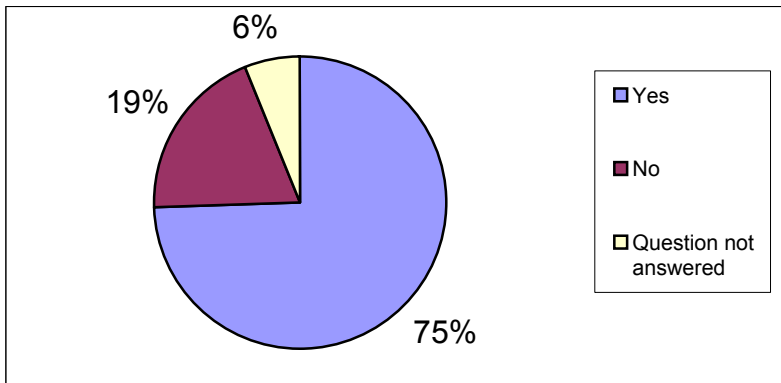


Belgrave Square Garden Keyholders' Questionnaire Evaluation - 2009
161 feedback forms returned (approx 596 sent out)

Yes **120**
Although I feel there is an adequate selection already

No **31**

**Question
not
answered** **10**
Bit expensive



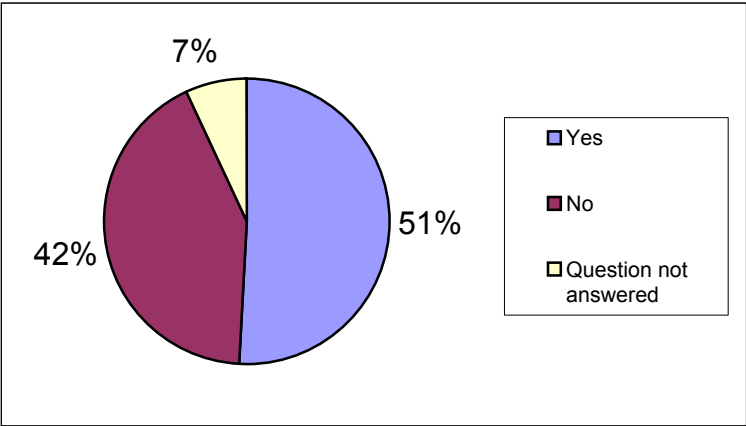
The Committee is reviewing potential ideas for improving the garden. Do you agree that these are worthwhile considering?

2. Introducing night time lighting into the garden?

Yes 82
Only if not too bright
Discreet - decorative only
Very important!

No 68
Only if you provide floodlighting to the tennis court as well

Question not answered 11



The Committee is reviewing potential ideas for improving the garden. Do you agree that these are worthwhile considering?

3. Providing floodlighting to the tennis court?

Yes 70

If paid for by the tennis court users **solely**

Important

No 83

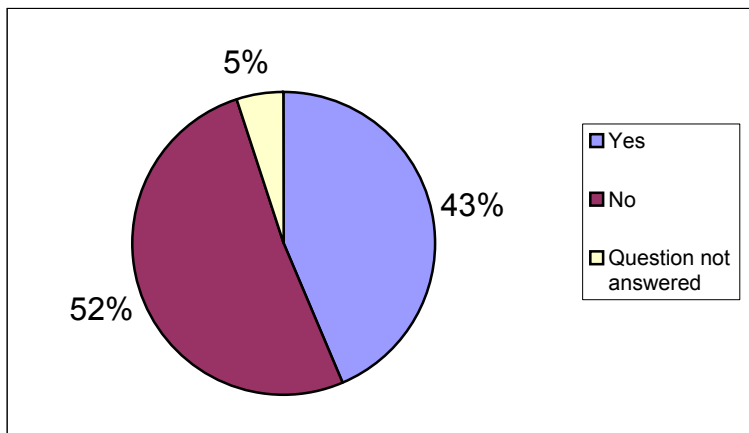
I think it would change the character of the gardens

Unless they are telescopic

Question not answered

8

No opinion

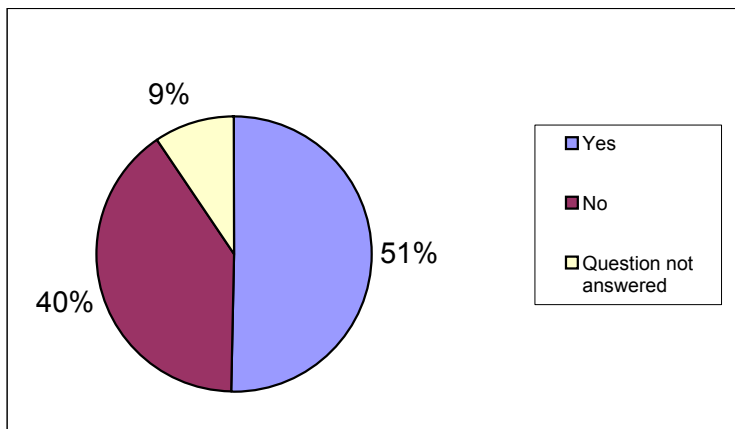


The Committee is reviewing potential ideas for improving the garden. Do you agree that these are worthwhile considering?
4. Resurfacing the paths within the inner circle of the garden?

