

Northbrooks Residents Parking Scheme

Summary

Sample

Around one fifth of all households from Northbrooks responded to the survey sent to them on 4 November 2015 and the closing date for the survey was 4 December 2015.

Those household who responded declared ownership of a total of 91 vehicles around a third of which are parked on garages or driveways and half are parked on the road.

Those household who responded did not declare ownership of vehicles across Northbrooks but still responded to express their opinion.

Methodology

The survey was delivered to 380 households with the option to respond online or by post. Eight responses were received online and 75 by post, giving a total of 83 responses, this equates to a response rate of 21.84 per cent.

Respondents were asked to answer thirteen questions:

- 1) The number of vehicles registered at the household
- 2) The number of those vehicles parked off street
- 3) The number of those vehicles parked on street that abuts Northbrooks / Sharpecroft
- 4) To what extent do you agree or disagree with the proposal to cease operating a permit zone in Northbrooks
- 5) To what extent do you agree or disagree with the fee applied to the first car
- 6) To what extent do you agree or disagree with the fee applied to the second car
- 7) To what extent do you agree or disagree with visitors daily permit fee
- 8) What is your view on the possibility of re-introducing an annual visitors permit
- 9) What is your view on the possibility of extending permit zone times
- 10) During which periods do you find difficult to park
- 11) Their preference on the parking scheme
- 12) Preference on a public meeting
- 13) Any other comments

Results Summary

The majority of households in Northbrooks (50.6 per cent) are in favour of not ceasing the permit zone in Northbrooks.

The majority of households (53 per cent) are not in favour to the fee applied to the first car.

The majority of households (52.9 per cent) are not in favour to the fee applied to the second car.

The majority of households (65.4 per cent) are not in favour to the visitors daily permit fee.

The majority of households (74.4 per cent) are in favour to the possibility of re-introducing an annual visitors permit.

The majority of households (59.7 per cent) are not in favour to the possibility of extending permit zone times.

The majority of households (47.7 per cent) stated the find the most difficult period to park is in the evening.

The majority of household (49.3 per cent) stated their preference would be to re-introduce yearly residents permits.

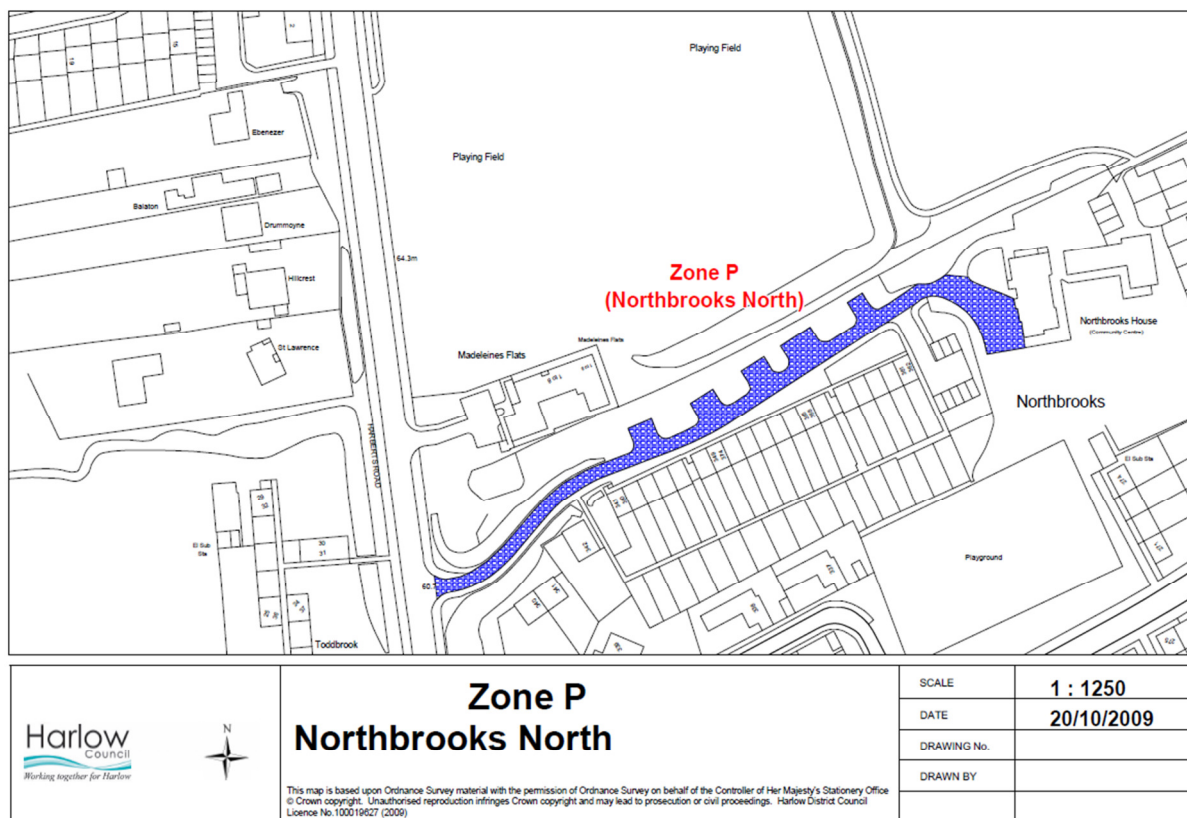
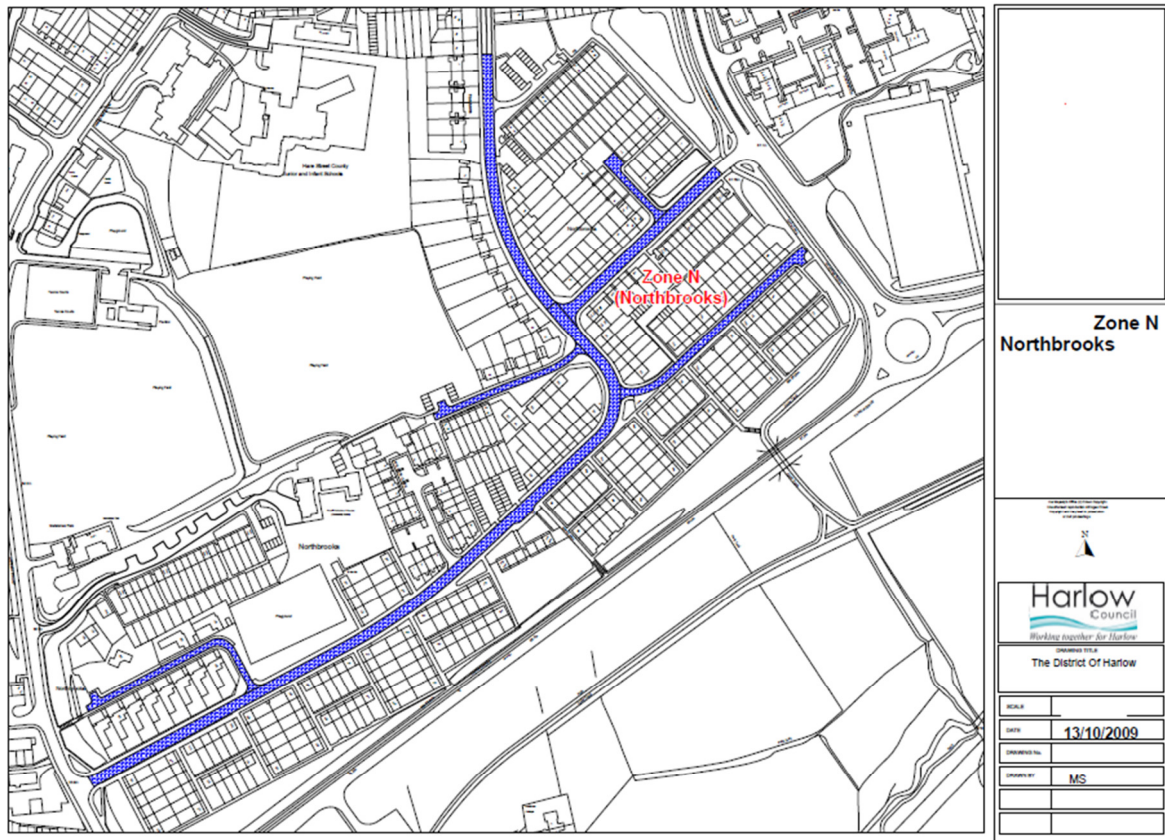
The majority of household (60.7 per cent) stated they would prefer to attend a public meeting on the evening and 52.3 per cent stated Tuesday as the preferred day.

Other issues / concerns

Several respondents mentioned they are unhappy about the parking permits and residents should not pay to park outside their own homes as well as mentioning the permit is too expensive (some mention the cost should be lower) or are unhappy about the fee increase of the permits.

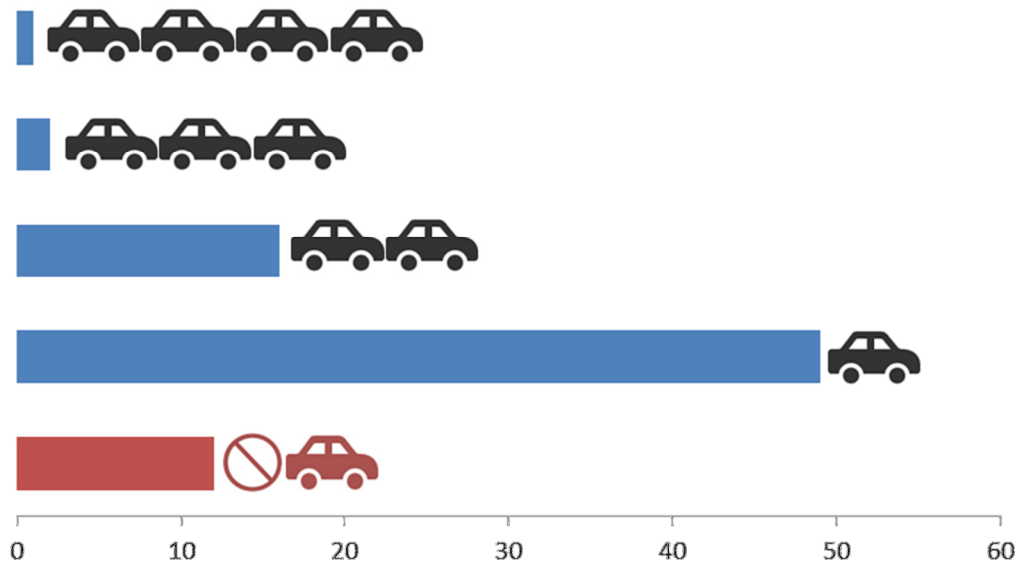
A number of respondents also expressed that they are unhappy about the cost or having pay for visitors permits especially if they are family visitors. Some expressed rise of visitors permit is not acceptable.

The maps below highlights the roads within the residents of Northbrooks – a copy was provided to all respondents.



Q1 Please state the number of vehicles that are registered at this address

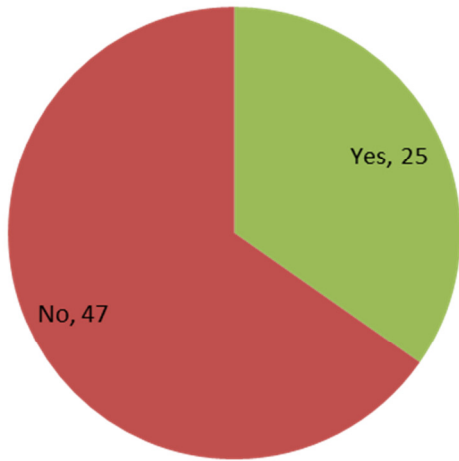
The majority of respondents (61 per cent) stated that there was one vehicle registered at their address. The second highest level of response (20 per cent) stated there were two vehicles registered at their address. 12 (15%) respondents was no vehicles, 2 respondents (2.5%) stated there were three vehicles and a further 1 respondents (1.3%) stated 4 vehicles were registered at their address.



No Vehicles	1 Vehicles	2 Vehicles	3 Vehicles	4 Vehicles
12	49	16	2	1

Q2 Are any of these vehicles parked ‘off street’ e.g. on a driveway or in a garage?

