

## Comments to questions

<b>Question: A4 What do you like best about the area (please specify)</b>
QUIET LOCALITY OF LAING ESTATE
Green spaces, transport links, local shops
1. Village Feel 2. Community 3. High Street 4. Parks and Open Spaces including Green belt
A leafy suburb with good transport connections and in the main a safe place to live.
Green Spaces and areas to walk.
History, proximity to shops and transport.
Good service
Residential area of mainly families, quiet, friendly, well cared for houses and gardens where we are in Pinner
Close to public transport, shops and a park
Quiet and safe residential streets
Reason I moved to barrow 11 years ago was for the travel links. It's easy to get to two airports and into central London. I also love the history of harrow on the hill with the school and the amazing architecture.
Neighbours are pleasant and quiet. No real trouble. Good transport links.
Residential and good neighbours Facilities transport shops etc
Good community; Access to schools and shops; Access to great transport; Wonderful parks
Great place
green spaces and good access to shops. Some nice people and nice places in town centre.
Near parks, station & shops. Pleasant tree lined street with grass verges. Typical Metroland.
Environment - space, grass, trees, low rise housing, relatively low density.
It used to be a friendly clean residential area with all necessary services available nearby and families living in the area for most of their lives. The old character has now totally changed.



<b>Question: A4b What do you dislike about the area (please specify)</b>
INFLUX OF NON-CITIZENS STRANGERS WITH BIG WHITE VANS CONVERTING HOUSES IN MULTIPLE rotating FAMILY UNITS IN ONE HOUSE NOT FOLLOWING CIVIC DUTIES HAPHAZARD DANGEROUS PARKING SOME TIME ON DOUBLE YELLOW LINE SOME TIME BLOCKING DRIVE WAYS OF NEIGHBORS
Private landlords renting to people whom don't respect their property, neighbours and the laws. Multi occupied residences. Litter every where
1. Increasing Crime especially, massive increase in graffiti, anti-social and violent crime 2. Council given up on maintaining residential roads, grass verges and vehicle driveways and parks. 3. Too many rented properties in the area leading to anti social behaviour
The amount of alterations to the existing housing stock has turn a well planned 1930s estate into an unpleasant mish mash of over extended properties. In our road there are a couple of rented properties. One seems well managed the other has had a stream of troublesome tenants and the landlord seems to get away with it despite numerous complaints
Dirty streets, fly tipping, garages being used for living, poor services being provided by local council.
Number of properties on rent with vast people living together, beds in sheds, fly tipping, rampant speeding. Lack of trees on many roads. Uncontrolled public drinking which results in littering. Poor community engagement by local ward councillors. Bonfires at all hours. Music blasting on weekends. There is no peace in the area due to no law enforcement or home owners, just renters with no known landlords. Used to be a very respectful area, clean and strong community effort.
Rented properties are in a mesh
Some areas like South Harrow are typified by low quality shops and housing which is less well cared for. We moved from the County Roads which were getting worse in terms of anti social behaviour from groups of people hanging around on Pinner Road etc
Number of new developments such as: houses split into flats, new developments mainly consisting of small units, loss of housing suitable for disabled / older people. Increase in renting as opposed to owner -occupier. Result: great increase in demand for parking spaces, far too many parties constant loud music, seemingly stemming from higher proportion of rental not owner-occupier. Higher crime and public nuisance from park and usual drug-dealing spots (near stations etc.), police and parking enforcement / park regulations enforcement due to cuts.
Litter and anti-social behaviour
There are too many HMOs and flats that are clearly overcrowded which creates noise, fly tipping and parking issues locally. I understand that cheap housing is needed however the numbers of HMOs in Harrow has risen dramatically over the past 10 years to the point where I don't think the council can manage or enforce against them if there are issues.
Occasional fly-tipping.