Yes 81
If it is with nice pavements and bricks

No 65

Question not answered 15
The present surface looks good. Is this necessary?
Don't know



The Committee is reviewing potential ideas for improving the garden. Do you agree that these are worthwhile considering?

5. Improving the provision of seating within the gardens?

Increase number **92**
Need more picnic tables and benches

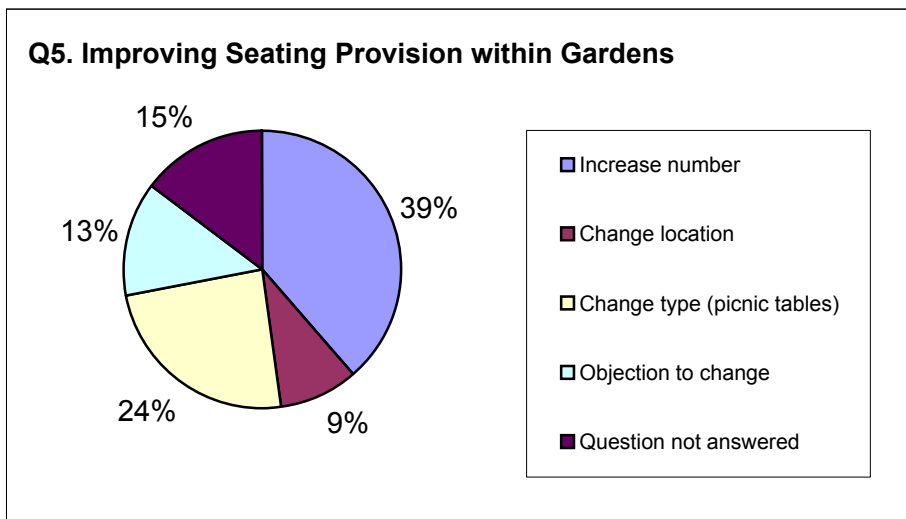
Change location **22**
Into summer locations
A few more in the inner circle

Change type (picnic tables) **57**
The new picnic table is great!
Use a variety
(Picnic) tables would be great
1 more picnic table in the children's play area would be useful during the summer
Need more picnic tables and benches
Great idea!

Objection to change **32**
x10 No (to all)
No (to all but especially picnic tables)
That would be a disaster (picnic tables)
No (to all including picnic tables). Benches should remain rustic. No further picnic benches as people will make a mess
No way (picnic tables)
x4 No (to picnic tables)
No - (blankets much preferred (to picnic tables)
Definitely against picnic tables
No (to increasing the number and picnic tables)
x3 No (to changing location and to picnic tables)
No (to changing location)
No (to changing location) seem to be alright as they are
Not necessary (to changing location)
Satisfactory as it is
The inner garden is small and crowded as it is. Don't clutter it please. Leave the space for children to run around
Would not want any changes made
I think that the inner garden has reached a reasonably good layout and should not be changed but enjoyed as it is now for at least a long while
Not bothered

NOTE: over 22 people objected to picnic tables

Question not answered **35**
Not sure



6. Would you agreed to an increase in your garden charges over and above the present charge to fund capital improvements (eg lighting or tennis court floodlighting)?