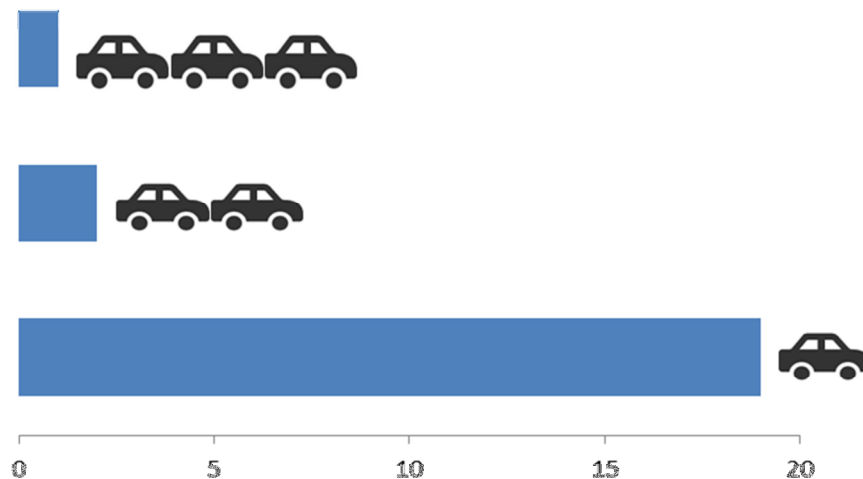
Twenty-five respondents (34.7 per cent) stated that they park some or all of their vehicles registered at their address off street e.g. on a driveway or in a garage.



	Response %	Response Count
Yes	34.7%	25
No	65.3%	47

Off street parking

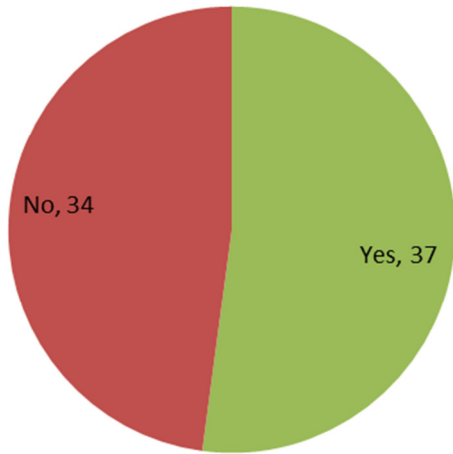
Of the 25 respondents who stated that their vehicles were parked off street the majority (86.4 per cent) have one vehicle parked off street, two respondents stated two vehicles were parked off street and one stated three vehicles were parked off street.



1 Vehicles	2 Vehicles	3 Vehicles
19	2	1
86.4%	9.1%	4.5%

Q3 Are any of these vehicles parked ‘on street’ that abuts Northbrooks / Sharpecroft?

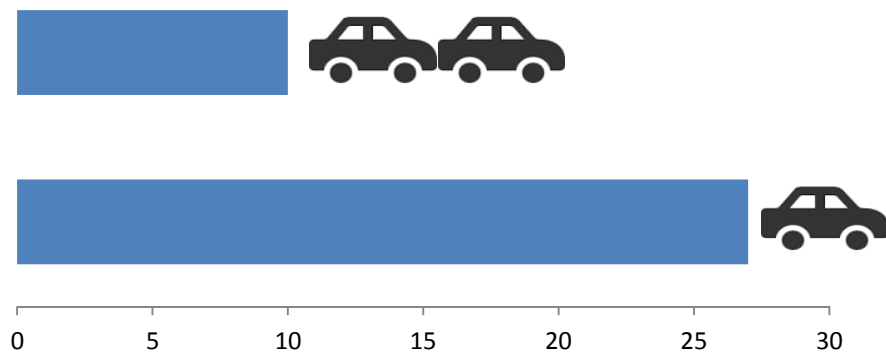
Thirty-seven respondents (52.1 per cent) stated that they park some or all of the vehicles registered at their address that abuts Northbrooks / Sharpecroft.



	Response %	Response Count
Yes	52.1%	37
No	47.9%	34

On street parking

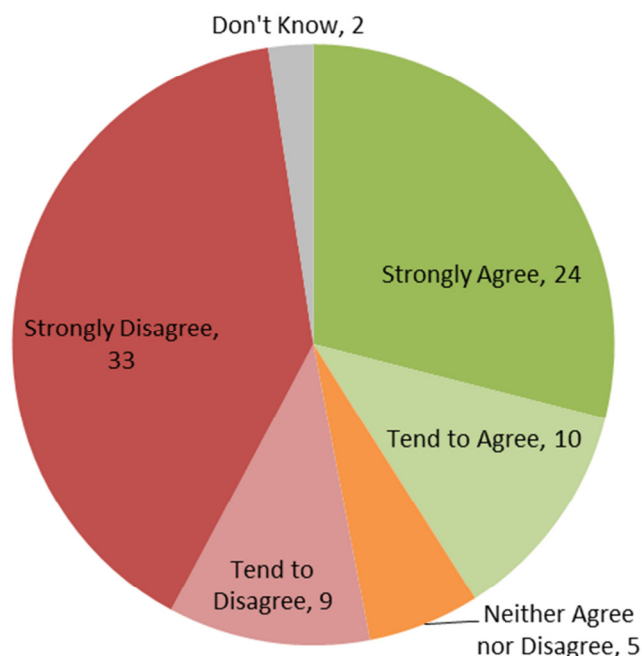
Of the 37 respondents who stated that their vehicles were parked on street the majority (73 per cent) have one vehicle parked on street, 10 respondents stated two vehicles were parked on street that abuts Northbrooks / Sharpecroft.



1 Vehicles	2 Vehicles
27	10
73%	27%

Q4 To what extent do you agree or disagree with the proposal to cease operating a permit zone in Northbrooks

The majority of respondents (50.6 per cent) disagreed with proposed amendments to cease operating a permit zone in Northbrooks, 34 (40.9 per cent) agreed to cease operating a permit zone in Northbrooks.



	Response %	Response Count
Strongly Agree	28.9%	24
Tend to Agree	12%	10
Neither agree or disagree	6%	5
Tend to Disagree	10.8%	9
Strongly Disagree	39.8%	33
Don't know	2.4%	2

Respondents were given the option to clarify their response, the responses are provided below:

Comment No	Comment	Themes
1	I believe that we need resident permit scheme. If this provision is ceased, then we will have less parking space for residents as they will be occupied by people working in town + other shoppers	Keep permit
2	Will not be able to park near our house as people park then walk up town centre.	Keep permit
3	We have lived here for over 20 years, parking is becoming a nightmare, I would have no objections to keeping the residents parking scheme, if its free to residents!	Keep permit – if free to residents
4	As parking in the town centre is very cheap. I do not think	Remove permit

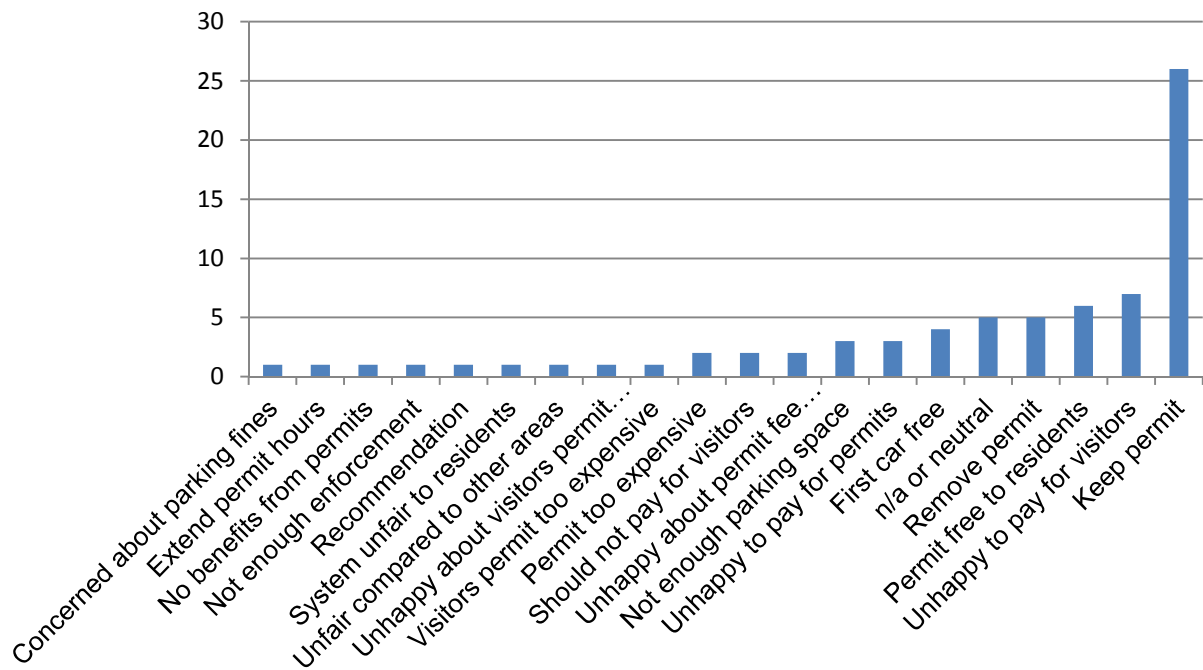
Comment No	Comment	Themes
	people are parking on our street and they make extra journey to the town walking.	
5	All the shoppers will park in Northbrooks if you cease operating a permit zone, and as children walk to school through Northbrooks it is dangerous if they have to cross roads that are full of parked cars, also the elderly that have live here remember how it was before, really dangerous.	Keep permit
6	Parking is a problem when people are home from work. We are also far enough away from shops not to be bothered especially as the water gardens refund parking fee when shopping there.	n/a
7	Parking permits were originally due to the college staff and students parking (not shoppers) - when the college moved the problem disappeared. The wardens were originally volunteers until the council took it on board for paid employees. The system previously was not expensive with volunteer wardens. I do not think Colchester can decide what we can afford or how we buy tickets. Family cannot visit as they get upset us having to pay for them to park.	Unhappy to pay for visitors
8	I agree that the permit zones works well and that we could return to the situation that occurred before they were imposed. My disagreement is that the Northbrooks Zone was set up by public agreement with criteria that we all had a parking permit and an annual visitor's permit to stop people using Northbrooks as a car park. The changes that have been made do not take account of the original agreement and has caused a lot of discontent. I would like to refer back to the original agreement.	Keep permit
9	As a pensioner I do not have to pay, but I feel its very unfair for other car owners too. Most are at work all day therefore paying for permits not used.	Permit free to residents Permit free to residents
10	I remember what is like before parking permits. Street blocked with shoppers cars they will not pay for parking in town centre car parks.	Keep permit
11	Controlled permit zone needed due to immediate access to town centre/hospital, but at a much lower cost to residents. Small area to control and resident contributions are not justified.	Recommendation
12	As an elderly vulnerable couple the idea of being unable to park outside the house and deny access to visitors or services because the permit zone has been discontinued is frightening. However we have strong opinions re: current operating system which we think are unjust.	Keep permit
13	The need for permits is new for Northbrooks never warranted and a social upheaval. Families are constantly worried about getting a fine. Children have to be dropped off for school. Grandparents take them so parents can go to work. Grandparents pay the fine. The Parking Wardens hunt for cars to victimise.	Concerned about parking fines
14	Having lived here for 27 years I would not want to go back to where anybody could park on the street, the area was used as a car park for anyone visiting the town due to our close relation to the town centre it caused a lot of problems before the permit parking.	Keep permit
15	This permit zone don't give any benefits for residents, cars is not secure it's only place where some companies make extra profits	No benefits from permits
16	Permit Park is too expensive!	Permit too

Comment No	Comment	Themes
	And is not enough car spaces!	expensive Not enough parking space
17	Totally floored system-persecuting those who it is supposed to help. Unfair tax because of where you live.	System unfair to residents
18	Parking is terrible now. If permit ceases it will be far worse.	Keep permit
19	I do not want permits to stop. There are lots of cars parked on the roads already. Those people with no driveways need the roads clear so they can park.	Keep permit
20	There is not enough space for any additional cars. HDC would lose the income from car parking.	Not enough parking space
21	I am a 78 year old pensioner and I have a large family who visit us, every time one of the family calls even for 30 mins it costs £1.50. If we have to have tradesmen etc it is another £1.50. I have lived in Northbrooks for over 50 years and in that time I have never had trouble parking.	Unhappy to pay for visitors
22	Parking would have to be free in the Water Gardens/Town Centre (Harvey Centre) otherwise we will go back to double parking on the pavement as it was before the parking scheme was introduced.	Keep permit
23	Definitely oppose the proposal	Keep permit
24	It will reduce the available parking spaces the road will be packed with shoppers cars!	Keep permit
25	Although permit parking helps, parking for residents is still a nightmare, if money from fees weren't towards this, more people would agree to permits. Grass behind my house could be used for parking.	Keep permit
26	I think a permit zone in Northbrooks is needed otherwise at peak times during the year, residents won't be able to park. However I would prefer no permit zone if the yearly visitors permit isn't reinstated	Keep permit – if yearly visitors is reinstated
27	I think that there is not enough enforcement I see cars without permits everyday parked all day without being issued a ticket	Not enough enforcement
28	Dear Mr McGill, My wife and I have been Council tenants at this address for 41 years. We live on the front row of houses opposite Harberts road. We have never had trouble with parking in this area, the reason for this is that no parks at our end of the estate to go to the town because its too far away. A lot of people who live in Northbrooks who for various reasons will not pay for parking permits park on Harberts road instead. The park opposite our address on the pavement blocking the pavement for wheelchair and pram users. I rent a garage from Harlow Council at over £36 per month, therefore 'Doing my bit' to help roadside clear. I only park outside the property when I am loading or unloading my car, why must I then need a permit to park for such a short time? I have noticed that quite a few garage renters use garages to store things and not parking their cars. As pensioners I think its unfair that if members of our family visit us we have to pay £1.50 for their permit. How can the Council justify the cost of visitors permits which started off at 40p then increased to 50p then £1 now £1.50. Where is it going to end? I agree that there is a need for some sort of parking restrictions nearer the town centre but not this far from town.	Remove permit Unhappy to pay for visitors Unhappy about visitors permit fee increases
29	Because in 1988 when I moved to Northbrooks the street was full of shoppers cars especially at xmas time when town car	Keep permit