Seems messier.
The last 5 years more HMO's creating anti-social issues and untidiness plus more parking issues.
Increasing number of fast food and betting shops Lack of consideration of parking for shoppers and residents from both council and residents themselves Increasing number of HMOs and developments out of character with the surroundings HMOs lead to breakdown in community.
Too much fly tipping
what i dislike about harrow is the people have no morals and they seem to not care about the area. The town centre is full of beggars and people asking for money. The church seating area is abused by drunks and people using the bushes as a toilet. People shoplifting from the shops in harrow. people in harrow dump their rubbish on green spaces and in alleys ways. Wealdstone is full of drunks and people asking for money as well..
Massive extensions being put up. A loft room extensions and extra-long back garden extension prevents sun from shining in gardens and comprises privacy. Too many extensions over 3metres in length. Badly and incompatibly designed. Not in keeping with existing properties & area. Mere boxes slung up. Huge brick sheds like mini bungalows erected in gardens. Some are used for sleeping in as are some garages. Cars parking and driving on grass verges thus making them muddy, rutted and ugly. Cars parking over dropped kerb driveways. Car dealers using area to put their cars instead of getting a sales plot. They run businesses from homes and avoid business rates. Regularly see pictures of these cars in 2nd hand car buying Web sites and papers. People who run businesses from their home that cause with people going in and out the property all day and associated traffic and parking linked to these businesses. Also avoiding business tax and renting an office. Drug dealers use quiet suburban roads to meet clients, deliver drugs to other cars, take drugs to bike drug dealers in local park. Meet their distributes in local park. Hide packages in hedges etc in park.
Ever-increasing number of loft conversions. Extensions to houses which are not in keeping with the surrounding housing. Thoughtlessness of those using the area, e.g. parking over driveways and on the verge, driving onto or over the footpath, leaving rubbish behind, drug-related activity, spitting, lack of respect for other people's property, damaging the road surface, etc: and, in general, "We'll do what we like because we want to do it."
The neighbourhood has now changed drastically, too many houses are now rented out with multiple tenants, pavements are littered throughout with rubbish, people dumping furniture, fridges, etc. everywhere, no maintenance carried out on the rented properties - fences broken, garden growing wild, foxes and rats running wild, health/safety/security greatly compromised, the values of neighbouring properties are going downhill fast. It is not at all sustainable at this rate. The whole area is now a total disgrace for a country like ours. You may consider visiting the neighbourhood and 17 Milford Gardens to experience the squalor for yourself.

<b>Question: B1 Have you experienced any Other   Comment</b>
GRANGE AVENUE COLDALE DRIVE JUNCTION WITH WETHERAL DRIVE
A rented property in our road has caused numerous problems. Noise continuing until the early hours. Rubbish overflowing into the street. Multi occupied residences not adhering to social distancing.
Frequent Crime of all sorts.
Fly tipping, littering every day and in the same spots. Rampant speeding and alcohol consumption on the road at all times of the day.
Burning rubbish in the garden almost every day can't open the windows for fresh air while working from home due to Corona virus have complained many times nothing so far.
parking nuisance - too many residents with cars, few parking spaces
cars and motorbikes parked on pavements party's with loud music affecting the whole neighbourhood shouting in the streets
Drug dealing. Unsolicited door knocking for miscellaneous repairs, sales etc despite in my case having a notice's saying no unsolicited callers, sales.
See A4b
Comments above refer.

<b>Question: B2 Have you used the Services of any of the following Teams:   Comment</b>
PARKING UNIT WHEN MY DRIVEWAY WAS BLOCKED BY VAN DRIVER
Spoken directly with police on the beat. Reported infringement of social distancing.
reported these people for dumping rubbish in broad daylight many times to council and these people are still doing it. only this week I see 2 different people dumping rubbish in 2 different spots.
Planning and Building Control

<b>Question: B5 Do you feel anti-social problems are dealt effectively</b>
<b>  Comment</b>
Numerous complaints about the tenets to the council have resulted in nothing.
These people still live like animals..
don't the council think if 20 people complain about somebody that they are all wrong..
Nothing ever seems to happen when complaints are made about anti-social tenants.
Even when several people have complained about this tenant.

