

## Chatham High Street/Best Street Masterplan - Supplementary Planning Document, September 2007.

### Consultation Statement

#### Summary of issues raised and Council response

This statement has been prepared in accordance with Regulation 18 of the *Town and Country Planning (Local Development) (England) Regulations 2004*

#### STATUTORY CONSULTEES

NAME	COMMENTS
English Heritage	<p>Support the vision for the regeneration of Chatham town centre. Analysis of the issues is correct and the draft masterplan sits well alongside existing adopted masterplans. There are few designated assets within the study area, one scheduled ancient monument and two listed buildings. There are more designated assets around the study area and the changes within the study area raises potential issues for their setting.</p> <p>Advice of PPS5 most relevant. Objectives relate to conservation of the significance of the historic asset and also the positive contribution these can make to local character and sense of place. Figure 4.6 analyses the quality of the existing High Street and English Heritage would be pleased to comment on any reports about the quality of High Street properties. There is potential for older buildings to be obscured behind existing elevations. Do not suggest that former dense development of the 19 century is a model for the future of the town centre but it could provide an inspiration for new development. Support the need for enhanced access north to south across the High Street. Active frontages are essential to compliment the aspirations for the transformation of the Brook. Urge new development opportunities do not repeat past errors – the Debenhams opportunity is an example of this. Kent County Council Historic Towns Survey report for Chatham provides guidance on the</p>

	<p>archaeological potential of the study area. Area is classed as zone 3, which equates to low archaeological potential. Masterplan represents an opportunity to explore the historic development of the town centre over a 200 year period. Suggest a research strategy is prepared.</p> <p>In terms of relationship to the proposed World Heritage Site, topography has created a real opportunity for the town centre. It is visible from the north side of the valley and the Great Lines. The town centre is part of the buffer zone to the proposed World Heritage Site. Buffer zones are not intended to be places where no significant change can take place but rather to encourage change not to harm the values of a World Heritage Site and where possible enhance these. High St/Best St has the potential to achieve this, in particular for views into the town from the escarpment of the Great Lines.</p> <p>The Great Lines Heritage Park now includes enhanced access from Fort Amherst to the memorial so these views will become more relevant. A feature of existing views is the roofs of monolithic blocks, urge new development provide an acceptable roof form to reflect their high visibility.</p>
<b>Response</b>	<p><b>Comments noted.</b>  <b>Heritage assets listed in Fig 4.4 but reference to PPS5 should be added to section 1</b></p>
<b>Environment Agency</b>	<p>The flood map shows that the section of the Masterplan flanking Brook Street falls within Flood Zone 3. Sites 1a 1b 1c 2 3 4a 4b 4c and 12 fall within Flood Zone 3.</p> <p>It is essential that in allocating these sites you fully consider and demonstrate that these sites satisfy the Sequential Test and are designed in line with the guidance contained within PPS25 and in consultation with us. Site 2 (Halfords) includes a proposal for 30 homes within Flood Zone 3. Residential use falls within the More Vulnerable category in Table D2 of PPS25 and would therefore be subject to the Sequential and the Exception Test.</p> <p>Each application for developments within these areas should be accompanied by a site</p>

specific Flood Risk Assessment (FRA).

The Medway Urban Flood Defence Strategy may identify options for reducing the risk of flooding within the Masterplan area. The findings of this report will be a useful tool to inform planning decisions within the area.

### **Delivering on the Thames Gateway Core Vision: Low Carbon agenda**

Recognise that the Green Infrastructure and access agenda has been well reflected in the draft masterplan, however wider environmental issues set out in the Thames Gateway Core Vision are not addressed:

- waste and recycling
- green building including sustainable construction and retrofitting
- energy efficiency
- water efficiency
- low carbon energy production
- as well as research, development and manufacturing

Recommend developing a Low Carbon theme within the masterplan setting out how the masterplan area can support the Thames Gateway becoming a focus for low carbon industry and a place for low carbon communities.

Regarding any existing land contamination there may be constraints on certain elements of the proposals, but not insurmountable in most cases given most is re-use of existing premises with some re-development of certain plots if all goes ahead. Appropriate site investigations will be required at some stage and any contamination dealt with suitably, given setting and proposed uses issues. As so much of Chatham centre has been changed since the war and its use is mainly street scene, land contamination could be the occasional hotspots rather than widespread areas, i.e. maybe the odd car park, car workshop, plumbers or public space areas that need addressing.

Response	Comments noted <b>Reference to flooding and Strategic Urban Flood Defence Strategy to be added to section 1.</b>
<b>Natural England</b>	<p>Natural England welcomes the measures and aspirations in the masterplan to provide green infrastructure, including green roofs and provide and promote links to green infrastructure outside the masterplan area.</p> <p><b>Connectivity to local green infrastructure and green pocket parks</b> Although there are limited opportunities for green infrastructure provision of any significant scale within the masterplan area (other than living roofs), Natural England welcomes the emphasis on promoting connectivity to existing green infrastructure resources in the local area. Natural England would also encourage the provision of new green infrastructure within the masterplan area, including green pocket parks as envisaged by the draft masterplan.</p> <p><b>Living roofs</b> Natural England especially welcome and would encourage the use of green (or brown) living roofing as part of the development brought forward through the masterplanning and delivery processes.</p> <p>As well as providing tangible improvements to the living environment, living roofs can also provide important sustainability benefits by assisting climate change mitigation and adaption through, for instance, urban cooling and sustainable drainage.</p> <p>Living roofs can also provide a vital urban biodiversity resource and there is increasing evidence of these benefits and increasing technical knowledge on how to design them into new and existing development. Natural England would encourage living roofs that build in biodiversity enhancements as a core component of the design (including an emphasis on a diverse range of native locally occurring species rather than a low biodiversity value monoculture led planting scheme).</p>

<b>Response</b>	<b>Comments noted no amendment to masterplan proposed.</b>
<b>Highways Agency</b>	<p>The Highways Agency's interest relates to the motorway and all-purpose trunk road network that we manage on behalf of the Secretary of State. In spatial planning and development control terms, we have a duty to safeguard the operation of that network. In this respect, our interest relates to the M2 and to the A2 trunk road to the west of M2 junction 1.</p> <p>Have been liaising with the authority for some time now on transport modelling work that will inform both the evidence base for your authority's Core Strategy and for the Local Transport Plan. This evidence base will take the form of a revised transport strategy for Medway.</p> <p>Although the draft master plan considers transport issues in the context of accessibility to the area under consideration, suggest that it also needs to establish a linkage with the authority's overall transport strategy and the expectations that would be placed on potential developers and occupiers of the redeveloped area. For example would expect that significant developments would be supported by a transport assessment and that travel plans would be put in place regarding their use.</p> <p>In particular note that the consolidation of the parking within and around the area will result in a net increase in the number of parking spaces available. Strongly urge that this is linked to the authority's overall parking strategy by for example indicating whether these additional spaces will be managed to discourage long-stay parking</p>
<b>Response</b>	<b>Comments noted and no amendment to the masterplan proposed.</b>
<b>Kent Wildlife Trust</b>	<p>Have no objections to the above Masterplan. Attached are some recommendations as to how biodiversity enhancements and multifunctional Green Infrastructure could be built into the design of the new Town Centre.</p> <p>Kent Wildlife Trust has no comments regarding the plans within the Chatham 21 Chatham High Street /Best Street Area Master Plan however would recommend that the following points be considered when designing the new Town Centre.</p>