Comment No	Comment	Themes
	parks are full.	
30	Not easy when relatives or friends visit unexpectedly + you haven't got a visitors permit.	Unhappy to pay for visitors
31	It is a ludicrous suggestion as this would make living in Northbrooks a nightmare. It is bad enough parking currently with the permit scheme	Keep permit
32	I think that the first car should be free but still charge for extra vehicles and visitors, as most people only have one car	First car free
33	I understand why you set the charge but people pay enough for cars, insurance, tax, MOT etc then are charged to park outside their own homes	Unhappy to pay for permits
34	I live near to Toodbrook than the town, so I think the permit zone that end is not needed but I do not agree with a permit zone nearer the town.	Remove permit
35	regardless of the system used I think residents and family (visiting) should be given priority and not charged.	Permit free to residents Should not pay for visitors
36	Although I garage my car I find I still frequently park outside my home (i.e) the street	n/a
37	It is a good idea to have a permit but it is a lot of money to pay for one car and a lot of money for a daily permit £1.50 is too much	Permit too expensive Visitors permit too expensive
38	It is so hard to park when I come home from work I want you to extend to hours.	Extend permit hours
39	Just stop all this having to pay all this paying to park our cars	Remove permit
40	Do not feel we should pay to park where we live.	Permit free to residents
41	The roads would be filled and become practically impassable	Keep permit
42	I think its fine to have the permits but object that its going up-up-up. It started at 50p and free 1 visitor permit I still think this is the cost it should be NOT £1.50 each time my children visit	Keep permit Unhappy about visitors permit fee increase
43	Have lived here for over fifty years. This is the only time that residents can park without any trouble. Previously shoppers + work people would take most of the spaces	Keep permit
44	Fed up with continually buying visitors parking permits at £1.50 each and still getting parking penalties for 1 reason or another. Nobody wants to visit anymore because they don't want to get a parking ticket.	Unhappy to pay for visitors
45	Permit does not guarantee you a parking space. No allowance given to residents on unexpected visitors.	Not enough parking space Unhappy to pay for visitors
46	I understand in Harlow there is not enough car park space. I think we should not have to pay for a first car, but if you have more than one car should pay then.	First car free
47	I tend to disagree as people coming to the town centre will use Northbrooks to park however it is not necessary to charge for	First car free

Comment No	Comment	Themes
	1st permit considering council tax is high	
48	With or without permits Northbrooks can be difficult to park due to the layout of the houses.	n/a
49	Do not agree with any permit	Remove permit
50	As a household with 0 cars at present it would be unfair for me to influence decisions that solely effect drivers. However, after reading the Council's response I would, if I drove, take the position against ceasing a permit zone in Northbrooks	Keep permit
51	I agree with paragraph 8 that removing the 'permit parking' facility with reduce the availability of parking spaces within the estate, so wish to keep it.	Keep permit
52	I personally don't want the permit zone to be ceased in Northbrooks. If its ceased life will become hell, people who want to park freely will park in these during most of the time. Please don't cease the parking permit zone in Northbrooks.	Keep permit
53	Shoppers will park in this street all day. If you go out you are unable to park back in your street as was the case before permits were introduced	Keep permit
54	I do not think the parking permit zone all together as would be chaos. But do not think should be charged to park where you live. Also do not agree that as an elderly person visitors should have to pay to visit	Permit free to residents Should not pay for visitors
55	Unfair visitor daily parking charge	Unhappy to pay for visitors
56	Its just another tax on your car, first car permit should be free, second permit no more than £20. the year on year increase means my permit has nearly doubled in 5 years, that is disgusting.	First car free Unhappy about permit fee increases
57	I think residents should be given a permit free of charge and only have to pay for visitors - which I think yearly visitors permit should be re-introduced.	Permit free to residents
58	If Northbrooks have to pay then the rest of Harlow should pay.	Unfair compared to other areas Unhappy to pay for permits
59	I don't think necessarily ceased altogether .It should be reviewed with regards to visitors. However if this would not be an option I'd lean towards ceasing it.	Neutral
60	It can sometimes be hard to find a parking space on a Sunday due to people parking there and walking over to the shops	n/a
61	The parking scheme was introduced when Harlow College was situated where Dads Wood is now, not essentially due to shoppers in Harlow Town Centre. As that moved to its new site some years ago and Harlow Town Centre offers adequate parking with the Water Gardens even entitling a refund towards parking the scheme has lost it's "essential status". I would say now it is almost an unnecessary expense for residents. In fact it seems to be a scheme that residents pay a lot of money for but there is little proof of it being beneficial to residents. There are many areas of concern - 1. The charge for additional vehicles. My son pays twice as much as me for a permit but doesn't benefit any more than I do	Unhappy to pay for permits

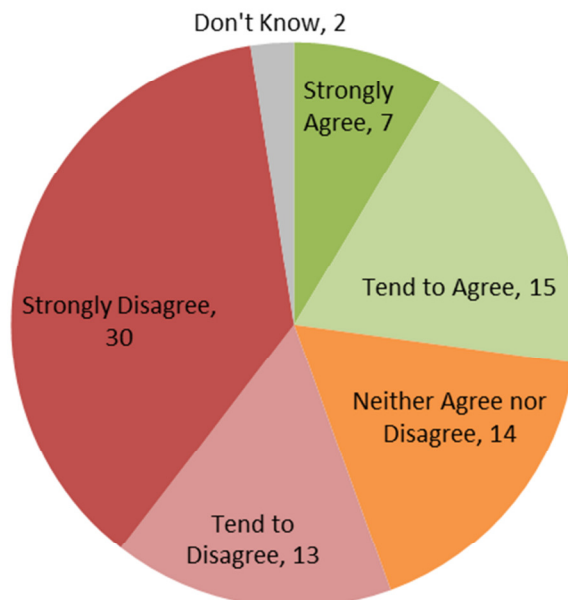
Comment No	Comment	Themes
	<p>in any way at all. I cannot think of another instance where you are made to purchase 2 identical items from the same supplier & pay double for the second one and subsequently 3 times as much for the third. How can that be in the residents favour? My daughters are at university & cannot bring their cars home because it is cheaper to get the train - bizarre!!</p> <p>2. The annual visitors permit should never have ceased. Elderly, more vulnerable residents & non-drivers are being forced to pay for parking they do not necessarily need for themselves.</p> <p>3. The appeals system doesn't actually exist. The process is outlined but is monitored by the company who collect the charges so is rendered useless at the start. Basically you don't have to pay if you are dead - there doesn't seem to be any other appeal you can make.</p> <p>4. If the scheme is aimed to deter shoppers why is it in operation at 8am. There is nothing open in the town then apart from Asda which benefits from other parking facilities as I mentioned previously.</p> <p>5. As I do not live near enough to the hospital nor is Northbrooks close to the train station the scheme is definitely overpriced. If there are 380 houses in Northbrooks & they all pay £33.00 for their first car or visitor permit & half of those residents have a second car the income generated per year is approx. £25k. This seems a little extreme for 1 area in the town that can be covered by a traffic warden in about 2 hours.</p> <p>If the fee was reduced & the same for each vehicle registered at the address and an annual visitors permit was reinstated I could see the benefit to the resident & be happy to continue with the scheme. At present we pay for a space that may or may not be there & we are at work all day. Essentially we pay to park on a Saturday which cannot be right.</p>	
62	I do not think that the permit zone should cease.	Keep permit
63	It is the continuous increase year on year of the charges associated with the parking permit that I disagree with, not the parking permit itself. Charges to other areas of Essex are irrelevant. Parking management should return to local authorities and charged accordingly as it was before the NEPP.	Unhappy about permit fee increase
64	My house is situated within a 5 minute walking distance from the town center. Cars are already parking here and walking over to town to avoid the car park fees - without a permit procedure in place, this will only get worse, resulting in it being impossible for me to park my car within any reasonable distance to my own house! I have young children, so to carry shopping etc. and ensure my children's safety if I have to walk a distance up the road to get home because our street is full of cars that have parked to walk over the town would infuriate me	Keep permit



*Please note that one comment may relate to multiple themes.

Q5 To what extent do you agree or disagree with the fee applied to the first car

The majority of respondents (53 per cent) disagreed to the fee applied to the first car, 22 (27.1 per cent) agreed with the fee.



	Response %	Response Count
Strongly Agree	8.6%	7
Tend to Agree	18.5%	15
Neither agree or disagree	17.3%	14
Tend to Disagree	16%	13
Strongly Disagree	37%	30
Don't know	2.5%	2

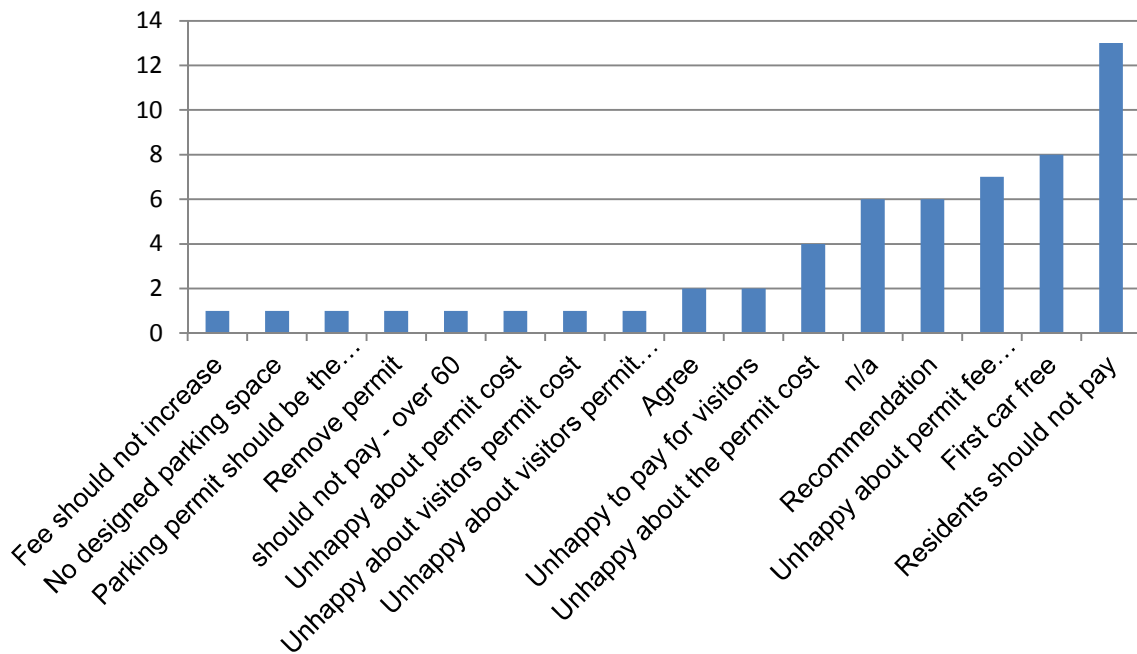
Respondents were given the option to clarify their response, the responses are provided below:

Comment No	Comment	Theme
1	I think £33 per year is ok, but suggest it to keep it as it is till 2018	Fee should not increase
2	reasonable price	Agree
3	I do not feel we should have to pay to park in our road	Residents should not pay
4	I would accept the fee for the first car, but I do not think the fee should be increasing every year. There is no need for it.	Unhappy about permit fee increase
5	People pay taxes to use the roads, why should they pay twice, it is not their fault that parking was not planned when area was built.	Residents should not pay
6	Residents should not be penalised to pay to park outside their home. It is discrimination.	Residents should not pay