<b>Question: B6 Do you think that landlords are taking enough action against tenants who cause a nuisance or...   Comment</b>
The landlord doesn't appear concerned. As long as he gets his rent.....
We have had a year of complaining about one household. I believe that the previous tenants were deemed to be in a house in multiple occupation and the landlord may have been fined. But he really doesn't seem to care. Also the house looks very scruffy from the outside.
Unknown as rubbish continues to appear overnight and in general is left by gates/ entry to alleyway(s) behind houses. This I suspect is by the landlords or their agents rather than the persons that are living in these unsuitable dwellings.
Landlords make zero effort; you don't know who the landlord is as the properties are let directly and people pay in cash. Even the tenants don't want to know who the landlord is.
not checking that property is kept rubbish free, no anti-social activities such as drugs, noise
Landlords are disconnected from the local area and don't take any responsibility for their tenants' actions or anti- social behaviour. It's basically another income or business for them.
I do think that landlord need to be more accountable by the council.
Landlords are just interested in making their money and don't vet their tenants or their behaviours especially in residential areas.
HMO on our road has tenants smoking weed, talking at top of their voices late at night, overflowing their bins.
Nothing ever seems to happen when complaints are made about anti- social tenants.
Even when several people have complained about this tenant.
I know private tenants that have moved because anti-social people have moved in next door to them and the council has done nothing.
Landlords themselves are responsible in many cases. Their main interest appears to be just financial gain and their responsibilities to the properties, tenants or the neighbourhood.

<b>Question: B7 Do you think the Council is dealing effectively with landlords and agents who neglect their...  Comment</b>
Obviously not. We have had about 4 years of issues with this house
It is difficult to judge as the police have been out to the house and have said it is down to the council to deal with noise complaints. This of course may be down to the limited powers the council have had due to COVID. But I believe it took a long time for any action to be taken with the previous tenants too which was pre COVID.
Multiple complaints regarding fly tipping from rented properties, speeding, music blasting, bonfires at all times of the day. Councillors only tell us they don't have resource or there is no law to enforce.
The system needs to move quicker.
Planning application from landlord of said HMO seems to be declined and re-raised without any inspection or consideration of comments made by neighbours. we have all seen this on tv when they followed the housing officers of harrow council.
The Council needs to register / licence / monitor all landlords.

<b>Question:C1 What was your overall opinion of our service?  Comment</b>
INNER STREET INSPECTIONS ARE REQUIRED
I like being able to use website to report matters, make enquiries, make certain payments and get information
Don't know

<b>Question:C2 Are there any other aspects you wish to comment on?  Comment</b>
The council has given up on looking after the interests of its council taxpayer who are burden with one of the highest council taxes in London and seem to be more interested in politics than on improving the life of residents in the borough. It has always been hard to contact the council about anything and now it's been made for difficult. Nothing ever seems to get resolved smoothly and sometimes I have just given up and hope that we get a better administration in the borough.
Would like to see the register for HMOs being easily available to Harrow residents.
Poor maintenance of streets, overgrown weeds, poor periodic street cleaning. Parking arrangements / double parking and respective charges in Rayners Lane shopping area.
SINGLE FAMILY DWELLING PROPERTY STILL BEING USED AS An HMO ON THE RIDGEWAY WHY?

I appreciate people are aspiring to move to Harrow. There is lack of sufficient housing so development of HMOs, blocks of flats and conversion of houses has boomed. However, there is not enough infrastructure to support this influx of people into the borough. This includes schools, GPs, transport. The council needs to control how many such developments are approved or carried out as it is seriously putting the reputation and pleasantness of the borough at risk of deteriorating.

Council website can be difficult to navigate. Needs to be more user friendly and easy to use. Difficult to phone council and/or getting to correct dept.