	<p>Regenerating the new Town Centre provides an opportunity to design in a multifunctional green infrastructure to provide a pleasant environment for its users and permeability for biodiversity. Features that will enhance biodiversity within what is at present a highly urbanised environment include:-</p> <ul style="list-style-type: none"> <li>• Green or brown roofs or green walls and balconies on retail units to provide stepping stones for biodiversity throughout the Town Centre.</li> <li>• Bird and bat boxes on all new builds including residential and retrofitted to old buildings to provide roosting habitat for these species.</li> <li>• Broad roadside verges of Biodiversity Action Plan Habitats, rough grassland, wildflower habitat and hedgerows linking into existing habitats such as the river, to provide routes through the built environment for species present.</li> <li>• Enhancement of any new or existing open spaces through boundary enhancement within the amenity areas and marginal and bank side habitat creation along the river.</li> <li>• Hedgerow planting around gardens and other grounds.</li> <li>• Insect attracting species incorporated within the planting scheme. This could be indigenous or could also include high nectar producing non indigenous species.</li> </ul> <p>If such enhancements were created Chatham's appeal and biodiversity value is likely to increase.</p>
<p><b>Response</b></p>	<p><b>Many of these matters reflected in other guidance. Potential for increased biodiversity recognised but opportunities are influenced by the hard urban context. No amendment to masterplan proposed.</b></p>

<p><b>The Theatres Trust</b></p>	<p>The Theatres Trust is The National Advisory Public Body for Theatres. The Town &amp; Country Planning (General Development Procedure) Order 1995, Article 10, Para (v) requires the Trust to be consulted on planning applications which include '<i>development involving any land on which there is a theatre.</i>' It was established by The Theatres Trust Act 1976 '<i>to promote the better protection of theatres.</i>' This applies to all buildings that were either built as theatres or are used for theatre presentations, in current use, in other uses, or disused.</p> <p>We have no particular comments to make on the Masterplan but are pleased to see that the Central Theatre may be expanded with additional facilities and look forward to receiving any planning application concerning this building.</p> <p>Theatre and performing arts are required elements of a sustainable community, providing social, cultural, environmental and economic benefits. Theatres make a major contribution to the vitality of town centres and their evening economy, and are significant elements of any town or city's cultural infrastructure. The Theatres Trust is concerned that the arts and cultural development should play their full part in the community. Culture and the arts bring wider benefits and a stronger sense of community than mere economic analysis suggests. They are also about morale, well-being and pride in the area in which people live.</p>
<p><b>Response</b></p>	<p><b>Comments noted and no amendments to the masterplan proposed.</b></p>
<p><b>South East England Partnership Board</b></p>	<p>The South East England Partnership Board has no substantive comments to make relating to this document and therefore does not wish to make any representations.</p>
<p><b>Response</b></p>	<p><b>Comments noted and no amendments to the masterplan proposed.</b></p>
<p><b>LOCAL ORGANISATIONS AND GROUPS</b></p>	<p><b>COMMENTS</b></p>
<p><b>Chatham World Heritage Steering Group</b></p>	<p>The Chatham World Heritage steering group adopted a Development Protocol in June 2009 to guide how and when it comments on planning applications and planning policy formulation. The following comments fall within the scope of the adopted protocol and related to the identified Outstanding Universal Value of the site:</p>

	<ol style="list-style-type: none"> <li>1. The masterplan area is included within the proposed World Heritage site buffer zone primarily for its presence in views to and from the escarpment area of the Great Lines Heritage Park. The masterplan's attention to roofscapes and relationship with the Great Lines Heritage Park is therefore welcome. The following comments are outside of the scope of the adopted protocol but reflect synergies between the objectives of the masterplan and the policies of the Chatham Dockyard and its Defences Management Plan (part of the World Heritage Site bid document):</li>   <li>2. The group welcomes the intention to revitalise Chatham town centre and in particular the objectives of: <ul style="list-style-type: none"> <li>◆ improving movement around the town and waterfront;</li> <li>◆ enhancing the public realm, and</li> <li>◆ invigorating the evening economy</li> </ul> </li>   <li>3. The group encourages the strengthening of the relationship between the town centre and the Great Lines Heritage Park/proposed World Heritage Site, recognising that this would be of mutual benefit. The group proposes this could be appropriately reflected by the inclusion of the Chatham World Heritage logo in the final masterplan.</li> </ol> <p>On behalf of the steering group I would like to signal our support for the masterplan and than the council and its partners for giving direction to this important area.</p>
<b>Response</b>	<b>Comments noted and no amendments to the masterplan proposed.</b>
<b>Area CPDA/CRO - Partnerships &amp; Crime Reduction Kent Police-Medway</b>	<p>The Masterplan appears very comprehensive and includes many beneficial attributes and aspirations, which if fully realised could result in significant enhancements and benefits to the ongoing regeneration of the Medway towns.</p> <p>Observations at this stage include :-</p>



Additional Documents that should be factored in to the document to assist guide development or for reference are suggested to include :- Safer Places the Planning System & Crime prevention (ODPM2004) Safer Places- A Counter Terrorism Supplement (CLG2009) NACTSO (National Counter Terrorism Security Office)- Crowded places & guidance.

Crime and anti-social behaviour are more likely to occur if the following seven attributes of Sustainable Communities are not Incorporated:- Access & Movement- Places with well defined & well used routes with spaces & entrances that provide for convenient movement without compromising security.

Structure-Places that are structured so that different uses do not cause conflict.

Surveillance-Places where all publicly accessible space is overlooked

Ownership- Places that promote a sense of ownership, respect, territorial responsibility & community Physical protection- Places that include necessary well designed security features

Activity- Places where the level of human activity is appropriate to the location & creates a reduced risk of crime & sense of safety at all times.

Management & maintenance- Places that are designed with management & maintenance in mind, to discourage crime in the present & future.

These are suggested to be incorporated in design guidance, to enhance the key themes for the design already detailed in the document.

Improvement of Parking provision may be very beneficial however I can see little mentioned in respect of parking provision for residents of the possible 250 new units & clear, secure provision of parking (ideally close & in view) should be included for these. Similarly those utilising live/work or workspace units may also need appropriate allocated parking.

Built form & build lines should be clear & legible and not provide non-overlooked aspects, deep recesses, or areas for concealment.