Comment No	Comment	Theme
7	There is no mention in the paperwork supplied as to whether over 60's will still receive a free permit. Is this to continue? If not I feel that we are being penalised for something that was never our fault.	Residents should not pay
8	Car owners pay enough in tax and insurance and MOTs. Costs of running to keep their cars on the roads. It is very unfair to expect them to pay out for parking permits just because at one time they were living in the wrong area.	Residents should not pay
9	Maximum amount of £20 per annum	Recommendation
10	N/A re: over 60 year olds we think this is appropriate and should remain free. The fee should remain at about £30 for other residents to cover admin costs.	should not pay - over 60
11	I am retired	n/a
12	The fee is not a problem it is the amount of the fee which is the problem	Unhappy about the permit cost
13	It's no designated space for each resident	No designated parking space
14	Still expensive	Unhappy about the permit cost
15	Like all things in life nothing stays the same.	n/a
16	All households should be allowed to park one car for free if they have no drive ways.	First car free
17	I think it should be reduced to £25.00	Recommendation
18	We do not pay for our permit as we are pensioners but I still disagree that anyone should have to pay to park where they live.	Residents should not pay
19	First Car should be free 2nd - £20 3rd - £100 4th - £200	Recommendation
20	It is the cheapest among the towns in Essex	n/a
21	Its too much!	Unhappy about the permit cost
22	I think the fee is too high	Unhappy about the permit cost
23	Dear Mr McGill, My wife and I have been Council tenants at this address for 41 years. We live on the front row of houses opposite Harberts road. We have never had trouble with parking in this area, the reason for this is that no parks at our end of the estate to go to the town because its too far away. A lot of people who live in Northbrooks who for various reasons will not pay for parking permits park on Harberts road instead. The park opposite our address on the pavement blocking the pavement for wheelchair and pram users. I rent a garage from Harlow Council at over £36 per month, therefore 'Doing my bit' to help roadside clear. I only park outside the property when I am loading or unloading my car, why must I then need a permit to park for such a short time? I have noticed that quite a few garage renters use garages to store things and not parking their cars. As pensioners I think its unfair that if members of our family visit us we have to pay £1.50 for their permit. How can the Council justify the cost of visitors permits which started off at 40p then increased to 50p then £1 now £1.50. Where is it	Remove permit Unhappy to pay for visitors Unhappy about visitors permit fee increase

Comment No	Comment	Theme
	going to end? I agree that there is a need for some sort of parking restrictions nearer the town centre but not this far from town.	
24	The % increase is unacceptable - almost 100% since scheme was introduced.	Unhappy about permit fee increase
25	I think residents should get one permit free or pensioners should get a free permit	First car free
26	First car should be free	First car free
27	It should be the same fee for cars whether 1st, 2nd or 3rd and visitors permit. Daily of £15 is ridiculous. As a disabled person I NEED someone around and I've lost my visitor coming here. £1 daily was fine why change	Parking permit should be the same for all cars Unhappy about visitors permit cost
28	I think people that live in the area should be given free permits	Residents should not pay
29	Do not think anyone should be charged to park one car outside their home.	Residents should not pay
30	As a pensioner I find it unfair to comment as I get free permit.	n/a
31	I think having to pay for one car should not be allowed, as it seems it looks like it is going up to £35 next year	First car free
32	Would pay more if HRs was extended to 10.00 evening Mon - Sat plus Sunday.	Recommendation
33	I feel residents should - if a charge remains - not pay for 1st car - possible low charge for subsequent cars.	First car free
34	£25 first £35 second.	Recommendation
35	Don't own a car	n/a
36	Shouldn't pay for first car, any more than that pay for, only fair.	First car free
37	Pay high council tax so 1st car should be free	First car free
38	If you have to pay the permit for the year isn't too bad.	Agree
39	As a non-driver I don't know how this cost relates in comparison to other maintenance costs of a vehicle so can't say if they're reasonable. I do express concern about the fact they're rising, if I drove that would be a key concern.	Unhappy about permit fee increase
40	Every year you guys increase the fee. These is no additional value to parking zone nor you guys do any maintenance hence, it doesn't make any sense or increase the price every year.	Unhappy about permit fee increase
41	To pensioners having to pay £1.50 when family visit for a short period of time	Unhappy to pay for visitors
42	Should be free	Residents should not pay
43	Should be provided for residents free of charge.	Residents should not pay
44	I disagree as it is hard for anybody to sell their house as people do not want to pay for parking their cars. I know a neighbour who moved out because of the parking fee.	Residents should not pay
45	It is too high and has increased ridiculously in past few years.	Unhappy about permit cost Unhappy about permit fee increase
46	As my previous comments point out I essentially pay to park on a Saturday	n/a
47	The permit has gone up this year and feel for the first car that	Unhappy about permit fee increase

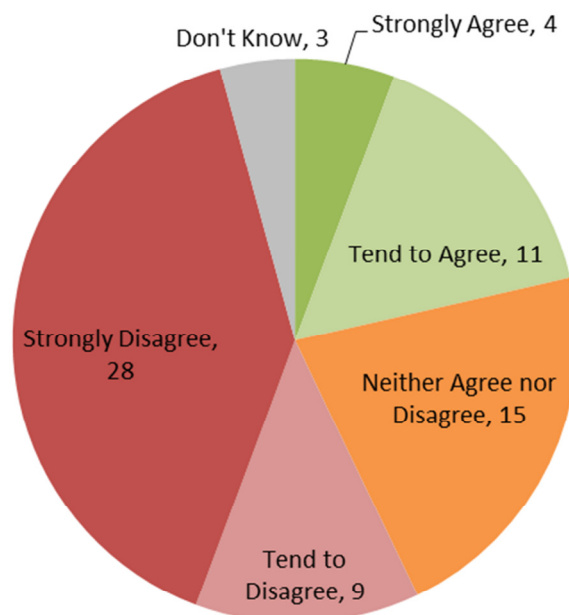
Comment No	Comment	Theme
	the fee could be lower.	Recommendation
48	Driving to work across Essex is a necessity, when travelling across Essex by public transport is a complete non-starter for work purposes. This means parking a vehicle outside your home is a necessity. Return the first car parking permit fee to zero like was before.	First car free
49	resident permits should be free	Residents should not pay
50	I agree to having to pay for the permit (I preferred it in the early 2000's when the council gave the registered residents FREE permits though!). I don't agree with the fee constantly being increased when there are no regular street wardens to fine the cars illegally parked	Residents should not pay Unhappy about permit fee increase



*Please note that one comment may relate to multiple themes.

Q6 To what extent do you agree or disagree with the fee applied to the second car

The majority of respondents (52.9 per cent) disagreed to the fee applied to the second car, two set of 15 respondents (21.4 per cent) agreed or were neutral with the fee.



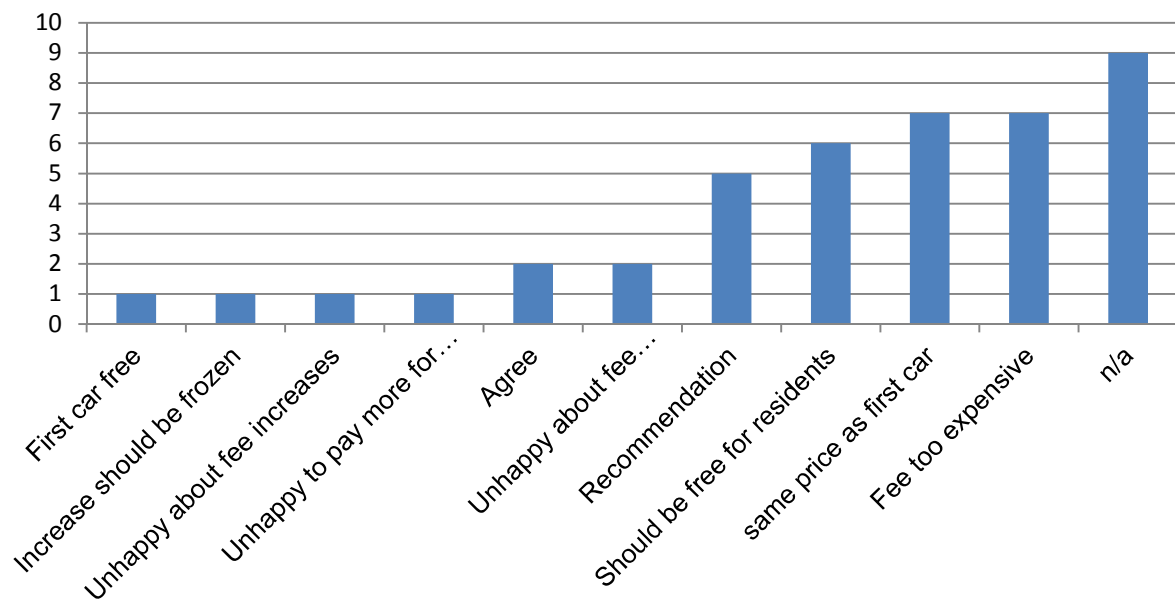
	Response %	Response Count
Strongly Agree	5.7%	4
Tend to Agree	15.7%	11
Neither agree or disagree	21.4%	15
Tend to Disagree	12.9%	9
Strongly Disagree	40%	28
Don't know	4.3%	3

Respondents were given the option to clarify their response, the responses are provided below:

Comment No	Comment	Theme
1	I think the fee should be frozen till 2018 at the present rate.	Increase should be frozen
2	Very expensive	Fee too expensive
3	This does not apply to us.	n/a
4	I think it would be rather fair if we pay fee for the first car, fee for the second car could remain the same.	Same price as first car
5	See above (<i>People pay taxes to use the roads, why should they pay twice, it is not their fault that parking was not planned when area was built.</i>)	Should be free for residents
6	Again this is discriminatory.	Should be free for

Comment No	Comment	Theme
		residents
7	as above (<i>Car owners pay enough in tax and insurance and MOTs. Costs of running to keep their cars on the roads. It is very unfair to expect them to pay out for parking permits just because at one time they were living in the wrong area.</i>)	Should be free for residents
8	Agree to slight increase in cost but should be a maximum of £30 per annum.	Agree
9	Many households support two cars, the fee should be the same as first car.	Same price as first car
10	Do not require a second permit.	n/a
11	The answer to this is more or less the same as the first car permit.	Same price as first car
12	For residents parking should be free its extra tax which we are paid even we paid road tax so we are able to park for free on public road this isn't private road.	Should be free for residents
13	If we are a resident and live in Northbrooks we don't need to pay permit!	Should be free for residents
14	Do not feel should be the cost it is at present perhaps ten percent increase of first car fee would be acceptable	Recommendation
15	Most households have more than one person with a car. I think the money from these permits should be used to keep the road in good condition. At the moment it is full of holes.	Recommendation
16	Could be same as first fee.	Same price as first car
17	The range whether £20 or £70 seems ok to me	agree
18	I am not affected by this because I have only one car.	n/a
19	Too expensive, should be same as for first vehicle.	Fee too expensive
20	We only own one car so this doesn't apply to us.	n/a
21	Fee is too high	Fee too expensive
22	To much money for a 2nd car.	Fee too expensive
23	Don't have a 2nd vehicle so of little concern to me personally	n/a
24	First car free, second car paid for	First car free
25	Why should they pay almost double a lot in Northbrooks are multiple occupancy so which of them gets the cheaper rate and if there is 3 or more why should they do daily tickets	Unhappy to pay more for permits for additional vehicles - multiple occupancy
26	I feel that if you have to charge the second car should be the same as the first. Any more cars than two should be charged more.	Same price as first car
27	As above (<i>As a pensioner I find it unfair to comment as I get free permit.</i>)	n/a
28	Same as above. (<i>Would pay more if HRs was extended to 10.00 evening Mon - Sat plus Sunday.</i>)	Recommendation
29	charge too high	Fee too expensive
30	2nd car £35	Recommendation
31	Don't own a car.	n/a
32	Unfair and unrealistic - adult children cannot afford to move out and couples may both need a car for work purposes, fees far too high	Fee too expensive
33	The second car permit is way too expensive. Has with the first permit. Most people are out at work, so you're paying for something you're hardly using.	Fee too expensive
34	I feel the rise isn't proportionate being doubled the price of 1	Unhappy about fee

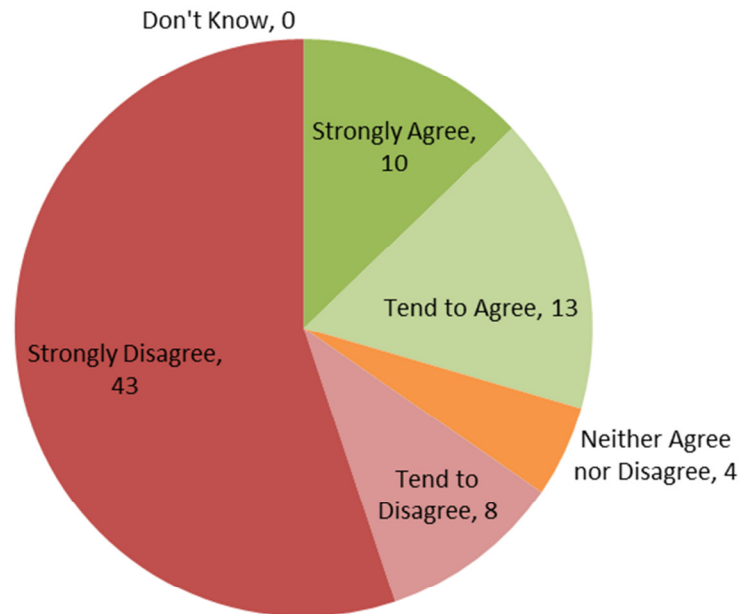
Comment No	Comment	Theme
	permit, especially if in a 2 car family one was a trades/works vehicle	increases
35	Should be no more than £20	Recommendation
36	Second car should be the same as first as some people have company vehicles. However any more than that should warrant in excess of £100.	Same price as first car
37	The same reason as the first car (<i>I disagree as it is hard for anybody to sell their house as people do not want to pay for parking their cars. I know a neighbour who moved out because of the parking fee.</i>)	Should be free for residents
38	I don't have a second car so can't comment on actual fee however it has negatively had a knock on effect to the annual visitor parking what with that being ceased.	n/a
39	Complete rip off. As before if another car is registered here to someone with the same surname how can it be justified to charge twice the price.	Unhappy about fee compared to first car
40	Cannot comment on this as only have 1 car	n/a
41	Yes, a fee needs to be paid for the second car. But to have the price doubled is just money grabbing! It would be more appropriate to have the second vehicle price the same as the first	Unhappy about fee compared to first car Same price as first car



*Please note that one comment may relate to multiple themes.