Yes 71

At a capped level

Yes, depending on the extra pro rata payment per household

Not for the tennis - tennis should be a charge only for the tennis subscribers

Only for the tennis court

Pro rata

No 75

Not without careful debate

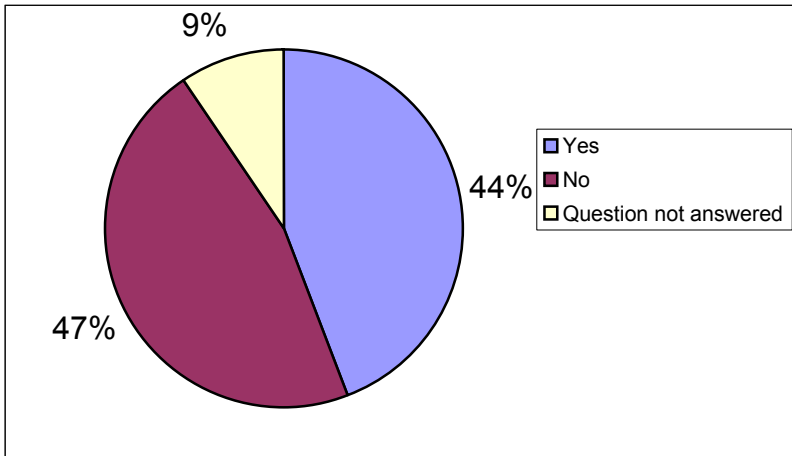
Question

not

answered 15

(To pay for) lighting yes - tennis court floodlighting no

Depends how much and for what

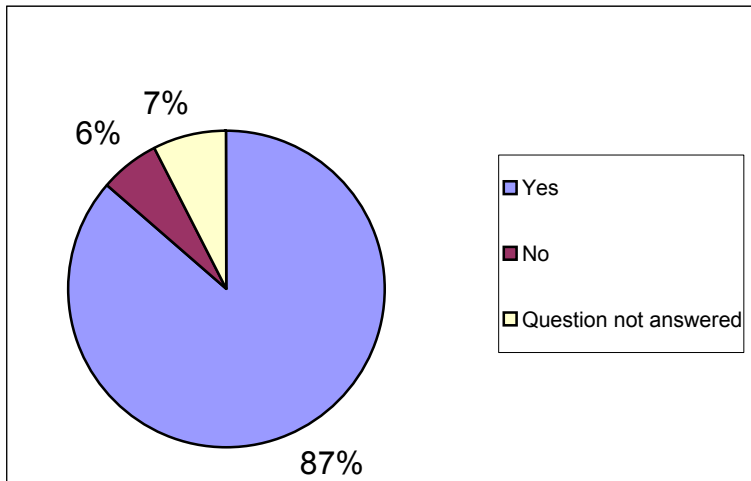


7. The committee would like to ensure that the garden rules, once revised, are suitably enforced for the benefit of all keyholders. In normal circumstances any breach would normally be resolved by an informal warning; subsequent or more serious breaches (such as those involving injuries to keyholders or dogs or damage to the garden) would, however, lead to keyholders having their key and access to the garden withdrawn on a temporary or longer term basis. Do you agree with this approach?

Yes **139**
But rules have to be reasonable

No **10**
Certain matters should result in automatic withdrawal especially for not keeping dogs in check / clearing up after them

Question not answered **12**
Depends on the misdemeanour (*length of time of withdrawal*)



8. Do you believe that dogs should be:

(a) Kept on a lead? 52

I would like to say b) but that would/will only work if people comply
Either a or b is OK as long as they do not run at the children
At all times

None in central area but a sector fenced off, they can be off the lead. My main worry is disease from dog droppings making children blind

(b) Kept under strict control but not necessarily on a lead? 92

Either a or b is OK as long as they do not run at the children

Many (especially elderly) keyholders only exercise their dogs in the square. It would be extremely unhealthy for these dogs to be kept on a lead the whole time as any vet would confirm. This sounds like a very odd idea reminiscent of New York and other places in America

Large dogs must be controlled properly as they do sometimes fight or attack small dogs

(c) Not allowed in the garden at all? 20

Otherwise a)

This should not be an option

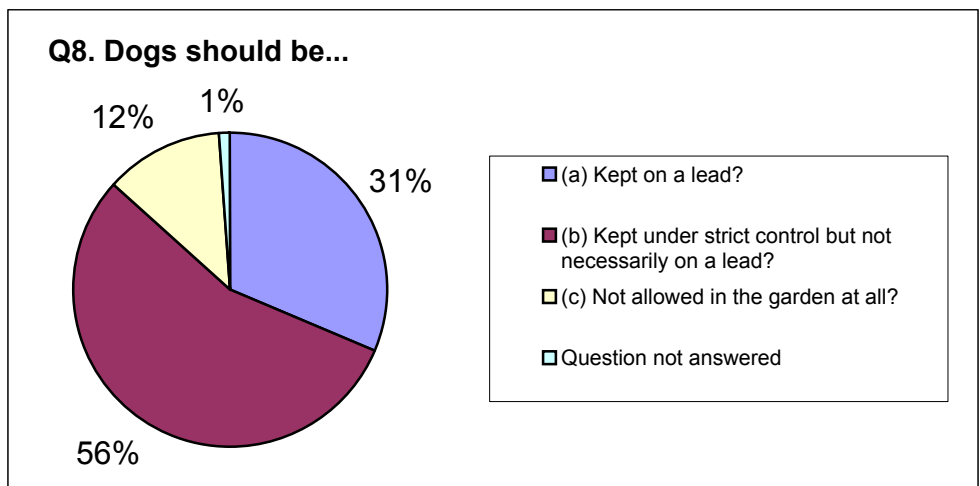
If dog owners obeyed the rules, which they don't, we wouldn't mind the dogs being kept on leads (b)

The garden should be for kids and adults only. No dogs

Due to many young children

Question not answered 2

People should respect the environment and the fellow keyholders by having good manners and obeying the rules. Most dogs I notice are not kept on a lead. As I am not a dog owner I do not know what the rules are. I have noticed, however, that some/most troublesome keyholders tend to be dog owners



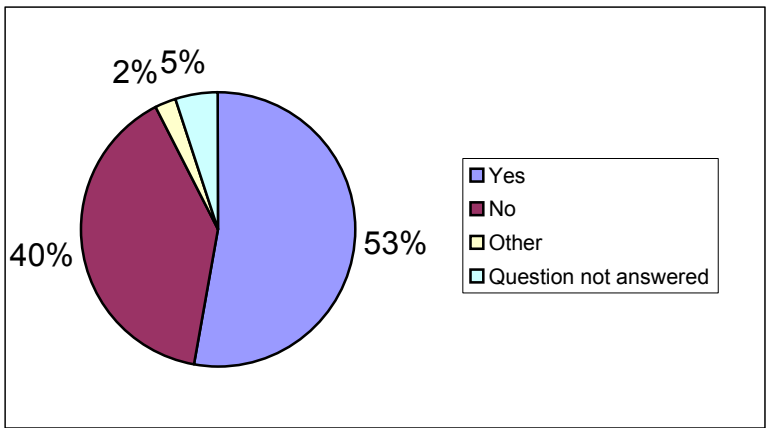
9. Would you support increasing the number of security patrols in the square to improve the overall standard of behaviour and compliance with the rules of the garden?