	If rear servicing is to be included then adequate security mechanisms need to be incorporated to ensure these are safe, secure and visible & equally they should not detract from the Street scene or overall scheme visual design
<b>Response</b>	<b>Masterplan document to be amended to refer to the suggested additional documents. Masterplan is a conceptual document, and comments relating to crime and general safety will need to be taken into account as detailed development proposals come forward.</b>
<b>D. Lynch Chairman, Medway Access Group</b>	<p>Having viewed the master plan make the following main comments:</p> <p>To encourage disabled and elderly people to use Chatham disabled parking has to be plentiful and close to shops and amenities.</p> <p>As well as toilets being available in stores etc. it is essential to have several accessible public toilets as it may not always be possible to access shops - especially during evening and night.</p> <p>Other detailed comments will come to light as and when plans are submitted</p> <p>Because this development will be in place for many years to come developers need to work well beyond the existing Part M and BS 8300 and to bear in mind that disabled people are becoming more independent and numbers of disabled and elderly people are increasing.</p>
<b>Response</b>	<b>Masterplan is a conceptual document, and comments relating to access and public toilets will need to be taken into account as detailed development proposals come forward.</b>
<b>Medway Community Estates (liftco)</b>	<p>Refer to the consultation document inviting comments by 19<sup>th</sup> July. Have recently acquired on behalf of NHS Medway, the old warehouse building off Clover Street adjacent to Debenhams and the over ground car park.</p> <p>The redevelopment of this site for a new Primary and Community Care Building was</p>

	<p>supported in principle by Development Control (letter dated 8<sup>th</sup> April 2009 refers).</p> <p>Note that the identified site within the Master Plan does not represent the actual position of the site acquired by NHS Medway and this should be corrected.</p> <p>Also note that the Draft Implementation Strategy Sec 7.0, indicates extensive redevelopment of the immediate surroundings and adjacent areas as Phase 2. Would request that any implementation plan for this area, be conducted in harmony with the development intentions of NHS Medway to avoid unnecessary development or operational service disruption.</p>
<b>Response</b>	<p><b>Comments noted.</b></p> <p><b>Masterplan to be amended to clarify location of the proposed health development on all plans and emphasise the importance of working with LIFTCO at appropriate stages.</b></p>
<b>NHS Medway</b>	<p>NHS Medway has purchased a site in Clover Street (nos. 9-11) for the potential development of a community healthy living centre and welcomes the creation of an accessible, attractive area around our site, particularly the improved transport links. Note however that the identified site within the Master Plan does not represent the actual position of the site acquired by NHS Medway and this should be corrected</p> <p>Clover Street is one part of a range of proposed developments to develop new high quality infrastructure for the delivery of health services in Medway. At this point proposals are in the early development stage and include the necessity to ensure a financially viable development. As well as creating the community healthy living centre, we are aware of and welcome the potential to include other uses on this site attracting third party income. Following discussions with your colleagues in the Planning Department believe that this site offers excellent opportunities for retail and are also in discussion with Medway Council about other potential uses e.g. extra care housing. These early thoughts on development are compatible with the proposals in the Masterplan.</p>

	<p>There are no indicative timescales within the Masterplan for the phase 2 development of Clover Street East. Similarly, we have no indicative timescales for our proposals, so there is the need for ongoing discussions around the compatibility of development timescales. Links are already established to ensure that this happens.</p> <p>To summarise, your proposed development will significantly improve Chatham town centre, including making the area more accessible, and NHS Medway fully supports the Chatham High Street/Best Street Masterplan</p>
<b>Response</b>	<p><b>Comments noted.</b>  <b>Masterplan to be amended to clarify location of the proposed health development on all plans and emphasise the importance of working with LIFTCO at appropriate stages.</b></p>
<b>LOCAL LANDOWNERS AND RESIDENTS</b>	<b>COMMENTS</b>
<p>Beak Kemmenoe Chartered Accountants  1-3 Manor Road  Chatham  Kent ME4 6AE</p>	<p>At present there is rear access to 1-3 Manor Road between the Sir John Hawkins car parks, which enables us to access our car park for approx 20 staff and our clients/visitors. Looking at the plans, the Sir John Hawkins car parks no longer exists and there appears to be what looks like a building in its place. Our concern is that the building will then block the access to our car park.</p> <p>Have been located in these premises for some 38 or more years and we lease both the properties - No 1 Manor Road from Pierson Trust whom we correspond with a Colonel Yerburgh and No 3 Manor Road is leased from a Mr Scott.</p> <p>Appreciate the plans are not set in stone and are to improve the area, it would be most inconvenient if staff and visitors if they were unable to access the Beak Kemmenoe car park. I have been informed that we also used to be able to gain access from Manor Road, but since the Kent Reliance and Theatre Royal changes we are no longer able to access the car park via this route.</p>

<b>Response</b>	<b>Comments noted</b> <b>Existing access rights will have to be reflected in detailed proposals as they come forward.</b> <b>No amendment to masterplan proposed.</b>
Savills (L&P) Ltd Wytham Court 11 West Way Oxford OX2 0QL	Write on behalf of Nuffield College who are the freehold owners of 235, 237 and 239 High Street Chatham. Note from the planning documentation sent to our client regarding the draft masterplan for Chatham 21, that there are plans to demolish our clients premises. Are disappointed to see that compulsory purchase and demolition are planned and will expect the council to take full consultation with all the affected land owners before any plans are finalised.
<b>Response</b>	<b>Comments noted.</b> <b>Full consultation with all landowners will be critical in taking the concepts in the masterplan forward. Where at all possible a collaborative approach will be followed and compulsory purchase would only be considered when it could be demonstrated that there was no practical alternative.</b>
Habendum limited	This company is the freeholder of the tk maxx store (formerly marks and spencer) on the High Street. Currently the store can be serviced either from the high street or our rear service area, which can be accessed by road from Best Street. Will this change in any way if the proposed plans be implemented? In particular would we continue to enjoy vehicular access from Best Street? How would the proposed new service area with turntable between our unit and Best Street impact our unit?
<b>Response</b>	<b>Detailed proposals will need to take full account of existing access rights and servicing arrangements. The importance of this property is fully recognised and an ongoing dialogue will be sought to ensure mutually beneficial solutions are identified.</b>
41 Herbert Road Chatham Kent	1. I do shop in Chatham, generally at the weekend. 2. I do not work in Chatham. I use the Banks, Theatres and restaurants. I also use the library.

	<p>3. More/better shops, more restaurants. Most definitely a better environment with improved public spaces and pedestrian access. More green areas, a water feature and some play area for the children.</p> <p>4. Support all the features in question 4, just not too many bars.</p> <p>5. Yes. Stated above.</p> <p>6. Marks &amp; Spencer, more mens clothes shops, art/crafts shops, HMV, Jewish deli would be nice to top it off.</p>
<b>Response</b>	<p><b>Comments noted.</b></p> <p><b>No amendments to the masterplan proposed.</b></p>
Mrs P Sharp donpat.sharp@blueyonder.co.uk	The link given in Medway Matters did not work. From the plan given in Medway Matters it is not clear where any car parks are going to be situated. Will there be the same number of car parking spaces as at present? There also seems to be a lot of greenery and trees where at the moment there are buildings such as the rear of Tesco store so are the current properties being demolished or is this the artist bending the truth.
<b>Response</b>	<p><b>Broken link reported but website has function well overall.</b></p> <p><b>Details of the carparking strategy are set out in the masterplan document.</b></p>
Diana Keating keatd002@medway.org.uk	The new shopping centre will not be a success if charges are made for parking, especially when you can park at Bluewater or Hempstead Valley for free.
<b>Response</b>	<p><b>Comment noted but it is also the case that all town/city centre retail schemes impose parking charges.</b></p> <p><b>No amendment to masterplan proposed.</b></p>
Dalia Halpern-Matthews	You comment on a probable CPO of NCP/Trafalgar Centre. You also put with Trafalgar Centre 270-272 High Street. The Trafalgar Centre is 268-270 High Street. 272 High Street is the Nucleus Art Centre. Is it therefore your intention to place a CPO on the NAC? This is an English document, not an American one – so “metres” is not spelt “meters”. Why is the Nucleus Art Centre (NAC) not mentioned within the strengths of Chatham?
<b>Response</b>	<p><b>Comments noted and corrected references to be added to the final document.</b></p> <p><b>Greater emphasis will be put on the importance of the Arts Centre.</b></p>
O J H Hulf	I have waded through your various reports and plans and have concluded until your staff