Q7 To what extent do you agree or disagree with visitors daily permit fee

The majority of respondents (65.4 per cent) disagreed with visitors daily permit fee, 23 (29.5 per cent) agreed with the fee.



	Response %	Response Count
Strongly Agree	12.8%	10
Tend to Agree	16.7%	13
Neither agree or disagree	5.1%	4
Tend to Disagree	10.3%	8
Strongly Disagree	55.1%	43
Don't know	0%	0

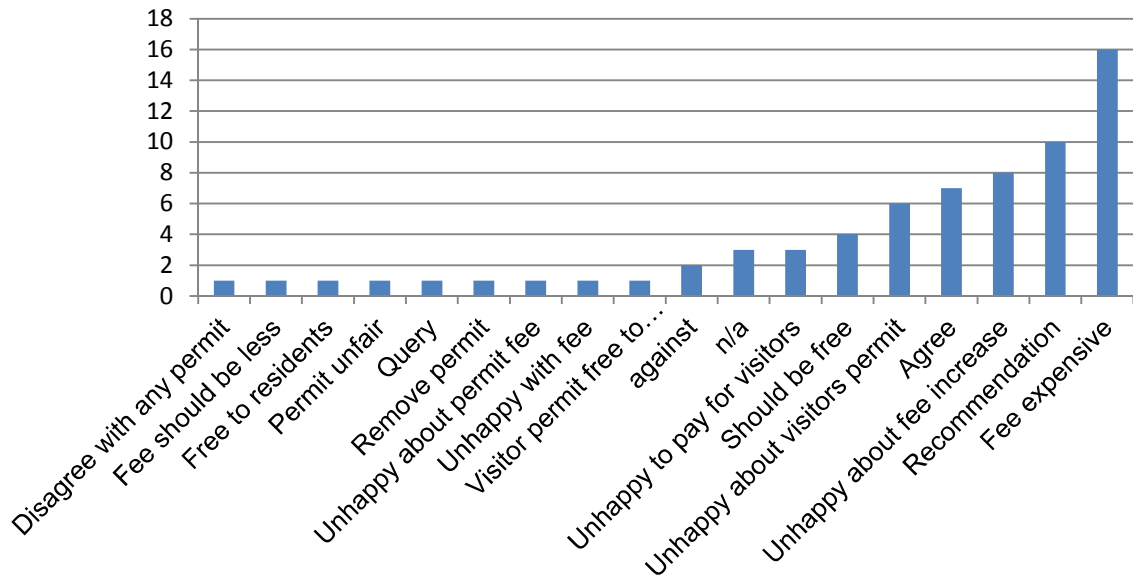
Respondents were given the option to clarify their response, the responses are provided below:

Comment No	Comment	Theme
1	Although it seems ok to pay £1.00 for all day, but most of the visitors are there for 1/2, 1, 2 hours. So, paying £1.00 for less than 1 hour visitor seems expensive. I would advise to keep or make the provision of 1/2 day permit for 50p or something like that.	Fee expensive
2	Reasonable price	Agree
3	I do not think its fair my daughter pop in to see if I am ok after her work for 15 minutes and have to give her permit cost £1.50	Permit unfair
4	I think we should pay for visitors, but not for our own pass	n/a
5	It is acceptable fee for visiting permit.	Agree
6	As I am 83 I rely on visitors for company and £1.50 a day is a large part of ones pension. Surely as a senior citizen I am entitled	Visitor permit free to pensioners

Comment No	Comment	Theme
	to have a visitor or gardener or workman without having to pay extra	
7	We used to have coffee mornings. Social gatherings for lonely parents, prayer meetings. We now cannot afford this since charges came into being and so feel cut off and not able to do the things in our home we used to do (lived in the house since 1979).	Unhappy about visitors permit
8	I want to return to the annual visitor's permit. I cannot understand how one permit per year costs more to operate as opposed to supplying them in books of 10, at a much increased price. As stated this is again not what was originally agreed.	Recommendation
9	Lots of people in Northbrooks, welcome visitors, in fact some need them and can be very costly. Pay out £1.50 daily.	Fee expensive
10	Unacceptable price should be 50p maximum per ticket. Especially after discounting visitors annual permit.	Fee expensive
11	An annual permit at reasonable cost should be reintroduced. The current system denies access to carers of disabled, ill individuals. This is a human right rather than at a cost?	Recommendation
12	Visitors family call where they live no need for a permit. People have basic needs. If you have a parking ticket. By the time its written out you could be fined just because of time lapse in putting permit on car windscreen.	Unhappy about visitors permit
13	Tend to disagree mainly due to the cost.	Fee expensive
14	Should be free	Should be free
15	Extortion	Unhappy about visitors permit
16	Sometimes visitors arrive unannounced. Do not allows have permits in the house	Unhappy about visitors permit
17	Visitors permits will add too many cars to an already busy road. On the roads that have no driveways there is no space for more cars.	Unhappy about visitors permit
18	I don't agree with any permit parking	Disagree with any permit
19	£1.50 a go seems spot on for me	Agree
20	For me it is expensive to have daily permit. If given an option I will get the yearly visitors permit. Residents should be given options which are convenient to us.	Fee expensive Recommendation
21	I think a visitors permit should be issued to all households with a person over the age of 70 years. A visitors yearly permit.	Recommendation
22	Visitors daily permit fee is too high bring back the annual visitors permit please!	Fee expensive Recommendation
23	Why have they stopped issuing 1 free visit permit???	Query
24	The greed involved in increasing the fee by 50p was probably the catalyst for reform of this already overpriced system. It takes me 15 minutes to walk from my house to Terminus St., and I would be very surprised if anyone would be prepared to park here and walk to the town to save car park fees.	Unhappy about fee increase
25	I have never brought/used a daily permit and never will. The fee is too high and its disgusting that friends/family can only use each permit once.	Fee expensive
26	Should have a permanent visitors permit as before it should not be a license to print money for visitors	Recommendation
27	Dear Mr McGill, My wife and I have been Council tenants at this address for 41 years. We live on the front row of houses opposite Harberts road. We have never had trouble with parking in this area, the reason for this is that no parks at our end of the estate	Remove permit Unhappy to pay for visitors

Comment No	Comment	Theme
	to go to the town because its too far away. A lot of people who live in Northbrooks who for various reasons will not pay for parking permits park on Harberts road instead. The park opposite our address on the pavement blocking the pavement for wheelchair and pram users. I rent a garage from Harlow Council at over £36 per month, therefore 'Doing my bit' to help roadside clear. I only park outside the property when I am loading or unloading my car, why must I then need a permit to park for such a short time? I have noticed that quite a few garage renters use garages to store things and not parking their cars. As pensioners I think its unfair that if members of our family visit us we have to pay £1.50 for their permit. How can the Council justify the cost of visitors permits which started off at 40p then increased to 50p then £1 now £1.50. Where is it going to end? I agree that there is a need for some sort of parking restrictions nearer the town centre but not this far from town.	Unhappy about fee increase
28	We need help with cleaning / gardening etc, due to disabilities/age, 85 years old, parking is a problem	n/a
29	If you have a visitor staying for more than one day it can work out expensive.	Fee expensive
30	If there was no fee, non-residents would abuse it	Agree
31	Price should have stayed £1 daily £15 should have stayed for 15 days not now only 10 days	Unhappy about fee increase
32	Don't agree that we should have to pay for people to visit us. We should get a free visitors permit for 1 car at a time.	Unhappy about visitors permit Should be free
33	My children's grandparents are frequent visitors (and carers) and cannot afford to pay 5 or 6 times a week to park their cars.	Unhappy to pay for visitors
34	As a pensioner I find it unfair that a visit that could last as little as 30 mins cost me £1.50	Unhappy about permit fee
35	£1.50 a day for visitors permit is way too much	Fee expensive
36	Bring back the annual visitors permit.	Recommendation
37	Daily tickets were 50p now £1.50!! Don't know how when visitors may come - having annual visitors ticket would be better.	Unhappy about fee increase Recommendation
38	The movement to an online system is however troublesome for those without access to computers or smartphones, and may indeed have triggered the petition you are dealing with.	n/a
39	1 free visitor permit to ALL residents then 50p for each visitor.	Free to residents Recommendation
40	I think it is outrageous that we have to pay £1.50 per visit whether it be 10 minutes or the whole day. People that visit still get parking fines for all sorts of reasons (i.e permit wasn't filled in properly or wasn't fully visible) its an absolute money making operation.	Unhappy to pay for visitors
41	Everyone has family and friends to visit should be allowed.	Should be free
42	50p was fine to double it to £1 just seems like a money making scheme not for benefit of residents	Unhappy about fee increase
43	If you have a lot of visitors it can become expensive some elderly people have carers 3 or 4 times a day and to hand out permits to each one is too much for their pensions because you can't guarantee to see the same carer on the same day.	Fee expensive
44	I think it is rather expensive as visitors tend to pop in and out very	Fee expensive

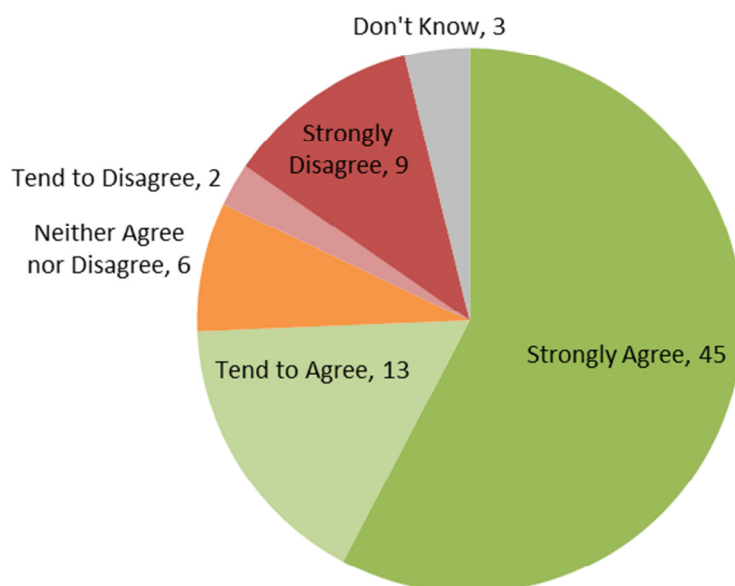
Comment No	Comment	Theme
	quickly. Also too expensive for 'tradesman' who comes to do a bit of gardening or make a quick repair - the charge of £10 will be added to my bill!	
45	Seems reasonable.	Agree
46	This is ok if you only have one visitor, but works out expensive if there are a lot of visitors at once.	Fee expensive
47	Initially it was £10/- for a year. Then you guys have increased it to £33/- or so and brought into picture visitors parking permit daily, which is an extra source of income to Council. Its rip-off.	Unhappy about fee increase
48	They are far too expensive for family visiting a short time, and when some members visit every week to check we are ok it works out more expensive than a 1st car and that is for a year.	Unhappy about fee increase
49	Against daily fee	Against
50	You discontinued the yearly visitors permit and put up the daily permit from 50p to £1.50 just to rake up more money	Against Unhappy with fee
51	I think a daily pass should be a lot less than it is at present. And one visitors pass should be given for the year for a reasonable fee.	Fee should be less Recommendation
52	We think £15 a day is too much when you have a lot of visitors especially for any old age pensioners especially if you have a carer, a family member.	Fee expensive
53	Far too expensive, it puts visitors off coming as £1.50 is far too much. For me personally I have to have child care in order to work and that means having someone come to my home. It is a cost I can't claim back and being a single mother on low income it is terrible that a single use ticket is 1 £1.50!!! It was much better with annual visitor permit.	Fee expensive
54	It can work out very expensive if you have several visitors over the course of a day to keep paying £1 or £1.50 for each visitor	Fee expensive
55	The fee (if any) should be annual. You have to think about people turning visitors away because they are put off by the charge. This will get worse with electronic permits - why are we asked to supply a reg number when we don't for the paper permits. The only reason I can think of is to generate more money.	Fee expensive
56	I feel that visitors permit fee is reasonable.	Agree
57	Shouldn't have to pay for someone to visit.	Should be free
58	Again, I agree - just not at double the price	Agree Unhappy about fee increase



*Please note that one comment may relate to multiple themes

Q8 What is your view on the possibility of re-introducing an annual visitors permit

The majority of respondents (74.4 per cent) agreed on the possibility of re-introducing an annual visitors permit, 11 (14.1 per cent) disagreed with the proposal.