**Question:C3 Is there anything else, which you feel, is important for the service or would improve the service? | Comment**

More Benches are required for old people in centenary parks  
Repairs and replacement of damaged benches  
More tree planting is required  
Newly built Cafe shop is closed Why not re tender for new operator  
Conservative Councillors are absent from active service Stop their emoluments and compensation

Take complaints from numerous neighbours, over many months and years seriously. It seems all the power is with the landlord!

Reduce HMO's in the borough in residential streets, this would help to reduce anti -social behaviour and crime

I believe that a speedy response to any complaints would generate more confidence in the system.

The proposed landlord licensing scheme that is presently in a consultation phase is long overdue and should have been introduced many years ago. Whilst this does not directly affect me the knock-on does as mentioned above. Furthermore, I would also like to think that if it is introduced it will be policed adequately so as to protect both the tenants whose rights in my opinion are being abused and lead to the prosecution of unscrupulous landlords and letting agents.

extend rental control in all wards

Someone to actually come and see the property to ensure its being used to what it says

If HMO application is rejected due to reasonable feedback, then further applications should not be allowed.  
Also, said HMO application has been created with a use to deceive the neighbours and council. Initial application was for a single- family extension (dissolving the current HMO) and then as work started, a new application for a bigger HMO was made. After that was rejected, a new HMO application with one or two fewer people was made. The development for a single -family extension was started with an HMO in mind.  
This sort of shady behaviour should be discouraged in Harrow.

Another house has been rented out on same road which has multiple households but falls under the HMO license. These tenants are respective of surroundings however.

We need a balance of how big an HMO can be.



Planning needs to ensure regulations & building plans adhered to. More checking needed. Properties in my area submit plans that get approve & then when they actual do the build plans are not adhered to. Extra building is done more than approved & the designs changed.
Not able to comment.

<b>Question: D2 Additional licensing scheme would enable the Council to have greater control on private rented...   Comment</b>
100% until you know which properties are on rent and who is living in them, there is no accountability.
People should live in decent homes. Both landlords and tenants need to be considerate to each other and to their neighbours.
Most private landlords are respectful of tenants and neighbours. The few select that fall foul of Anti-Social Behaviour should be made to apply for license and inspected. Having a blanket licensing scheme makes it harder for the good landlords to provide an efficient service.
Seems like Harrow council can't really organise anything properly so how they could sort out selective licensing is a question not really worth asking.
It may help stop dangerous exploitative HMO affecting tenants and neighbours. Avoid so many of these HMOs being used for human trafficking and slave trade. May avoid beds in sheds/garages often used in some HMO Avoid horrendous overcrowding that happens in so many HMOs. Stop cots and box where night workers share same bed with day workers.
Tighter control of HMOs and privately rented properties that are HMOs in all but name: <ul style="list-style-type: none"><li>- Health and Safety of individuals in and around the property.</li><li>- Overcrowding, fire.</li><li>- Inappropriate / illegal use of properties.</li><li>- Exploitation.</li><li>- Parking and inadequate provision for cars and white vans.</li><li>- "Beds in Sheds" and illegal extensions.</li><li>- General deterioration in the immediate area - refuse, lack of respect for surrounding properties and residents, etc. - a form of "planning blight" resulting from unreasonable and inconsiderate actions of individuals and then the lack of robust action and enforcement by the local authority (supported by police where appropriate).</li><li>- It seems that, in the past, it has been all-too-easy to just allow things to happen and to allow people to do whatever they want.</li><li>- The Local Authority should be the protectors and guardians of the built environment in which we (and future generations) live.</li><li>- (If everybody behaved reasonably and respected the law and other individuals and their property, there wouldn't be the need for enforcement etc)</li></ul>
It should cover all properties and landlords and not just a few special selected properties - the problem in the area is quite widespread.

**Question: D1 Would you be interested in participating in future stakeholder consultation exercises..**

**Left blank as contained personal information**