oliverhulf@aol.com	have learned to communicate with us, your customers, in clear and concise terms and not in “council speak” there will remain a gulf. Regrettably we will have to live with the consequences without adding anything useful.
<b>Response</b>	<b>Comments noted . It is regretted that the respondent did not find the document readable but a positive response has been received from others.</b>
Dave Creek <a href="mailto:creeky@hotmail.co.uk">creeky@hotmail.co.uk</a>	What about the traffic flow with traffic coming across Rochester Bridge, along Commercial and High Street heading east? Is it just supposed to find a new route?
<b>Response</b>	<b>The proposals in the masterplan do not affect the wider highway system or journey options from the Rochester direction.</b>
Angela Whitmore <a href="mailto:crap@whitmorefamily.co.uk">crap@whitmorefamily.co.uk</a>	Medway is where I was born and grew up but I moved away eight years ago partly because I didn't find it an attractive place to live. I'm really pleased to see what is happening there – the work on the green spaces is great and it's lovely to see the town centre has finally been given a decent facelift! Medway has a huge amount to offer – it's only since moving away that I've appreciated how rich it is in history. I believe this work is exactly what Medway needs and maybe one day it will even have the reputation it deserves. Best wishes to all involved and I look forward to seeing the effects in future visits.
<b>Response</b>	<b>Comments noted no change to the masterplan required.</b>
Jeff Barker <a href="mailto:jbarker193@btinternet.com">jbarker193@btinternet.com</a>	The draft plan looks good .. alas, Chatham centre locals do nothing to encourage out of town visitors once the shoppers have dispersed. How many Medway residents would enjoy a night out in a revamped Lewisham, Deptford, Catford, etc. it is vital to have a safe and secure environment. I would suggest the provision of two highly visible static police rapid response centres incorporating overt cctv monitoring at each end of the proposed development. In addition to this I would suggest as much solar lighting as possible; this will then give “after dark” visitors to the new centre added reassurance and will create a trouble free vibrant evening destination for all. One more comment would be to introduce an annual professional cycling event around the “natural” circuit, which will be created.
<b>Response</b>	<b>Comments noted. A key objective of the masterplan is to improve the vitality of the centre and feeling of</b>

	<b>safety and comparable developments elsewhere have demonstrated that this can be achieved.</b>
Patricia Daniels <a href="mailto:patricia.daniels@medway.gov.uk">patricia.daniels@medway.gov.uk</a>	Did no-one notice that it continually refers to Station Road? I assume it means Railway Street.
<b>Response</b>	<b>Comments noted and appropriate corrections will be made to the final text</b>
John Ward <a href="mailto:john@acornusers.org">john@acornusers.org</a>	It is a great pity that one cannot download the whole document as (say) a PDF as an alternative. All that seems to be possible is to email one page at a time to oneself.
<b>Response</b>	<b>A complete PDF version is available from the website.</b>
BERNARD THOMPSON bthompson000@btinternet.com	Dear Sir. Why does Medway Council waste our Council Tax on these stupid public surveys, when they totally ignore public opinion?  For example; 1. The demolition of the Thomas Aveling historic building in Strood. <u>Totally against public opinion.</u> 2. The demolition of the flyover over Chatham High Street. <u>Totally against public opinion.</u> 3. The cutting down of the trees in Globe Lane to allow the building of a new bus station. <u>Totally against public opinion.</u> 4. I have yet to meet anyone in the Medway Towns who has a good word to say about the ridiculous 2 way road system around Chatham, with it's endless traffic lights and hold ups.  So come on Medway Council, stop wasting <i>your</i> time, and <i>our</i> money with these ridiculous surveys, and just get on with what you do best. Ruin our once lovely towns.
<b>Response</b>	<b>The respondent's views are noted. Council tax has not been used to fund the masterplanning work and the further comments do not relate to the masterplan.</b>

## RESPONSES TO THE QUESTIONNAIRE



89 replies received

**Question 1. Do you currently shop in Chatham?** Yes 82%, No 18%

**If yes, how often?**

Daily	21%
Weekly	41%
Monthly	19%
Less often	19%

**If you do not shop in Chatham, please give up to three reasons why you do not.**

It is unattractive, the quality of the shops is poor and I feel unsafe.
Have to pay for parking, range of shops is not what I am looking for, the town centre seems dirty and unwelcoming.
The shops I prefer aren't there. Unpleasant High Street to walk around. Bluewater is so easy to get to.
Shops are down-market object to paying for parking.
Do not reside/work within the area.
Traffic problems.
Poor parking, poor choice of quality shops, no good lunchtime eating/ restaurants.
Poor environment.
Would shop more often if buses were more available.
Poor quality shops. Scruffy run down surroundings. Expensive parking and lack of public transport (from Rochester Esplanade).
Unable to access many car parks in my Land Rover Discovery due to height restrictions.
Congestion and poor traffic flow. Too many pound shops and charity shops. Not enough large good retailers.
I work in Chatham, but main shopping done at Maidstone as no M & S, no British Home Stores and no DVD/ CD shops in Chatham.
Road network abysmal. Car parking expensive and inaccessible. Felt unsafe last time I visited in November.
Too many undesirable characters make the experience too depressing. No shops other than Debenhams and cheap shops.
Bluewater is my local centre and not so many thieves, shop-lifters, etc.
Too much traffic, Medway Council should only allow buses in Chatham.
Difficulty in driving through Chatham. Not enough good quality shops, ie M&S.

Despite the fact that I live within a minutes walk of Chatham High Street I don't shop there because of the: 1: Uncontrolled antisocial behaviour, 2: Its so dirty and badly maintained, 3: There's no pride in Chatham, it is so run down I'd rather shop anywhere else at present, I never feel safe there.

Although I live closer to Chatham, I tend to shop more frequently in Maidstone (or Bluewater) due to the quality of shops. The only decent shops in Chatham at present are Boots and Debenhams. The extended Primark just increases the visibility of cheap, low quality shops. When I walk round the Pentagon Centre or in the High Street I am stunned by the level of bad language that can be heard and this means my visits are brief just to buy essential items and leave.

Apart from Debenhams and Primark there are no quality retail shops.

It's not local for me, not appealing enough and dangerous (seen in views of others).

I might come more often if there were a Marks and Spencer or Waitrose. I normally go to a coffee shop and browse around.

Retail offer (lack of). Chavs - loads of them.

It is a dump. The shops are rubbish and the people in the area are usually scum.

Cost of parking. Lack of interesting shops General run-down atmosphere of the town.

Other than Debenhams I do not want to buy anything that the other shops offer.

Weekly shopping is only for 'odds and ends'. My main shopping is purchased elsewhere.

Lack of variety/standard of shops.