	Response %	Response Count
Strongly Agree	57.7%	45
Tend to Agree	16.7%	13
Neither agree or disagree	7.7%	6
Tend to Disagree	2.6%	2
Strongly Disagree	11.5%	9
Don't know	3.8%	3

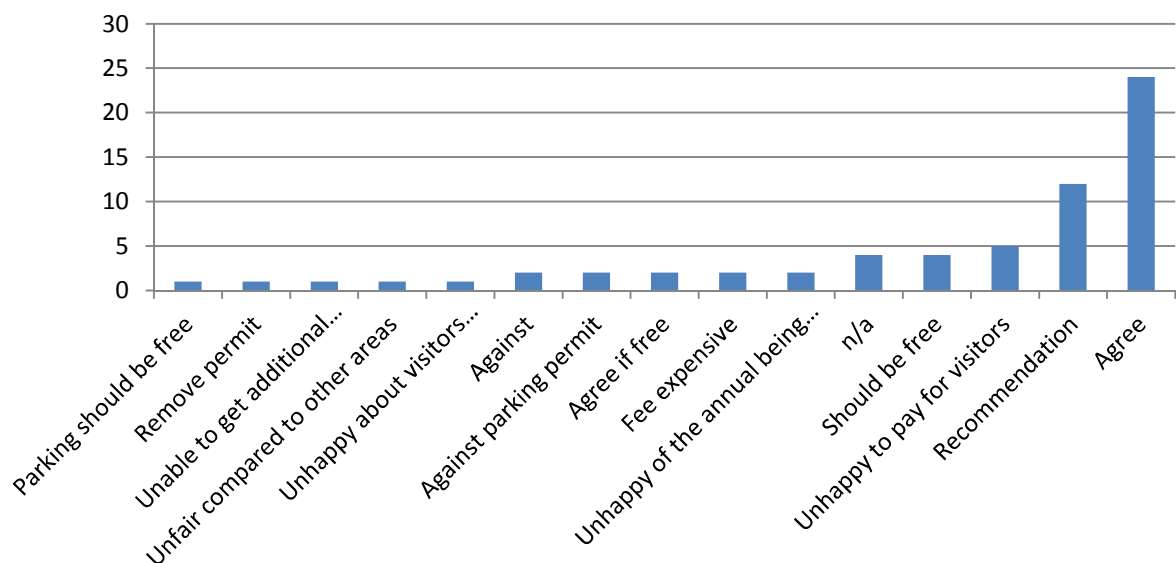
Respondents were given the option to clarify their response, the responses are provided below:

Comment No	Comment	Theme
1	That's a good idea.	Agree
2	Easy to use	Agree
3	£10 annual	Recommendation
4	I do not think its fair that OAP have to pay for family to visit We don't have a lot of visitors, as they understand is a problem for us obtaining the parking permits	n/a
5	Because I work more than full-time hours, I find hard to go to Council and pick up visitors parking permit. Therefore I would appreciate to keep one card (annual permit) that would be transferrable.	Agree

Comment No	Comment	Theme
6	Prefer non-parking charges, if this is not agreed there should be a reasonable charge for senior citizen residents as I am 83 and rely on visitors for company and at £1.50 a day you cannot afford the daily charge if anyone wished to visit for a week or more.	Parking should be free
7	Agree only if we have to, but must be free, but prefer to abandon parking permits all together.	Should be free Against parking permit
8	It is what was agreed at the beginning. We were the first area to use permits. I think the fee should be no more than the cost of the first car.	Recommendation
9	Only if the "people" do not support the petition to do away with the permits completely	n/a
10	Should never have been discontinued. An absolute must especially if you have carers, tradesmen or regular short time visitors.	Agree
11	See previous response. These permits should cover caring agencies, utility personnel, necessary trades people. £20 - £30.	Recommendation
12	£15.00 a year	Recommendation
13	The system seemed to work fine before	Agree
14	Free	Should be free
15	A one off annual visitors permit would be a welcome return	Agree
16	There is no room for lots of visitors to park on roads where residents do not have driveways	Against
17	It's extremely handy to have a permit	Agree
18	I don't agree with permit parking	Against parking permit
19	Does not apply	n/a
20	Convenient for me.	Agree
21	Easier for visitors to park.	Agree
22	This would be very useful and the fee should be about £30-£35 a year.	Agree Recommendation
23	Tenants will hand permit over to friends or relatives who work in or near town centre shops or for when they are visiting shops as previous.	Agree
24	As a pensioner of 84 years. Why should I have to pay for someone to visit me?	Unhappy to pay for visitors
25	Max 10 to 15£ for annual visitors permit	Recommendation
26	I would rather have no permit zone if the yearly visitors permit is not reintroduced.	Agree
27	See previous answer. The permit should remain at a sensible price ie £10-£15 annually.	Recommendation
28	Dear Mr McGill, My wife and I have been Council tenants at this address for 41 years. We live on the front row of houses opposite Harberts road. We have never had trouble with parking in this area, the reason for this is that no parks at our end of the estate to go to the town because its too far away. A lot of people who live in Northbrooks who for various reasons will not pay for parking permits park on Harberts road instead. The park opposite our address on the pavement blocking the pavement for wheelchair and pram users. I rent a garage from Harlow Council at over £36 per month, therefore 'Doing my bit' to help roadside clear. I only park outside the property when I am	Remove permit Unhappy to pay for visitors Unhappy about visitors permit increase

Comment No	Comment	Theme
	loading or unloading my car, why must I then need a permit to park for such a short time? I have noticed that quite a few garage renters use garages to store things and not parking their cars. As pensioners I think its unfair that if members of our family visit us we have to pay £1.50 for their permit. How can the Council justify the cost of visitors permits which started off at 40p then increased to 50p then £1 now £1.50. Where is it going to end? I agree that there is a need for some sort of parking restrictions nearer the town centre but not this far from town.	
29	I don't think there should be any fee on a visitor who comes around to help old + disabled people in Harlow at one time we got help from the Council etc, them days are over.	Should be free
30	This is an easy way of having a permit ready for an unplanned visitor / or workman. Fee should be no more than £25 P.A.	Agree Recommendation
31	Same as previous answers if you have a visitor staying for more than one day, I think £10-£20 would be fair.	Recommendation
32	It worked out really well before, as we sometimes have more than one visitor at the time, at least your first visitor would use the yearly permit which was only £10 yearly, as resident sometimes have family or friends visiting daily	Agree
33	I only get low rate so don't qualify for blue badge but we only have one car for me that my husband drives, when he's not here a friend comes to help me. So because of my disability we pay, my friend comes so we pay again for dailies	Unhappy to pay for visitors
34	if its free then yes	Agree if free
35	I would be willing to pay £15.20 for annual permit	Agree
36	Bring it back.	agree
37	This would be a good move.	Agree
38	My children sometimes just drop my grand-children off I have 3. It costs me 3 x £1.50 a day sometimes this is wrong god forbid if I then have a visitor or delivery.	Unhappy to pay for visitors
39	Cheaper that daily permits and you don't have to keep going up to the Civic Centre to buy daily permits.	Agree
40	Sounds good but dependent on price	Agree
41	Tend to agree, but that's only if its free as it was before	Agree if free
42	Not suitable for me but I think if you have someone calling daily (ie not a paid carer) it becomes very expensive	n/a
43	Could be useful, not too sure myself, I feel the sheer positive of having that choice is an advantage to justifying its return	Agree
44	Having an annual visitors permit saves having to make a special trip to the Town Hall to buy daily permits, and regarding the fee could be as it was before it was discontinued.	Agree
45	I would buy an annual visitor permit if it cost less say £10/-	Agree
46	We found this perfect for us and the family. And quite happily paid for this. We know this has been abused but the parking wardens know who the culprits are. We think the fee should be no more than £10-£15.	Agree
47	£10-£15 fixed fee to cover admin costs	Recommendation
48	The only reason it was discontinued was because you wasn't making enough money off the residents.	Unhappy of the annual being discontinued
49	£10 per year Max.	Recommendation
50	Free	Should be free
51	As said previously I have to use child Care in order to go to	Unhappy to pay for

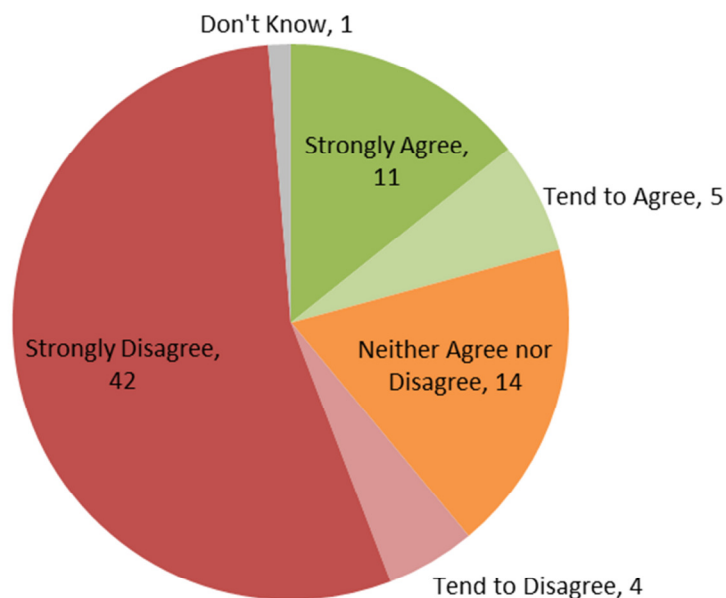
Comment No	Comment	Theme
	work and that means paying £1.50 each day on parking just for someone to come and look after my child. This adds up and it isn't something I can claim back, Also it is far to much if someone is only visiting for 15-20 minutes.	visitors
52	I think a £10 or even a £20 fee is fair for a yearly visitors permit and I think it should be re-introduced. I feel we are penalised for living near the town centre. Most areas in Harlow do not have to pay for their friends or relatives to visit them.	Agree Recommendation Unfair compared to other areas
53	As before this scheme does not encourage legitimate visitors at all. We have 4 cars registered her but would only be able to buy 3 permits for so I am immediately forced to pay an extortionate amount of money for 2 students coming home for university holidays.	Fee expensive Unable to get additional permits
54	For those tenants that only have visitors 1 or twice a month an annual permit would not be suitable and a waste of money.	Against
55	Mostly annoyed when visitor permit was discontinued	Unhappy of the annual being discontinued
56	We have a child carer come to our house on a regular basis and they always purchased the yearly visitors permit to keep in her car. The new system is costing her an extortionate amount and is totally unfair	Fee expensive



*Please note that one comment may relate to multiple themes.

Q9 What is your view on the possibility of extending permit zone times

The majority of respondents (59.7 per cent) disagreed on the possibility of extending permit zone times, 16 (20.8 per cent) agreed with the extension.