Yes 85
Fine as long as it is gardeners etc and not anyone from committee
Have seen dogs in inner circle on several occasions
Providing it is not intrusive into ones enjoyment of the garden
Only if felt required
On a temporary basis if absolutely necessary

No 64
This should not be necessary if individuals would take greater respect for following the rules
Not a prison but a garden
Security is about security, not enforcing rules

Other 4
Don't know. Don't want to feel under police supervision but appreciate added security
Unsure
Probably

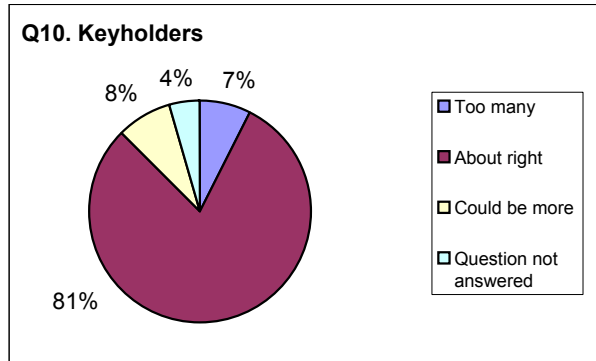
Question not answered 8



10. There are currently about 550 keyholders, 125 registered tennis court players and 100 registered dogs using the garden. Do you believe that these numbers are about right, that they should be restricted or that they should be increased?

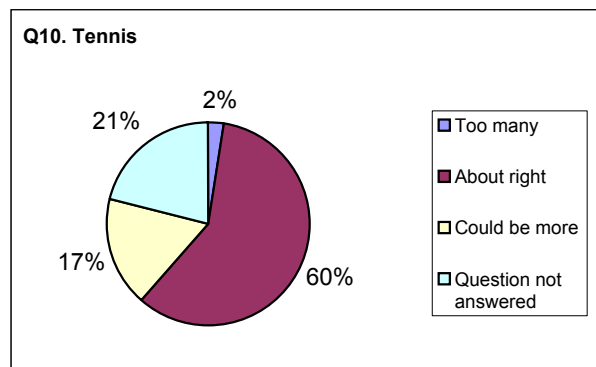
Keyholders

Too many	12
About right	129
But many people use the garden who do not live locally	
Could be more	13
The gardens are always very quiet at weekends	
Question not answered	7
Can't answer as don't know what potential number could be	



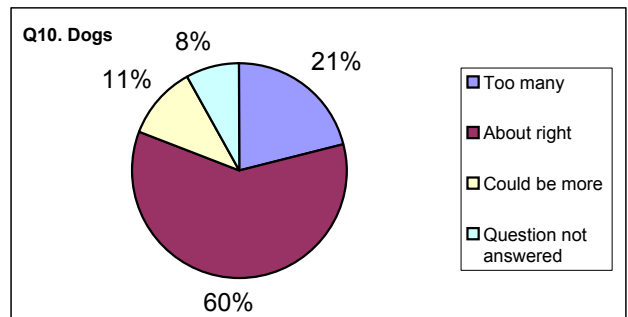
Tennis

Too many	4
About right	95
But users are inconsiderate and book but then don't play	
Could be more	28
The gardens are always very quiet at weekends	
Always easy to book a court	
Question not answered	34
No opinion	
Don't know x 2	



Dogs

Too many	34
About right	96
100 maximum	
Could be more	18
The gardens are always very quiet at weekends	
User the park mainly between 12 & 2, never see more than 3 dogs	
Question not answered	13
No opinion	



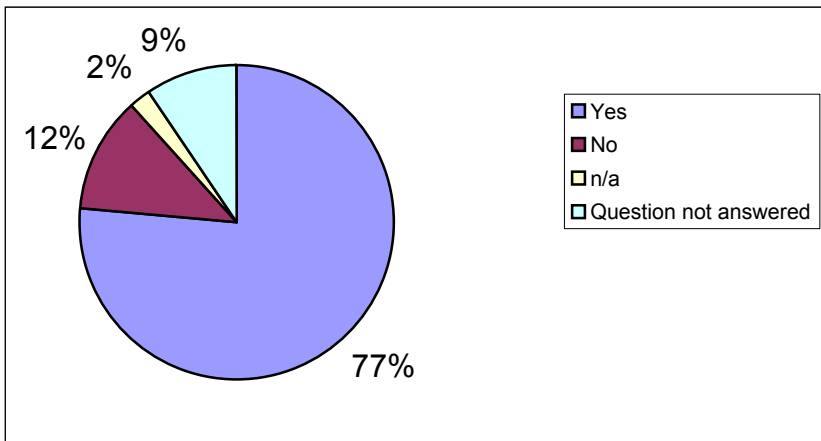
11. Are you satisfied with the current provision of children's play facilities?