Don't like the shops there Scummy people - don't feel safe. Not my closest shopping centre - closer one has better shops

I don't shop

Shop selection is poor

**Question 2. Do you work in Chatham?** Yes 26%, No 74%

**Do you use any of the other facilities in Chatham listed below?**

Banks and building societies	56%
Theatres	48%
Pubs and restaurants	30%

**Leisure, please specify:**

8 people identifying bowling in Pentagon centre.

7 people identifying Chatham library.
Black Lion, Chatham Town F.C, Gillingham water front etc.
Central & Brook Theatres, pubs.
Central Hall.
Attend various events – including FUSE.
Very occasionally- one Indian restaurant.
Universities, walking.
No, everything gets ruined by antisocial behaviour.
River activities.
Street events, eg carol services.
As an active member of local amateur theatre groups, I use the Brook Theatre frequently for rehearsal space. Unfortunately, the cost of hiring the Central Theatre to actually perform shows (as was previously done by most amateur groups in the area) is now prohibitive meaning that many groups have relocated to Maidstone and the amateur productions appear to sell better in that area.
I might go to Sainsbury's for a change.
Coffee shops.
Pubs are to be avoided and there are no bars worth visiting. The excuse for a theatre is inadequate and not worth visiting.

**Other, please specify:**

Walk along the river bank. Enjoy the gardens around the riverbank and would like to see a more leisure orientated environment in this area.
Railway station - weekly trips to London.
Shopping.
Only ever go to Chatham for work purposes.
New arts centre.
Co-op bank.
Bank when absolutely necessary.
Churches.

Doctors, Dentist, Hairdresser.
Musical events in church halls and cathedral.
Church.
Nothing nice there anymore.
Pubs and restaurants on riverfront.
Post office.
Bus station.
Blueberry Park sandwich bar.
There used to be a cinema in a fine historical building and we could have had a proper theatre in a listed building but these have been lost.
Opticians.
NAC for coffees, some of the Indian restaurants.
Shops.

**Question 3. Which of the following improvements would encourage you to visit and shop in Chatham more often.**

The % indicates the support to each option from the total number of responses (89 people in this case).

More and better shops	76%
Improved car parking	37%
Better public transport	43%
More restaurants, pubs	25%
Better environment with improved public spaces and pedestrian areas	56%

**Other, please specify:**

In Chatham Town Centre, instead of more 'restaurants and pubs' I would like to see improved quality and service in these establishments. The general standard is poor in appearance, range, service, product offering.

Pay on exit parking - so I don't have to keep an eye on the time.
Better road access, can't anyone see the traffic problems through Strood, Rochester and Chatham...why aren't traffic problems/jams on the list above?
Reduce cost of parking.
Not so many closed shops, another big department store like there used to be - M & S.
More Leisure facilities for children, play parks, Riverside walkway uninterrupted, better cycle path.
Relief road from Medway Street to Dock Road not on the plans.
Cleaner paths, litter patrols. Buildings at Luton Arches End, filthy windows and environment- why are food outlets allowed?
Arts - visitor centre as in Rochester with Art gallery.
Remove the underclass/benefit culture.
No more cars in Chatham - only buses.
More litter bins and cleaner pavements. Empty shops/flats above.
Licensed Restaurants.
Less known criminals.
More public toilets. Get rid of all the chavs in Chatham.
Make it greener and cleaner. Enforce zero tolerance for antisocial behaviour.
Access and a well-planned road system. Co-ordinated transport system - road/rail.
Views of river, walks along river frontages, with facilities for leisure and sitting. Cafes and toilets (well kept)
Better leisure.
More stuff so Chatham can be a day out.
Public transport is fairly good - could be improved evenings/weekends. More dropping off points for buses, currently a long walk from rail station/bus station.
A proper theatre and cinema.
More theatres and a cinema or several.
Better and more reliable evening and Sunday bus service - evening opening coffee shops.
Evening bus service, community centre.
Better night-life.

Cleaner.
More free toilets.
Bus stop seating.
Cafes.
More Rock stuff.

**Question 4. The masterplan has a number of key features listed below.**

The % indicates the support to each option from the total number of responses (89 people in this case).

At least 30,000 sq m of new shops and a new food superstore on Best Street.	53%
The High Street is retained as the main shopping route with new pedestrian routes and shops connecting the Pentagon Centre.	65%
The creation of new public spaces.	64%
Shops, bars, cafes and restaurants provided along new pedestrian routes and onto new public spaces, to make the centre feel safer and livelier.	71%
Major new shopping and other developments between the High Street and the Brook and the High Street and Best Street.	55%
Replacement multi storey or underground car parking located along Best Street and the Brook to create two clear arrival points for cars and easy access to the shops.	48%
Enhanced views of the War Memorial.	42%
Major new shopping and other developments between the High Street and the Brook and the High Street and Best Street.	55%
Improvements to the eastern end of the High Street through the careful redevelopment of poorer quality buildings to provide replacement shops and other uses.	66%
Provision for other town centre activities, including community uses, work spaces and some residential accommodation to improve the overall vitality of the centre.	57%

**Question 5. Do you think that, overall the masterplan proposals will significantly improve Chatham as a place to shop and visit will encourage you to visit Chatham more?**

Yes	75%
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No	25%
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**What other proposals do you think should be included:**

<p>The key to success is keeping vehicles away from the shopping areas but with plenty of low/nil cost parking to challenge the Bluewater/Sava Centre/Fremlin Walk attractions. Chatham was a modern town centre in the 60's but has not had any significant investment since that time. If Rochester is the heritage centre of Medway, then Chatham can become the modern shopping centre for Medway but we need to get rid of old buildings and piecemeal development. Just an idea, but why cannot we put a raft over Chatham railway station with offices and parking and the new bus terminus there. That would be a giant leap forward for mankind!</p>
<p>Comments on Q4 - Would like to have early sight of the masterplan to review the visual impact of the statements made in Q4 before finally supporting proposal. A public space development should be considered at the point known as RATS BAY, which could be a sculpted terrace combining a water feature (fountains) produced by our local World renowned water feature manufacturer based in the Dockyard. This terrace would combine several key purposes: 1- flood defence, 2- entertainment area, 3- iconic focal point for Chatham. Comment on Q5 - generally the bald statements will improve the current offer but ultimately will depend on the type and quality of stores attracted. Parking facilities should be incorporated into existing sites, where possible. i.e. no more high level car parks. The preference would be underground car parking.</p>
<p>High quality theatre/music venue, with good restaurant, bars, theatre shop etc as in other large cities - in addition to the Central and Brook Theatres, which also have their place. Food hall selling local produce/farmers market or similar.</p>
<p>More entertainment venues with first class artists and shows, a real theatre not a cobbled together Methodist Hall.</p>
<p>Move the job centre - it attracts people with no money to hang around in the public areas all day.</p>
<p>You can improve Chatham in many ways but please start with improving the traffic flow. or it will all be changed again in 10 years..... at the cost of what little green space will be left....</p>
<p>Improve traffic access.</p>
<p>Specialist shops.</p>
<p>Better street cleanliness. No burger/ hot dog vendor using mobile carts.</p>
<p>Better policing in the High Street, as we don't see that many down here. Also enforcement on people not drinking alcohol in the High Street. As there are still people doing just that.</p>
<p>Chatham High Street and the surrounding areas are very old and look out of place in a modern era. This includes the eyesore that is Pentagon and Mountbatten House. The removal of these two buildings would vastly improve the area. They are both relics of a time gone by.</p>

Traffic flow around the new proposal crucial- people will not visit Chatham if it is impossible to get to the centre quickly. The present two-way system does not work.