	Response %	Response Count
Strongly Agree	14.3%	11
Tend to Agree	6.5%	5
Neither agree or disagree	18.2%	14
Tend to Disagree	5.2%	4
Strongly Disagree	54.5%	42
Don't know	1.3%	1

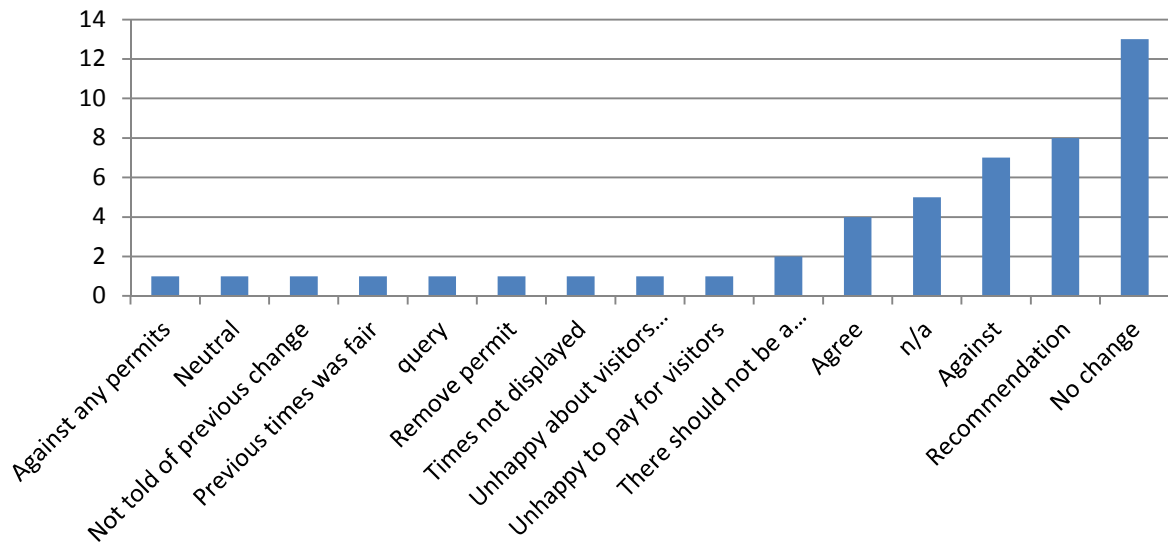
Respondents were given the option to clarify their response, the responses are provided below:

Comment No	Comment	Theme
1	I think the permit zone time is ok and no need to change.	No change
2	We think this would be a massive inconvenience to all residents	No change
3	No need for it. And I doubt the wardens will be working such a long hours to check if cars parking on the street have their permit in place. Also extending working hours for wardens will cost more money for paying unsocial hours rate. I think those hours are for other services needed.	No change
4	This used to only apply Mon to Sat, without any warning this was changed to include everyday including bank holiday, surely people are entitled to be told of charges.	Not told of previous change

Comment No	Comment	Theme
5	No never would we agree to this. We are constrained and tied now, this would make living here intolerable.	Against
6	This is entirely unnecessary. We have no trouble with people parking after shopping hours. There are sufficient car parking areas to cope. I think that to extend the hours to what you suggest is purely a money making measure.	No change
7	We do not need times extended, it will not make parking any better, there is not enough road for the amount of houses.	No change
8	Unaware of official times at present as they are no longer displayed. Times should be Monday-Saturday 0800-1800.	Times not displayed
9	Times are ok at the moment extending the time would lead to abuse of parking	No change
10	Doesn't make sense this street its far away from town centre and much cheaper is to park on town	n/a
11	I thought these zone times were 24/7	query
12	Time zones should stop unwanted traffic not resident's guests. The times in place now are fine, why change them. Visitors should be able to park freely when most residents will already be home and parked. Extending the permit time will make it hard for residents to have visitors.	No change
13	I do not agree with any permit parking	Against any permits
14	A pain with friends visiting on Sunday but £1.50 is not too bad. Monday to Saturday 0800-2200 Sunday 0800-1800 (assuming shops close at 1700)	Recommendation
15	It should be 24/7 implementation. No window because I worked in the hospital on shift. When I arrived at 12 mid night, nowhere to park.	Recommendation
16	Quite useful wardens only petrol between 9am-4pm which defeats the whole purpose of permits. Even outsiders know the times!!!	Agree
17	The only free day should be Sunday!	Recommendation
18	Disgusting idea, that limits friends/family visiting more.	Against
19	If enforcement was expanded then I cannot see this being a problem	Neutral
20	Dear Mr McGill, My wife and I have been Council tenants at this address for 41 years. We live on the front row of houses opposite Harberts road. We have never had trouble with parking in this area, the reason for this is that no parks at our end of the estate to go to the town because its too far away. A lot of people who live in Northbrooks who for various reasons will not pay for parking permits park on Harberts road instead. The park opposite our address on the pavement blocking the pavement for wheelchair and pram users. I rent a garage from Harlow Council at over £36 per month, therefore 'Doing my bit' to help roadside clear. I only park outside the property when I am loading or unloading my car, why must I then need a permit to park for such a short time? I have noticed that quite a few garage renters use garages to store things and not parking their cars. As pensioners I think its unfair that if members of our family visit us we have to pay £1.50 for their permit. How can the Council justify the cost of visitors permits which started off at 40p then increased to 50p then £1 now £1.50. Where is it going to end? I agree that there is a need for some sort of parking restrictions nearer the town centre but not this far from town.	Remove permit Unhappy to paying for visitors Unhappy about visitors permit increase

Comment No	Comment	Theme
21	Won't make any difference as the residents fill up all parking spaces anyway.	n/a
22	Everyday 7am - 10pm	Recommendation
23	I think the times are fine as they are. I don't think they should include Sundays.	No change
24	Monday to Saturday 08:00-22:00, Sunday should still be permit zone free as resident have family visiting a lot on a Sunday.	Recommendation
25	Charging is charging doesn't matter about days really it's costing us regardless	n/a
26	Don't agree with making the times longer.	Against
27	I think the times as it stands are working quite satisfactory	No change
28	Permit zone times should be left at it is	No change
29	Yes please would love this but it must be patrolled more.	Agree
30	I don't think extending times would be of any benefit.	No change
31	This should NOT be done.	Against
32	Don't want this to be a permit zone at all.	There should not be a permit zone
33	Disagreed for permit zone. Having lived here for 36 years and with no parking problem there is no need for permits	There should not be a permit zone
34	No opinion	n/a
35	Again whether you have a permit or not the streets are busy after 5:30 due to people coming home from work. Due to most houses can have more than one car, a permit doesn't guarantee you a parking space.	n/a
36	Shift workers and labourers would benefit and so I would support this notion.	Agree
37	I would like Mon - Sun 08:00 - 22:00. This gives the householder leeway for visitors late into the evening.	Recommendation
38	Please do not extend the permit zone times. The elderly/sick people who stay in these areas will have a tough time. Their relatives/children visit them after zone times. Hence, their life is prolonged. Zone 'N' is not a Westminster zone to implement/extend the permit zone times. Leave it as it is.	Against
39	Used to be 8am to 6pm and free on Sunday. I think this was fair	Previous times was fair
40	I don't agree but if this was the case the annual visitor parking would defiantly have to be re-introduced as again my cost towards child care goes up and cost in order to have a relative or friend come visit .it would be cheaper to park in the local Harvey centre if it was extended which is ridiculous.	Against
41	Monday - to Sunday 08.00 - 22.00	Recommendation
42	If the times are extended you will have to pay overtime to anyone who patrols which would force the price of the permits up. The residents who are at work all day are not even sure if there is a patrol now. There is no way anyone should be getting a ticket at 10 o'clock at night because that would be a legitimate visitor and definitely not on a Sunday. Again we would be forced to buy extra permits for the one day of the week when people tend to have visitors.	Against
43	This tends to be a good idea as I have noticed that you get vehicles that park outside of hours just to miss the permit payment. By extending the hours everyone has to have a permit.	Agree
44	The current permit restriction times are adequate. There is no	No change

Comment No	Comment	Theme
	need to change these.	
45	There is no need to extend the zone times or include a Sunday as they cars that illegally park here are mostly shoppers for the town during the day	No change

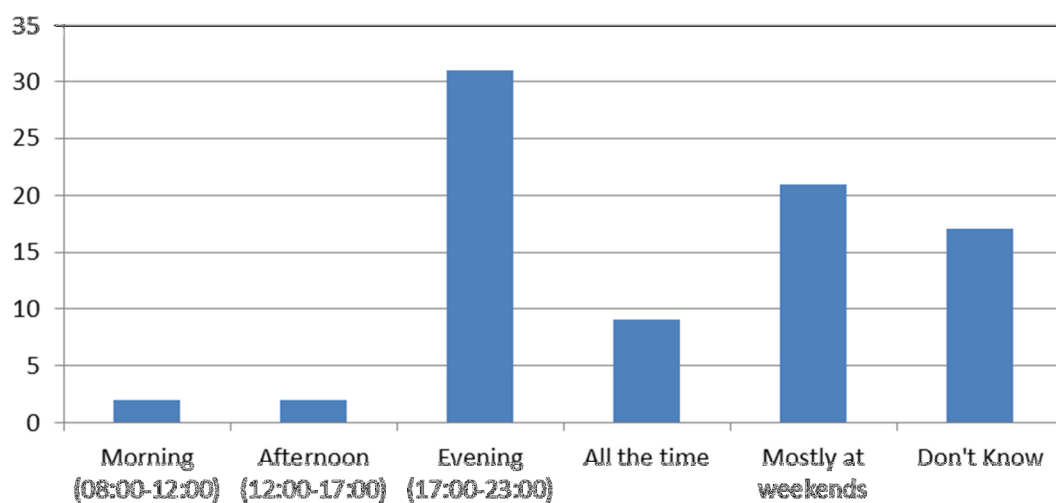


*Please note the one comment may relate to multiple themes.

Q10 During which periods do you find difficult to park

In this question, respondents are allowed to select up to two possible answers they consider which period to find it difficult to park within Northbrooks.

The majority of respondents (47.7 per cent) stated the most difficult period to park is in the evening. The second highest level of response is mostly at weekends (32.3 per cent). Seventeen respondents (26.2 per cent) stated they 'don't know'. Nine respondents (13.8 per cent) stated the most difficult period they find to park is all the time. The minority of responses (3.1 per cent) stated the morning or the afternoon.



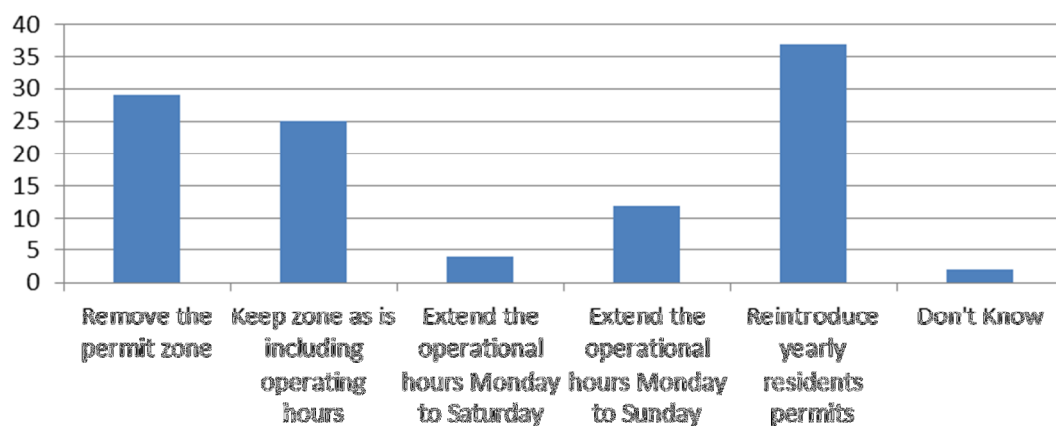
	Response %	Response Count
Morning (08:00-12:00)	3.1%	2
Afternoon (12:00-17:00)	3.1%	2
Evening (17:00-23:00)	47.7%	31
All the time	13.8%	9
Mostly at weekends	32.3%	21
Don't Know	26.2%	17

Q11 After very careful consideration my preference would be to:

In this question respondents are given a selection of choices:

- i. Remove the permit zone
- ii. Keep zone as is including operating hours
- iii. Extend the operational hours Monday-Saturday
- iv. Extend the operational hours Monday-Sunday
- v. Re-introduce yearly residents permits
- vi. Don't know

Respondents may select up to two preferences they prefer, the majority of respondents (49.3 per cent) stated their preference would be to Re-introduce yearly residents permits. The second highest level of responses (38.7 per cent) stated their preference was to remove the permit zone. The third highest level of responses (33.3 per cent) would keep zone as is including operating hours. Twelve (16 per cent) preferred to extend the operational hours to Sunday, whereas 4 (5.3%) preferred to extend the operating hours Monday to Saturday. The minority of respondents (2.7 per cent) do not know their preference would be.



	Response %	Response Count
Remove the permit zone	38.7%	29
Keep zone as is including operating hours	33.3%	25
Extend the operational hours Monday to Saturday	5.3%	4
Extend the operational hours Monday to Sunday	16%	12
Reintroduce yearly residents permits	49.3%	37
Don't know	2.7%	2

Q12 I would prefer to attend a public meeting on:

In this question, respondents are given the option to select their preferred time of day and day they want the public meeting to be held regarding this Northbrooks residents parking scheme consultation.