Yes **123**
But older structure was better for younger children

No **19**
More swings and jungle gym
Not adventurous enough
It would be good to have some extra play items for very young children age 1 to 3
Would like to have a slide for smaller children in the play area
We prefer how it was before the sculptures

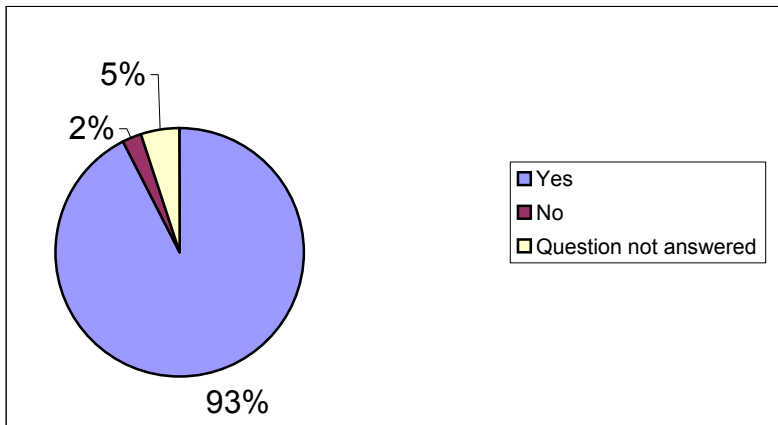
n/a **4**

Question not answered **15**
No opinion
Don't use them



12. Are you satisfied with the general standard of maintenance in the garden?

Yes Excellent	149
No	4
Question not answered	8



13. How often do you use the garden?

Daily **25**

Walk the dog and play tennis

More than 5 times

a week **32**

Our daughter and friends visit regularly to play and ride their little bikes

At least once a

week **61**

More frequently in summer than in winter

On average (1/w summer, 2-3/m winter)

More in the summer

Something in between 5/w and 1/w, more in spring and summer than in winter

In summer

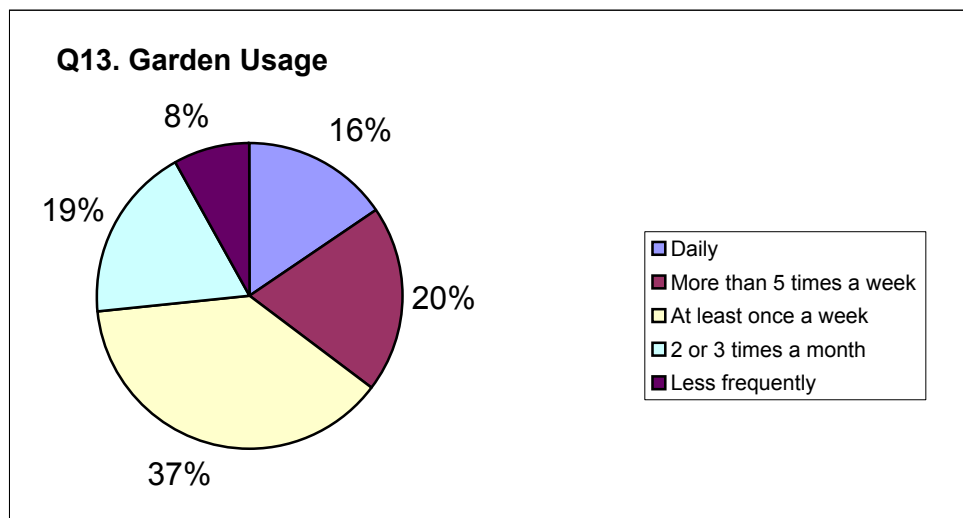
2 or 3 times a

month **30**

On average throughout the year

Depending on weather and if we are in the UK

Less frequently **13**



14. If a tennis player, how often do you use the court (days per year)?

Days per year	Total	Exact No of Days	(%)
0 days	4	0x4	2.5
1-30 days	25	2x2, 6, 10x5, 12, 15, 16, 20x7, 25x2, 30x4, 20 approx	15.5
31-60 days	5	40x4, 52x3	3.1
61-90 days	0		-
91-120 days	1	100	0.6
121-150 days	1	130 (2-3/w)	0.6
151-180 days	0		-
180-210 days	0		-
211-240 days	0		-
241-270 days	0		-
271-300 days	0		-
301-330 days	0		-
331-365 days	0		-
Question not answered	102		63.4
n/a	23		14.3
Total	161		100.0

NOTE: These figures may be skewed as it would seem people did not see the "days per year" part of the answer ie they may have answered "2", meaning 2 days a week, not a year

Comments

Not as often as I would like because people book and then don't show up

Depends very much on the weather - I try to play during winter, but for various domestic reasons have not played much recently