Medway Council do not listen to people, include 'relief road' from Medway Street to Dock road on the side of the New Bus Station from the side of Staples. The road would go from Medway Street to Dock Road and help traders on the bottom road.

General clean up.

At the moment we only have park and ride from the Maidstone side of the town, should be from other direction as well.

Better access to shops by public transport. Waiting for a bus near the river is like being in a wind tunnel and freezing cold in the inclement weather (a reason I do not like shop at Dockside).

I am not convinced that the existing population of Medway will support this planned retail development- an influx of more affluent people seems to be needed, and probably a change in mind-set.

Green/ garden type installations- could be raised up on built up garden structures in wood park or store.

Making it a safer environment.

Ensure that a better traffic flow system is in place- at the moment the two-way system is chaotic. Always very long queue to be able to move around or through Chatham.

A covered walkway to the new bus station and the bus stops in waterfront way. Bus shelters in waterfront way now.

M & S, BHS, HMV, H & M.

The town can never improve while traffic and parking remains a nightmare and especially until the benefit culture is tackled, reducing drunks, drug addicts, single mothers and ethnic community.

Stop all of the cars.

Can't tell - the information is too vague.

Encourage the involvement of local groups, eg Age Concern that have been pushed out of the towns and other social groups to include smaller sports halls even though we have Medway Park.

Not with Bluewater on doorstep.

Better road system.

No, we need more public toilets. No more pigeons. No more spitting. No more drinking. No more fighting.

Possibly, but antisocial behaviour needs to be given 24hour zero tolerance approach. Reduction in use of constant police sirens during normal sleeping hours.

More use of the river frontage. Local traffic access (cycles and pedestrians) from Strood to Gillingham. River buses serving the



dockyard and St Marys Island.

Specialist shops, eg Greengrocers, incl stalls outside. Fewer dress shops. Council to step in and remove derelict buildings, eg Theatre, Old Navy Club. Or preserve eg St Johns Church.

The plans will only work if the type of people using the town centre also changes...at present the "typical" people I encounter on a trip to Chatham to shop are very young mothers or groups of youths. As mentioned above, the use of bad language is currently a big turn off and this can only be improved if different people are attracted to the town!

Public events.

More upmarket shops, add more toilets (should be free).

Reduce pub 'ghettos' on Railway Street.

Less charity shops.

Improvement in security, pollution management and shop quality.

More leisure for younger people and more music shops.

More up market shops.

Retain green spaces with trees near Waterfront. Remove traffic lights on Waterfront bus lane. Put raised table with pedestrian crossing.

More bus stops to shorten walk to High Street (I have slight mobility challenges and use a stick).

Complete demolition of the Pentagon Centre including the office block.

More leisure and culture venues (especially as we now have so many students in the area).

Public toilets outside of Pentagon centre. More variety of shops.

Proper community centre - for socialising and finding information for all ages and conditions - including elderly and infirm.

A purpose built community centre to include all ages but have an area for elderly information, day care and social meeting rooms, multi cultural.

It needs to be kept clean and needs to be a safe area.

Bus 133 service improved.

More security needed to protect visitors from many drunk/drugged aggressive people and against all the vandalism etc

Chatham is in such a mess caused by various things - poor roads, poor car parking (expensive) and limited shops that it would be difficult no matter what improvement to make it better.

Free car parks - more car parks

Safer area to be around without gangs.

Better safety control

More CD shops, more rock clothing stores like Rocket in Rochester.

**Question 6. Getting new retailers into Chatham will depend on how many shoppers they think they can attract. You can help us to help them by listing any new shops that would attract you, or existing stores if they were improved:**

The 99p shop is very cramped, and you cant really get a pushchair around. And maybe a HMV music store, more children clothes shops, tackle shops (which me and plenty of my family and friends would use).

Marks & Spencer, Waitrose, John Lewis, Virgin.

Marks and Spencer Beales House of Fraser Gap Zara.

M&S, Bhs, good quality shoe shops, department store like Allders used to be - Debenhams isn't quite the same.

Debenhams has been a good replacement for Allders. We need to move all the eateries to a central food court where litter can be controlled. There are too many £1 shops in the main high street. Look at the retailers in Maidstone's Fremlin Walk and provide the same!

John Lewis, Waitrose, House of Fraser.

Hawkins Bazaar, Starbucks.

Marks and Spencer C&H Fabrics Outdoors clothing & equipment eg Cotswolds or Blacks, Lakeland, Hobbycraft. Better clothing eg Monsoon, Wallis, Fat Face, Kew, Jigsaw, Laura Ashley Better gift shops eg Past Times, Hotel Chocolate, Oil & Vinegar Encourage independent shops, small boutiques, bakers, specialist shops etc with lower rents and other incentives.

Waterstones,

Next, M&S, John Lewis, Animal, Starbucks, Laura Ashley, Paperchase, Mothercare, Fat Face, Wallis, Accessorise, Monsoon

How about thinking of the owner occupiers of historic retain units that have been working for years in this area, are they all to move to this utopia development, i think you couldn't fill the retail units you already had in the Pentagon or the dockside, so what makes you thing getting Harrods or any lesser outlet brand will improve a traffic nightmare.

Marks & Spencer. Independent retailers.

M & S, Zara, H & M, Gap, Next, Wallis, House of Fraser.

A store like HMV, The Range, a store that sells bigger cloths to men at a reasonable cost. A craft shop.

We have lost so many typical high street retailers over the last ten years. Bring back: Next, topshop/ man, M & S and refurbish stores such as Sainsbury's and Boots.
Waitrose, M&S and other high quality shops.
M & S.
There are lots of empty shops, which are not use in Chatham area. Look at Bluewater/ Lakeside and new shopping centre in Canterbury. Fill empty shops first then new shops.
A variety of small independent stores.
M & S food store. General shop in the High Street- not food outlet Clothes shop catering for older clientele Chemist near Tesco end
Shop that specialise in electrical goods including white goods.
M & S, TJ Hughes, Matalan, ASDA.
Fashion stores - Zara, Mango, All Saints, Warehouse, River Island High end department store- house of Fraser, John Lewis, popular restaurants- Pizza Express, Bella Halia,
Delicatessen and vegetarian restaurant e.g. such as Cranks in London. Craft centre type gallery selling affordable pottery, jewellery and picture. Dress shops e.g. ZARA, Phase 8, Zig Zag, Next etc. pizza express.
M & S, Lakeland, Clarks shoes.
M & S. Department store e.g. John Lewis; store selling white goods and other electrical items.
Nothing will make me shop in Chatham if the type of person found there does not improve - too many good-for-nothings.
Mothercare, Boots, Co-op, Currys.
Furniture. M&S food, newsagents, an open-air market.
The return of Marks and Spencer would be an asset. This store is sorely missed on all levels, especially fast food and sandwiches. This would also attract other retailers back in. Lunch time music venues, shows (short), High Street entertainment.
Get rid of pound shops - they attract chavs.
We need Marks and Spencers, British Home Stores.
Pull the whole thing down and start again. Medway Council should visit Maidstone to see how it is done in Maidstone.
Marks and Spencer, Next.
A big Marks and Spencer with coffee shop. HMV or similar music stall. A young, trendy cafe/bar serving non-alcoholic drinks such as milkshakes, smoothies, sarsaparilla, dandelion and burdock with and outdoor seating would provide a vibrant social meeting place and bring less antisocial locals.