The choices are as follows:

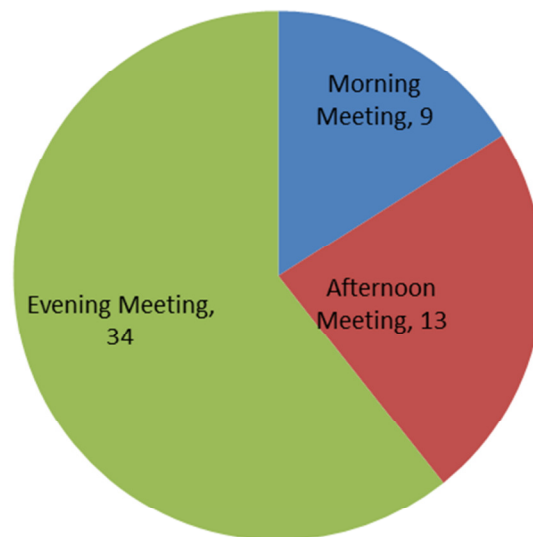
Time of day

- a. Morning meeting
- b. Afternoon meeting
- c. Evening Meeting

Day

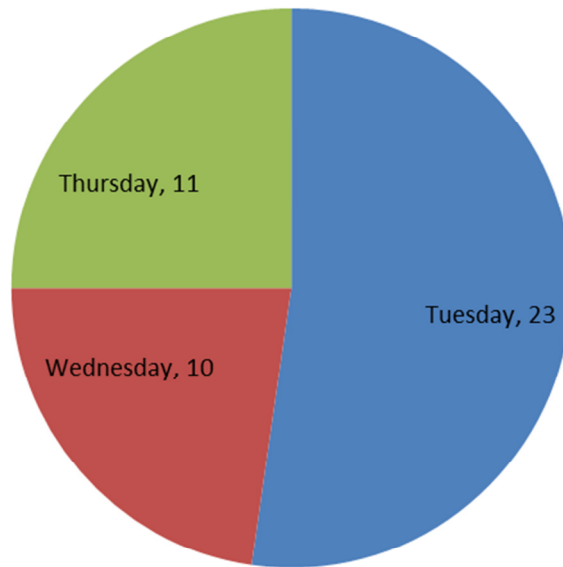
- d. Tuesday
- e. Wednesday
- f. Thursday

The time of day, the majority (60.7 per cent) selected they prefer an evening meeting.



	Response %	Response Count
Morning meeting	16.1%	9
Afternoon meeting	23.2%	13
Evening meeting	60.7%	34

The day, the majority (52.3 per cent) selected the preferred day is Tuesday.



	Response %	Response Count
Tuesday	52.3%	23
Wednesday	22.7%	10
Thursday	25%	11

To conclude the preferred choice of a public meeting based on the respondents who responded to this question is an evening meeting on a Tuesday.

To those respondents ONLY selected an evening meeting, the majority selected Tuesday (47.62 per cent), the second highest level of response is Thursday (38.1 per cent), and the minority is a Wednesday (14.29 per cent)

Q13 If you have any other comments on parking in Northbrooks please outline them below:

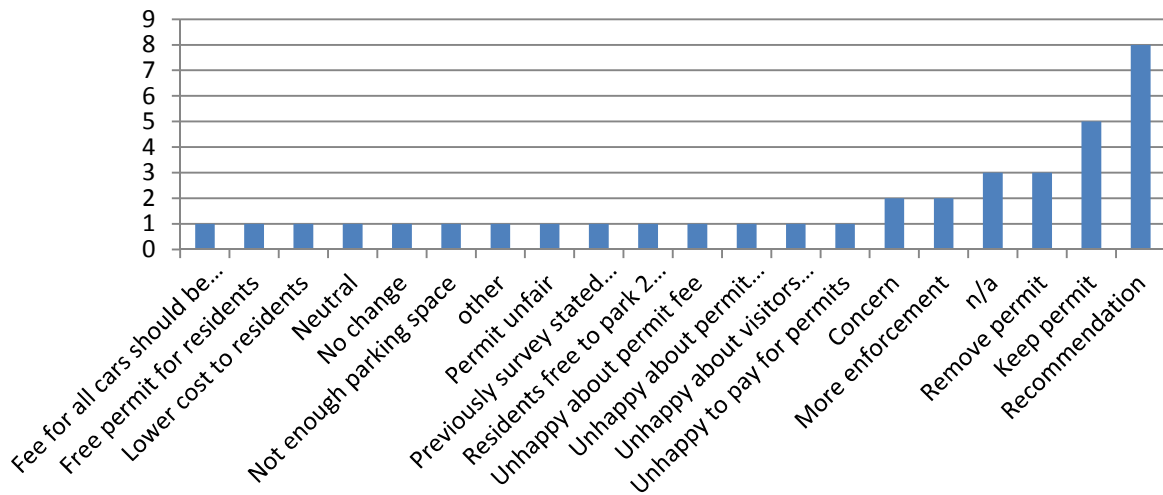
Respondents were given the option to provide any other comments about the parking permits to the residents parking scheme in Northbrooks, their responses are provided below:

Comment No	Comment	Theme
1	We work full time, so our car is only parked between the hours of 5:30pm-8am and weekends, so in fact we are paying to park our car when 80% of the time would not be chargeable.	Unhappy to pay for permits
2	<p>My other suggestions would be to keep the parking permit, but only allowance of two cars per household. The fee for first and second car should be equal and not increasing each year. I think the fee is very high or other side 2 cars in household would have a permit that would be free of charge for residents registered on the particular address. Therefore cars that would not have the permit displayed would be penalised.</p> <p>Parking on this street is very expensive, because of the condition of this area. We have lots of potholes on the street and nothing has been done about it. Even though it has been reported several times. I work in Epping and spend lots of time in Chelmsford. Both areas have the same rules applied, having parking permit. But the streets are regularly resurfaced, every 3 years completely resurfaced. I have lived in this house for the last 6 years and hence no resurfacing happened here. I am not sure if this street is on the list for that, because when I call them to inform about it, they were not able to answer.</p>	<p>Residents free to park 2 cars</p> <p>Fee for all cars should be the same</p>
3	We completed a questionnaire years ago to stop this zone, the replies were overwhelming in favour to cease permit parking but the council duped us by stating we wanted to keep permit parking - we (the residents) were shocked and only found out later that the council counted questionnaires not returned as in favour of keeping permit parking. This is outrageous and not a choice the council should make. A non return is just that, no voice. If we find the council do this again we will take advice.	Previously survey stated to cease permit
4	I am happy to have parking permits but would like to return to the original agreement. I don't want to be penalised continuously for something that was never our fault. I think Colchester Parking give very little thought as to this. Northbrooks is an area where there are a large amount of older people and the rising costs that are being imposed on us is sometimes difficult. With regard to Visitor Permits we were never given any option by Colchester, they just discontinued the annual permit.	Keep permit
5	I am on the committee set up for this petition. I have lived here for 12 years, in all that time I have seen more than 6/7 cars parked during the day on my part of the road. There are enough parking areas in and around the town centre. I do not think people will use Northbrooks to park their cars and go shopping. I certainly would not want to have to carry shopping (heavy bags) anywhere I didn't need to. I really hope the people of Northbrooks get behind the petition and say no to parking permits completely.	Remove permit
6	Should the permit zone remain, the control and operation needs to be looked at. Wardens/Operating Company are operating this system as a money generating business with no consideration to the residents. It is purely about them.	<p>More enforcement</p> <p>Lower cost to</p>

Comment No	Comment	Theme
	Permit zone needed-costs to residents need to be extinguished or greatly reduced. A very unfair/unjust system to local residents whose benefit the scheme should protect.	residents
7	If the parking partnership is running at a loss I would suggest their management is lacking. Traffic wardens are polite but inflexible and sometimes over eager to issue fines. There is not reasonable consideration for mitigating circumstances which suggests enthusiasm as a money making exercise. Fees are not invested in making roads safe. Parking Permits are an additional tax which is unfair.	Permit unfair
8	Most of the wardens have no idea concerning public customer service regarding common sense. There are times when they are not seen for a week or two. They have a huddle down by golden swift seven of them they talk about how they belittle the general public. Most residents use their cars for general everyday tasks and do not want to start and end their day having to worry about fines. Many areas of Harlow have cars parked on the pavement, day and night. No permit required for a money making scheme that does not have a use for them. Lots of areas in and round Northbrooks do not require Parking Permits. So then why?	Remove permit
9	It would be nice if when people park their cars illegally they would be ticketed especially when parking on top of T Junctions, over dropped kerbs and all wheel parking on pavements. Policing of all roads in the town would be beneficial.	More enforcement
10	Residents who are asking for removal of permit zones will be very disappointed if they are removed.	Keep permit
11	No need to change anything. I think it's ok now, but more signs are needed so people actually know it is a permit zone. Workmen don't know as the signs are so infrequent.	No change
12	The system currently works	Neutral
13	Residents Day Pass to be valid for commercial vehicle doing work/maintenance on my property, fixing the roof, gutter, installing heating/windows etc.	Recommendation
14	1. No annual commercial vehicles permit to be issued. 2. No curb drop down to be authorized unless the vehicle to be parked off road has a proper driveway and not parked on front garden.	Recommendation
115	Q19 - My choices are 1) Keep zone as it is, reintroduce yearly visitor permit and lower permit fees or 2)Remove the permit zone completely	Recommendation
16	The person who instigated this petition must be mentally deranged. A leaflet was left in my door asking for signatures -(can't remember precise details)- but it stated sign as Robert Halfron could get free parking for us - No mention of permits being withdrawn - so I think people may have signed with incorrect information as to the consequences. I can remember people leaving rubbish bins and planks of wood In the road outside their homes prior to permit parking being introduced, to 'save' their space when out. It would be ridiculous if permits were stopped. Also parking 'work'/transit vans in the road	Keep permit

Comment No	Comment	Theme
	overnight, so there should be some control on this.	
17	If the permit zone was to cease it would be awful to try and get a parking space anytime of the day, I remember only too well what it used to be like to get parked when there was no parking permit zone	Keep permit
18	I think permanent residence should get one free permit per household drivers. So multiple occupancy houses get free permit per car + visitors back to £1 per day, that would still stop shoppers etc parking in Northbrooks unless they purchase a £1 parking permit. Cars cost enough and money is tight for everyone without being charged to park at your own home. So any permanent resident of Northbrooks with a car should have a free permit	Free permit for residents Recommendation
19	Parking in Northbrooks can be bad, it is worse when some people bring their work vans home, I live in the cul-de-sac and evenings and weekends when the vans are parked there. There is no room for other people and sometimes people have to park on the pavement which is not fair. It would be nice if the Council paid for block paved for people with front lawns it would make life a lot easier and more room on the road. The Council should pay for block paved for Council houses only that way it would not damage the grass. Permits are a good idea but we don't see traffic wardens every day.	Recommendation
20	With the parking the way it is at the moment it hard for us to park when we come home from work, a lot of shops are park here in evening and going to town plus the gym.	n/a
21	Would try to attend at anytime - dependent on my shifts at work	n/a
22	I have no objection to paying for my cars to park what really has got my on nerves is that its going up-up-up then you STOP the visitors permit even pay £5/£10 to keep it I don't think I'd mind. Not all people get BENEFITS in Northbrooks but we do work and live on a tight budget. And have children that visit regularly.	Unhappy about permit fee increase
23	I think that a parking permit zone its totally unfair for residents and does not work. It is better to take chances on parking your car nearer your house, this is better than having to pay out from your hard earned wages every day just to park outside your own house or when someone visits you.	Unhappy about permit fee
24	Found no problem parking in the last 36 years therefore there is no need for parking permits in Northbrooks area.	Remove permit
25	Northbrooks as it stands does not have enough parking spaces. So if you could have a permit but still not have anywhere to park.	Not enough parking space
26	Curb parking is an issue as it damages footpaths, potholes is an issue (albeit a county one) is something I wish ECC would acknowledge	Concern
27	Please maintain the roads where the cars are parked. Please, please do not cease the parking permit zone to be removed. Keep the zone as it is including operating hours. If zone 'N' becomes free then all the shoppers will park in front of our house which will become a mayhem.	Keep permit
28	Used to get a free parking permit as elderly so my family could visit me without having to pay. So strongly disagree with having to pay £1.50 for visitors	Unhappy about visitors permit fee
29	Nobody parks their cars where I live in Northbrooks. All are parked in the road at Todbrooks.	n/a
30	BRING BACK VISITOR ANNUAL PERMITS AND RE EVALUATE ALL PRICES OF PERMITS/ DAY TICKETS	Recommendation
31	My answer to 18 is EITHER remove the zone or reintroduce the annual permit but if that happens the charges need to be urgently addressed. Your letter says that this scheme has run at a loss but	Recommendation

Comment No	Comment	Theme
	that doesn't make sense based on the income generated by the number of houses in Northbrooks alone compared to the time it would take to patrol & issue fines. There is also the fact that local councils are forced to save money however they can.	
32	Since the introduction of virtual permits, we are finding it more difficult to park within our area as no permits have to be visible hence, anyone can park at anytime. We never see a parking warden to enforce the restrictions and we are finding more and more transit vans parking within the area since no permits have to be shown	Concern
33	I think the issues are with the fees being charged, not the fact there is a parking permit scheme. Take a look at what local residents require, not what the rest of Essex are doing. Catching up with the rest of Essex, what sort of argument is that? How about the rest of Essex looking at Harlow as an example where they can follow.	other



*Please note that one comment may relate to multiple themes.