I have not started to use it yet

Just started this season

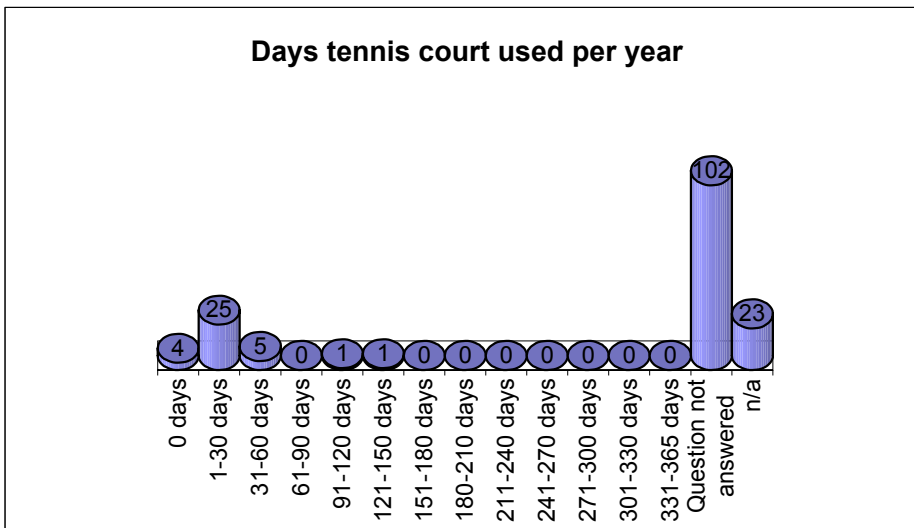
Not yet registered but would like to play

Say about 2 months a year at most and on average about twice a week

Will be starting to use the court in summer

Waiting for permit for tennis

Due to shoulder injury have not been able to play this year



15. Do you feel the current level of charges for keyholders, the tennis court and for dogs offers value for money?

Yes 136

Although I find these days that the inner garden gets overwhelmed by the number of children

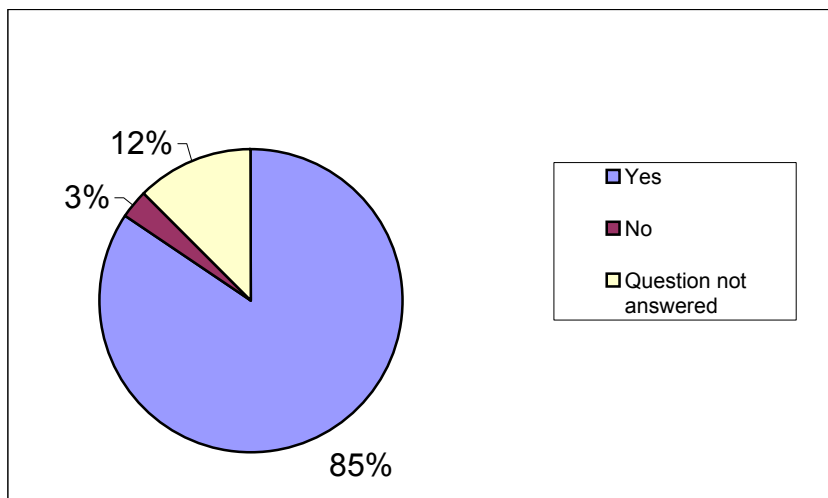
No 5

Key charge way too expensive

Question not answered 20

Do not know (*letter was attached regarding dogs and fees*)

Can't answer - hard to suggest a value



16. Do you have a dog registered for the garden?

Yes **51**

No **105**

But have in the past

On waiting list x 2

I am on the waiting list!

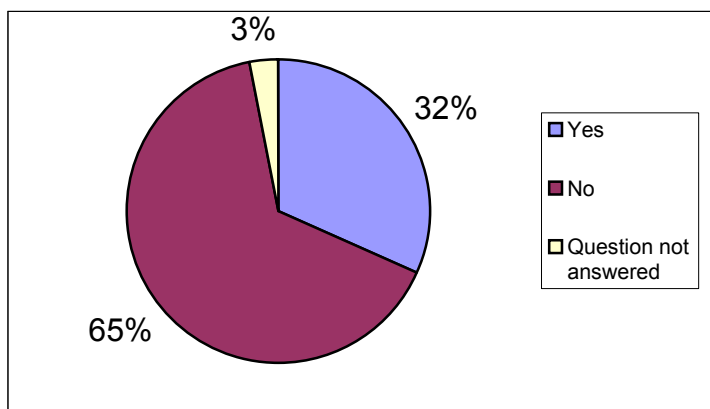
Long letter was attached regarding dogs and fees

Question

not

answered **5**

Not sure - will check



17. Would you support having further sculpture displays, of no more than six pieces at any one time, in the garden in 2010?

Yes 103

But probably not on the scale of the large "feeler" sculpture but more like the "wolf" and "fish" sculptures
We loved them!
They were fantastic - well done
Really like them - great idea
I thought the sculptures were a wonderful asset to the garden area. I look forward to seeing more!
As long as not as large and out of place as the previous one
I loved the sculptures!
They were FANTASTIC!