We use local shops. More butchers, greengrocers, fishmongers are needed. A large market area would draw many people. Create an olde town within the new quality (not expensive) will be the key.
Next Marks & Spencer Other good quality men and women clothes stores Mothercare (all shops which were previously in the town and are now only available in Maidstone or Blue Water)
Return of Marks and Spencers, esp. food dept. Occasional street markets, eg Farmers' Market, French food
Marks & Spencer IKEA River Island Waitrose
Zara, River Island, Topman
M&S - even if Simply Food only.
Topman, River Island, bigger Burton, HMV
JJB improved, JD Sports, John Lewis, M&S back for others, HMV.
Topman, River Island.
River Island, Topman
M&S, John Lewis, HMV
M & S, Waitrose. More small speciality shops. Outlet for NGOs/charities.
Next, Monsoon, House of Fraser, La Tasca, Paperchase, Fat Face, Urban Outfitters, Gap, Faith, Aldo, Office, Schuh, O'Neill, Animal, Mexican Restaurant, Costa Coffee, Starbucks, Zizzi, Hummingbird Bakery.
They won't come here because most of the residents don't have much money. People who live outside chatham prefer to go to Bluewater or Maidstone as it is a nicer place to go to and they do not have the 'scum element' that will blight Chatham for years to come.
Proper clothing stores - not boutiques.
Matalan. 'Large' men's clothes shops.
Craft shops, proper restaurants, not cafes.
A good music shop - for all types of music. A good book shop. More comprehensive sewing and craft centre.
Good quality shoe shop. Music shop for all tastes. Good value food outlet. Haberdasherie/Carft shop. Keep Post Office services.
Marks and Spencers - food and clothing. Zara Improve Boots (existing) Lakeland, Next .Better quality shoe shops
Next, Topshop, River Island, Marks & Spencer.
Visit the Fremlins Centre and Bluewater.
New Look, Dorothy Perkins.

TJ Hughes.
Pub for over 40s only.
BHS, Marks and Spencer, HMV, Clarks.
Cheaper shops.
M&S, Gap, H&M, Wallis, Laura Ashley, Monsoon, Accessorize, Starbucks, Cafe Nero.
Waitrose, Marks and Spencer, Lakeland, John Lewis, BHS, Monsoon.
Return of M&S, even if only food outlet.
TJ Hughes, Lidl.
Marks and Spencer, Next, decent shoe shop. Lakeland, HMV, Paperchase, Gap, C&H Fabrics.
Miss Selfridge, H&M, River Island, John Lewis/House of Fraser, Marks and Spencer, HMV.
River Island, Sports Direct
Next, Marks and Spencer, HMV, Gap and Baby Gap, H&M Children, Zara, Office Shoes, Russell & Bromley kids or any other good children's shoe shop!!
H&M, Matalan, Next, Marks and Spencer, Asda.
River Island, Hollister, Next.
H&M, Next, Matland, Holster, River Island, Pilot
Sound and image to be bigger, a Loudclothing.com store, HMV, Paramore store, My Chemical Romance store, Rocket in Rochester should come to Chatham.
Marks and Spencer
River Island, H&M, Hollister, Marks and Spencer, Currys
New Look, Shakeaway
River Island, HMV, H&M

**Question 7. Other comments**

I would say that another improvement should be more policing of the shopping areas, and maybe better quality security cameras and a good clean up.
I believe that Chatham could be improved if it were the centre of a rapid transit Monorail system (as seen in Sydney, Walt Disney World etc. NOT a light railway). A Monorail transport system will provide several key points, including: * An iconic project will provide

high status, \* proof of commitment to future planning for 30 - 50 years hence \* A major engineering project with employment opportunities for local people \* the ability to service current urban and rural communities and at the same time provide suitable (non road) transport to future areas of development. \* a new mixed use river crossing between central Chatham and Medway City Estate would provide the route for both Monorail and mixed use transport. (proposed route is available on request) \* An investment opportunity for local people and others could be provided in the shape of an investment bond. Current workforce of approximately 160,000 could be invited to invest amounts over £500 (at interest rate to be agreed). If achieved this would raise £85million a good start. Just a thought.

Chatham will only become the town of choice for major shopping again once the ingress to the town from Maidstone, Gillingham, Rochester and Chatham Hill is properly sorted. The current transport study still splits the town into several corridors and does not lend itself for easy pedestrian movements. Another Medway Tunnel maybe the solution!!

Improve the traffic flow - Chatham is a nightmare to drive around especially with the amount of roadworks & traffic lights. There is a problem with traffic around the train station area & the Alexandra pub (opposite Wickes)

Too many pound shops, cheap down market outlets, estate agents and building society branches encouraging down market shoppers. Fast food outlets also lead to litter and intimidating gathering of claimants from the Job Centre in the Brook

Chatham has beautiful buildings (look up). Clean them up and make a feature of them

Traffic needs to flow along the old Rochester / Chatham High Street and round the river to Fort Amherst and beyond.... not right round Chatham town centre.... how long will a car journey from Staples to the Command House now take, day or night.....? watch the flow of traffic now.....its not going to go away is it? You are going to mess this up again... its not just me that is watching all this going wrong .... WHY?

Make more use of the waterfront & Sun Pier

1. Retaining the Victorian shop frontages add to the character of the High Street, so no demolition of the East End. 2. No new food superstore as there is Sainsbury's in the Pentagon. Encourage further ethnic foodstores. 3. Emphasis of the China Town culture at the East End.

We do not need so many amusement arcades, poundstores or fast food restaurant in our High Street. We need places you can buy CDs/DVDs as at the moment there is only Sainsbury's which doesn't hold much, or the new CEX place which only does second hand stuff.

How long as Mountbatten House been vacant? How much longer do I have to look out of my balcony and see that dammed eyesore which is of no use to anyone! Likewise what is with the roof top parking and the bloody great roadway that crosses the broads, surely this could be improved. I think Medway Council needs to go to look at Canterbury High Street and take a few examples. This is a great

opportunity to get it right for once, lets not waste it again.

Start with relief road from Medway Street to Dock Road. If you do not have this extra road Chatham will be gridlock. And this will stop major bus services on cross network services and effect business. And what about floods, which will take place afterward and Chatham is near to the river Medway which will rise. Where are you going to place on layover Medway as no new roads to Chatham for Fastrack services like in Gravesend Ebbsfleet and Temple Hill/ Dartford. Medway got to have a park and ride working seven days a week with new buses and P & R logo etc.

Vital components are: 1. Traffic flow improved. 2. Parking clear and cheap. 3. Excellent bus access to the centre. 4. Attractive public areas with seating. 5. High quality shopping. 6. High quality eating place. 7. Clear signage. 8. Attractive public walkways. 9. Links with the past (attractions obviously linked- historic dockyard, Fort Amherst, Riverside...etc...)

