Often</i></p>	Structural concerns

Appendix two: Written comments

<p><i>neighbours are not notified although they may be materially affected. The developer's intention is to snow under the planning department so these amendments are passed quickly and go below the neighbours radar. RBKC has had a policy to date that development below ground level, or below an existing house or garden, is outside their mandate and should be allowed. The effect on neighbours can be catastrophic and can damage their properties long term without any legal recourse. There has been building collapse due to basement excavations but the ongoing slow damage to neighbouring properties is not fully recognised. I think RBKC should map the Borough for all basement constructions and major development sites in the past 15 years that have received planning consent and use this map to monitor ongoing subsidence and flooding events. I think the Arup Report commissioned by Council needs to be revisited as it did not cover enough sites, and that Council need to approach the neighbours to the sites it surveyed in that report to see if they now have problems from living next door to deep basements.</i></p>	
<p><i>It is difficult to explain the full extent of structural damage to a listed building within this survey. RBKC should be more proactive to prevent this level of damage by assessing the credentials of the company and visiting the adjoining properties before granting planning permission. Contractors and architects are able to craft planning documents to gain planning permission based on commercial initiatives. Local residents, their homes and listed buildings in RBKC should be protected by the Council to preserve the heritage of the borough. My mother is happy to receive a visit from the policy and design team if it helps to prevent another resident going through over 18 months of upset, heartache and trauma. Watching your childhood home which you have lived in for the last 76 years reduced to a building site while a contractor makes a few million pounds is very difficult to deal with.</i></p>	Structural concerns
<p><i>Other house may or may not experience movements - structure faults may occur - we do not know yet.</i></p>	Structural concerns
<p><i>The comment I would like to make are this property caused so much havoc in the street and now we have at least three more applications. When the whole of the Phillimore estate falls through the ground, maybe Kensington and Chelsea planning may sit up and take notice.</i></p>	Structural concerns
<p><i>This development cost me three years of total misery particularly as I have several serious medical conditions. I hear from an engineer friend that the water shelf and soil mechanics could be adversely affected in the borough because of all this basement development.</i></p>	Structural concerns
<p><i>We are just too far away to suffer from wall cracking etc: but we on either side are all houses built in 1806 with no real foundations so any basement work is of concern to the whole terrace. We will see if there any longer term problems.</i></p>	Structural concerns
<p><i>We, meaning my family and I, are not opposed to improvement and reasonable development in our neighbourhood. We are happy to go along with some discomfort so that new neighbours can update their properties. However, a two and a half story underground building site on the opposite side of our wall, a project that will last for several years, is completely unacceptable. We live in our house as a home-our children sleep here, study here, practice music here, like to invite friends here. We use our home as a sanctuary and as a place to entertain family and friends. A project such as</i></p>	Structural concerns

Appendix two: Written comments

<p><i>the one proposed next to us at (address removed) will put an end to such activity, not just for our family but for several families in the near vicinity. A project of this scope has no place in an inner-urban residential area such as the Phillimore Estate. Having a swimming pool, gym, media theatre, etc., is not standard living amenity for an inner-city home. A family who desires such amenities may readily find such a property in the outlying suburbs of London or in the countryside. We are very concerned about the structural damage that will certainly be incurred on our house, and the inconvenience and problems associated with the repair and making good of this potential damage. We are concerned about damp, vermin, the dust and dirt, having fireplaces closed up in our home for several winters, cracking of walls and shifting of door jambs, as occurred recently in Palace Gardens Terrace. We have seen collapse of our neighbours' house at number (address removed), and the necessary evacuation of the residents. We are very afraid of such an event happening at our home, with our young son and other children living and sleeping here. It is a dangerous situation, and totally avoidable if only the Council would disallow such massive and over-ambitious projects. What is wrong with a half basement? Why must the developers push everyone to the extreme? It is for profit and profit alone. Thank you for your attention.</i></p>	
<p><i>This development has over developed this site. There is no soil to act as drain away as both front and back gardens have been fully concreted over, the back for the basement and an extension to the blueprint of the previous house and the front for off street parking etc.</i></p>	<p>Traffic and parking problems</p>
<p><i>My main concern is about the Council giving permission to too many works (not only basements) at the same time in a small area (like Victoria Road). We have noise all day, parking suspended areas every day, dust every day and big carriers obstructing the traffic every single day. I had another basement development before next door and it's a never ending nightmare.</i></p>	<p>Traffic and parking problems</p>
<p><i>Insufficient consultation took place. If works are to be permitted - move stringent monitoring needs to take place for noise, mess, traffic management and hours.</i></p>	<p>Traffic and parking problems</p>
<p><i>This development was too big for a mews to cope with, the heavy equipment needed to build it. The mews and Elsham Road houses, being older have shallow foundations, which meant they were impacted more. This area is known to have a high flood risk, yet a development (which is now a precedence for more) was allowed. The total impact has and is phenomenal. Traffic plans, health and safety rules were all thrown out of the window.</i></p>	<p>Traffic and parking problems</p>
<p><i>By endangering accommodation this has increased the number of parking permits issued.</i></p>	<p>Traffic and parking problems</p>
<p><i>Construction vehicles have regularly mounted the pavement opposite (address removed) doing damage to the paving stones and curb stones.</i></p>	<p>Traffic and parking problems</p>
<p><i>The Roland Way Residents Association has grave concern about the damage and costs into the future for our cobbled road all the heavy trucks (skip trucks etc) are damaging the road , also we have great concern about parking of construction workers cars/vans in the street, also we would like RBKC to tell us how we can enforce a traffic management programme to allow residents access to their homes as when your planning department grants multiple consents with a three year life we end up with as many as six</i></p>	<p>Traffic and parking problems</p>

Appendix two: Written comments

<i>or seven houses having work done in a street of 48 houses.</i>	
<i>The street front pavement has been damaged. This development is causing a nuisance and it should have not been allowed.</i>	Traffic and parking problems
<i>The excavation is behind a listed building is very deep and is associated with: a) very large scale civil engineering works b) demolition of one building except for its flank walls c) serious noise, vibration, dust, traffic and diesel fumes for the immediate neighbours. d) the concentration of carcinogenic diesel exhaust fumes from excavating machinery, pile driving, cement batching, cement delivery vehicles and generating equipment is a nuisance that seems not to be covered in this survey. With the benefit of hindsight, it is clear that there is no precedent for excavation on this scale in the midst of houses in Chelsea.</i>	Traffic and parking problems
<i>I have a more general comment and questions which will also apply specifically to this project at some point. I would like someone to do a research project on houses which have had basement developments to find the answers to the following two questions. 1. How long is each basement developed house lived in by the new owners before they move on? 2. Is the newly developed house permanently occupied or just used as a 'trophy' residence?</i>	Use of completed property
<i>They have gone out of their way to be considerate and to control the impact on us in every way. But it is not possible to lessen the awfulness.</i>	Well managed
<i>It was done well because the owners spent money to have done properly. This is important i.e. no cowboys.</i>	Well managed
<i>It was well managed.</i>	Well managed
<i>There appears to be a lot of misinformation about basements. Yes there are inconveniences during the works, but not much more than any major building remodel on the street. Handled by professional companies, there has been no impact on our home next door.</i>	Well managed
<i>This has been carried out as best towards the neighbourhood. We live across the road from the house so have had no real impact from the basement development.</i>	Well managed