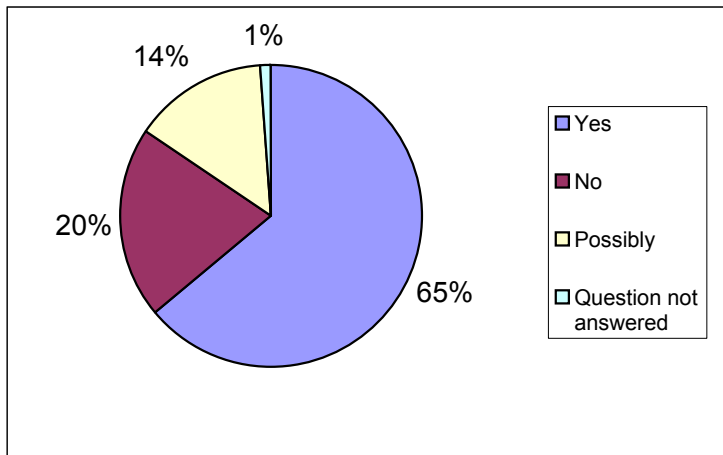
No 33

Waste of money. The Garden is a garden with all its lovely trees, flowers etc not an art exhibition
Sculptures are dangerous for small children and use up space
Sculptures displays OK if there is no cost. Insurance and transport when Cass sculptures were exhibited was not a good use of funds
The sculptures were ugly and took up a wonderful space where there used to be a sandpit. We were never sure what the purpose was of those sculptures, they did nothing for the garden. They were out of place

Possibly 23

I would be against having to pay for the sculptures (either purchase or rental)
Preferably no more sculptures. But if we are to have more sculptures transport and rental should be paid entirely by the Cass Foundation or any other commercial gallery concerned

Question not answered 2



General	Jose and his team do a fantastic job in the garden. Thank you to you all - makes the garden a great pleasure to use
General	We love the garden and (...) walking dog and tennis just as it is. This garden looks fantastic. Please tell the gardeners what a great job they do
General	The Park is so lovely and provides a quiet haven for my children from the often loud and hectic city life in London
General	I have noticed an increased number of people who work at offices in the area using the garden for lunch, relaxation and tennis
General	Perpetrators if serious breaches of garden rules (eg damage to garden, injuries to dogs/humans) should have keys withdrawn at once for a year
General	We love the gardens and believe that the committee and Grosvenor do a wonderful job keeping the gardens looking so amazing!
General	The park is a wonderful addition to the community
General	The garden gives me joy and pleasure
General	I think it is important to maintain the character and uniqueness of the gardens.
General	We love having a key to the garden and being able to enjoy it. Thank you!
General	Many people - particularly Embassies and probably other Belgrave Square institutions - give their servants, who often do not live locally, use of keys which results in whole families picnicking at weekends, thus crowds of noisy foreign children who could just as easily use Hyde Park
General	Other ideas: nature trail: outdoor gym, Look at Diana Children's park for playground ideas.
General	We love Belgrave Square. Thank you for keeping it such a special place
General	The garden is very enjoyable!
General	Definitely think more seats in sunny spots!
General	This garden provides a wonderful facility for residents and is much appreciated by me
General	Keys should be restricted to a specific radius from the Square, not the entire Grosvenor Estate. Costs should be more fairly distributed - properties on the Square bear far more than their share. Charges for keys/dogs should be substantially increased
General	I think that the keyholders should be made aware that we are VERY privileged to be able to enjoy such a beautiful garden and should respect it accordingly. Part of that respect is to have good manners towards other users and to obey the rules. I think it is important to obey the rules - many people do not and get very rude and aggressive when reminded
General	I really don't like the central hill which blocks the view of the central garden and is roughly grassed due to difficulty of mowing - it looks out of place - maybe that's why it was originally removed
General	I thoroughly enjoy the benefits of being a key holder!
General	We are v lucky to be able to use such a lovely square so <u>THANK YOU!</u>
General	Is there any way we can prevent people urinating against western railings
General/Dogs	The garden should be a pleasant experience for adults and children without any dogs or picnic areas, as it will ruin the garden. It is much better to put more flowers and simple rustic benches
General/Dogs	Too many dogs. Otherwise a wonderful square
General/Tennis	I agree with the major approvals suggested. However, improvements on the tennis courts should only be paid for by the tennis court users not everybody
General/Toilets	It would be appreciated if you could put a water fountain or two in and some loos for children and adults
General/Toilets	Would be nice to have an annual children's summer party for all keyholders. Would be great to have a toilet in the square!
Dogs/Playing	I feel that dog owners are rather discriminated against - while children's facilities are constantly improved. We (dog owners) pay rather more than "child owners" and get a bit less for our money!
Dogs	Not aware as to whether should be cleaned after. I believe it is unacceptable for owners not cleaning after dogs. Penalties should apply.
Dogs	I am strongly <u>against</u> letting dogs off the lead. On one occasion 3 dogs simultaneously ran at my grandchild, one putting his paws on his shoulders and all barking loudly. I was very grateful to a Grosvenor employee who spoke to the owner and insisted the dogs went back onto a lead
Dogs	I do not own a dog but do not find them a nuisance in the garden
Dogs	I have my dog on the waiting list for the garden and would welcome his acceptance. I would use the garden more frequently upon his admission
Dogs	Please ban dogs
Dogs	If there is a problem with dogs in the garden they should be kept on a lead not limited in number
Dogs/Toilets	As a matter of urgency can a temporary toilet be placed in the gardens for the spring and summer term and a space for a dog toilet area with a dog scooper and waste bin
Dogs	A basic toilet facility as in Cadogan Gardens would be of benefit and prevent use of the gardens and borders. Also, dog owners allowing dogs to foul the gardens basically renders it unusable by families at all for playing, running or picnics which is a great shame
Dogs	You have given me two warnings for having my dog on a lead while in the children's area. This is unreasonable and not enforced by other attendants
Dogs	The dog issue is a <u>very</u> real problem. I have NEVER seen anyone enforcing any policy. People have their dogs off lead and let them run around with NO control. Keeping dogs on leads should be <u>mandatory</u>
Dogs	Is there a way to report owners clearly knowing but not picking up after their dogs? But without having a snooping culture! It can be hard to say something although I know we should
Dogs	I am in London about twice per week - on very odd occasions I have to bring my dog with me. It would appear to be a good idea to have dogs allowed in the park between certain times, say 7-9 mornings and 7-9 evenings
Dogs	Sometimes dogs owners don't pick up their dogs' poo! This should be a breach of the rules
Dogs	<i>Long letter attached to form - summarised as a complaint over dogs registration fees and not having been told about them</i>
Dogs	Larger dogs tend not to be supervised properly and let loose they tend to attack smaller dogs, as in our experience
Security	I have never seen any patrols whatsoever. I know from experience there have been a few incidents in the square - MORE PATROLS PLEASE
Security	On the question of security, a presence is necessary but should be discreet and polite and be able to show a degree of flexibility
Security	Recently I have found gates being left open when I have arrived at the gardens - also on two occasions there have been individuals in the garden who do not have keys - one had a backpack
Security	Members of the public push behind keyholders to gain access to the garden and again to leave the garden. Could there be a system where only one gate is open (with current system) and manned?
Security	Less formalities and security against outsiders is key!!
Security	Illegal access is gained over fences in the corners around statues
Security	People are bad unbelievably bad at closing all gates and people wander in!
Tennis	Please put an internet booking system in place for the tennis court
Tennis	Can we do bookings on the internet for the tennis court? Bookings should be limited per family etc to 3 times per week
Tennis	The tennis booking system does not seem to work. Often forms are binned and replaced which means you don't have the court when you booked it Would an online system work better?
Tennis	The tennis courts are often empty. We have a 6-year old who enjoys playing tennis. However, we are on the waiting list. It would be nice to have more spaces open so she could get a change to play in her own backyard
Tennis	As an alternative would it help tennis overcrowding if one played weekdays only? As I've found that weekends are understandably very crowded? At present I do not often play then. If we had retractable lighting (modern) on could play in the winter
Tennis	Raise tennis court fees to £500 to reduce waiting lists and pay for floodlights
Tennis	Though not yet a member of the tennis court, am on waiting list (and hoping!) am keen that it will be possible to book online - without having to make a special visit!
Tennis	The booking system for the tennis courts is quite cumbersome, could it be improved? The tennis court surface reacts very badly when wet, the paint does not allow drainage; a change of court surface would allow many more hours playing time
Tennis	Put the tennis booking system online
Toilet	The need for toilet facilities for children and adults
Toilet	Please build a toilet