The properties towards Luton Arches are in a dirty dilapidated state and should be checked by environmental health department. It is beyond understanding that these premises are allowed to be used as food outlets. Disgraceful

Since the closure of the coop in Chatham High Street. There is only one shop (Debenhams) that is anything like a quality department store, an extra one would be of benefit. I would like to see more shops of good quality (not pound shops and charity shops) i.e. clothes shops shoe shops etc...

The bus stops are too far apart and the busses are not frequent enough from Walderslade Woods area/ Alexander Hospital area. Plus they are so old and smell of fuel that I feel unwell when travelling into Chatham. When you are older and carrying heavy shopping it is too far to walk to the busses. It is impossible to lift a heavy shopping trolley onto the antiquated busses, if I and others like myself are to shop in Chatham; this must be rectified.

More tree planting to soften the landscape. Do something about sub-standard housing (Luton area) attracting undesirable residents. More employment needed. More thought given to which shops are allowed- there are too many cheap, unattractive retailers. Why not some smaller starter units for new businesses, or showcasing items from the local university of Creative Arts? How will you prevent the public spaces becoming hangouts for drinkers and trouble makers?

Concern: remaining existing multi-storey car parks in Brook street area are a disruption to flow of traffic and pollution from demolition. Some sort of a face lift to the Pentagon Centre which is very claustrophobic.

Better and easy car park facilities less high restrictions

Many people that I know go to great lengths in order to avoid Chatham

1. Enclosed bus station would have attracted more shoppers. 2. Large numbers are pensioners or mums with young children who are not going to be able to carry purchases the extra distance, especially as shops to be concentrated in the middle of the High Street.

- More free clean toilets, - More visible police, security guards, - Pavement repairs as soon as possible, - Easier access for disabled people

I feel that free parking would be a way forward as I can shop at a number of stores/centres for free. Charging for parking until 10pm does not make me want to visit theatres and restaurants in the area.

Medway Council should let the planners of Maidstone take over as Maidstone has improved so much whilst Medway fund one disaster after another wasting our hard earned money and the only achievement to date is to stop traffic and make Chatham a no-go area for normal people.

Stop building in Chatham and messing around with the buses.

Where is the new bus stop going to be - absolutely no information given on plan - very bad plan.

Although this is a long-term plan it is important to create a sense of urgency and start producing visible results before despondency sets in. The accent and focus is on Chatham but don't forget that 5 towns make a city and close involvement is required. Open-air shows at the riverside.

Chatham can't be improved because of the awful interbred people in it.

Put policeman back on streets More toilet facilities (including disabled facilities) Cheaper car parking Less jobs walking about.

Why has Medway Council allowed the car to become King. Why has the Council let Chatham become run down full of cheap shops, 99p, Poundland, etc.

Having lived here for a number of years now, my fiancée and I have experienced some truly unpleasant things. We have had our car vandalised more times than I can remember, been threatened, mugged and disturbed at all hours of the day and night. I feel ashamed not to be proud of where I live even though we are honest and good people. The locality of our home has impacted on our mental well being greatly with depression and anxiety issues. We have had needles, underwear in and around our home and garden and had things stolen. I truly believe that the antisocial behaviour should be given a 24 hours zero tolerance approach before other improvements could be introduced.

Widen Chatham Hill (lose buildings on the South side).Widen Dock Road from Brompton Road to the Brook or relief tunnel on East side of Dock Road to Globe Lane (Lose the Forces' recruitment offices. Improve station area traffic movement (lose the garage and the pub on the island).

(a) Cleanliness/street sweeping with quiet machines or brushes. (b) Cleanliness/spraying water esp. in summer to keep down smells. (c) Provision of more and better quality toilets, not only in Pentagon. (d) Refurbishment of Pentagon shopping areas, with more seats.



(e) In open pedestrian areas, eg Clover Street, proper landscaping with regular attention and shopping bins. (f) Keep old mature trees wherever possible and plant more trees for the future.

Easy access and parking are a must. The roadworks, which are currently in place (and I can only assume more are planned!) make travelling from St Mary's Island to Chatham a complete nightmare! As a regular user of the Brook Theatre, I am put-off by the charge to use the car park when arriving around 7-8pm and the car park at the top of the hill is a "no-go" for women at night.

Just a general clean up, it feels really dark, dismal and dirty. Look more inviting.

Cleaner paths

Make sure the litter is checked and not a problem

Make it modern and clean. New crossing looks out of place.

Mountbatten House was focal point. Then Eye. How many more!! More eating places more litter. Too much traffic now more vehicles would make it worse.

I felt really disappointed that the Royal Theatre was compromised. I strongly feel that this should be reinstated as a major facility for theatre /community/cafe restaurant. I hope the stage demolition was because the workers made a mistake.

You will have problems providing underground car parking on the Brook and I am surprised you suggest this. You can't make Chatham a better place as you won't do what is required unless it involves messing around with the road system. Why do we have to pay for a bus station in the wrong place where private companies will benefit from it?

Return to free parking in the evenings and Sundays!

Cut back on charity shops, improve Central Theatre frontage.

I would like to see a better, more reliable evening bus service - not just one bus an hour for some places - maybe coffee shops open during the evening. A creche service for shopping mums. Policeman patrolling not just CCTV - CCTV cant break up a fight. Street entertainment. Sociable outdoor area - with equipment for all ages. What about rent-a-bike and bike swap facilities? Underground parking.

Please consider disabled access and parking at street level. Please keep in mind access and flat surfaces for less able and elderly. Creche facilities for shoppers. Evening bus service to out-of-town areas.

Retain the theatres in the Central Theatre and Brook. Do not introduce larger theatre that detracts from them, they are great places. Discourage people from eating takeaways in the High Street and leaving litter everywhere. Enforce litter laws.

More Bars/Clubs/Pubs

'Grn fl masterplan' and 'upper fl masterplan' - why the silly names? Maps: too much detail and TOO small. Bearing in mind the history of the Pentagon, etc should not any future development of Chatham town centre be 'organic', ie gradual, not sweeping 'new' and

subsequently ill-advised grandiose plans.

Go back to the old one-way traffic system. Improve the Pentagon bus station, which is all near shops and under cover. Do not build new bus station away from shops and out in the open, no more new shops - use closed ones.

Build and display a model of 'the plan' of the proposed changes.

At the moment in Chatham there are a number of shops for the younger generation, there are none for the older generation, this needs redressing. But the above proposals could also bring in people who need to steal to fuel their drug and alcohol problem. Extra police, we don't see any at the moment.

Stop drinking, parking, hanging around in gangs on street corners.

Clearer signage and wayfinding. Dedicated town centre rangers. Bric-a-brac, antiques flea market, permanent farmers market. Positive marketing

Decent theatre with restaurant and meeting place - proper big venue.

Get rid of smaller 'no-brand' shops that look run down

More 'open' feeling. General cleanliness needs to improve. It is not a friendly safe environment, I dont know what to suggest to improve this!

It is a good idea, which will create employment opportunities.

A place for rock and Metallers - visit [makingmedwayrock.weebly.com](http://makingmedwayrock.weebly.com) or email [makingmedwayrock@hotmail.co.uk](mailto:makingmedwayrock@hotmail.co.uk)

Better lighting at the night time. Improving road surfaces and paths. More bins and pedestrian crossings.

More bins

Cleaner streets