Toilet	We would like toilet facilities
Toilet	A loo would be good
Toilet	A toilet would be extremely beneficial for garden users
Playing	There have been a lot of older children (12+) playing football on the grass, which when they kick the ball at speed could hit other little children. Could they use a dedicated area or tennis court?
Playing	<i>Long letter summarised as:</i> The icing on the cake would be an area where ball games are allowed similar to the one at Hurlingham Club
Playing	I would suggest that children's ball games could be allowed in the central area as long as they are supervised by an adult
Playing	Children need stricter control. Their loudness and unruly behaviour is disturbing
Playing	It would be good to have some extra play items for very young children age 1-3
Playing	The children's play area is fabulous
Playing	More things for children and relaxation of children's rules so they can use tricycles and balls up to certain ages ie under 12 years - football pitch
Playing	The playground is quite dangerous for very small children. Any chance of replacing the infants playground that used to be there?
Playing	I would suggest that football and cricket are curtailed in the inner garden and adult bikes. Remove all ball games outside the inner garden
Playing	Children's area needs additional soft ground cover beneath swings, slides etc. Currently dangerous if a child falls
Playing	An area within the square where ball games for bigger children and teenagers could play would be very welcome
Maintenance	The mews paths are a big disappointment
Maintenance	Maintenance and overall care for garden could be improved. Garden around the children's play area and tennis court could be improved and maintained better
Maintenance	Overall the Gardens are well managed and well maintained
Maintenance	Garden maintenance bit untidy at times eg hedges
Maintenance	The outer circle paths (brown mud) are highly uncomfortable and result in dirty shoes, clothes and dogs. Could that be changed in some way to a more fixed concrete type surface?

