

APPENDIX 6:

Log of comments and responses to the consultation on the draft East India Estate, Norbury Estate, Norwood Grove, St Bernards and Upper Norwood Triangle Conservation Area Appraisals and Management Plans

Consultation Log for comments received on the draft East India Estate, Norbury Estate, Norwood Grove, St Bernards and Upper Norwood Triangle Conservation Area Appraisal and Management Plans

Abbreviations used:

CAAMP: draft Conservation Area Appraisal and Management Plan

CAGG: Conservation Area General Guidance SPD

CPCA: Crystal Palace Community Association

CPTPG: Crystal Palace Triangle Planning Group

EIEAMP: draft East India Estate Conservation Area Appraisal and Management Plan

LBL: London Borough of Lambeth

NEAMP: draft Norbury Estate Conservation Area Appraisal and Management Plan

NGAMP: draft Norwood Grove Conservation Area Appraisal and Management Plan

NCCAAP: North Croydon Conservation Area Advisory Panel

OS: Ordnance Survey

PD: Permitted Development

PFI: Private Finance Agreement

SBAMP: draft St Bernards Conservation Area Appraisal and Management Plan

SPD: Supplementary Planning Document

SuDS: Sustainable Urban Drainage Systems

TPO: Tree Preservation Order

UNTAMP: draft Upper Norwood Triangle Conservation Area Appraisal and Management Plan

Reference	Author	Comment	Objection (O) / Support (S) / Comment (C)	Response	Amendment (A) / No change (N)
All CAAMPs					
All CAAMPs / general	English Heritage; Anonymous written response at event 23 September 2013	Support expressed for all the draft appraisals	S	N/A	N
All CAAMPs / general	Highways Agency	The Highways Agency had no comments to make in terms of impacts to the strategic road network	C	N/A	N
All CAAMPs / general	Gatwick Airport	Gatwick Airport had no comments to make from an aerodrome safeguarding perspective	C	N/A	N
All CAAMPs /	Anonymous written	Statement that the area around South Croydon Station and	C	This comment is not directly relevant to	N

general	response at event 23 September 2013	St Peter's Church is special and should be a conservation area		the present consultation, but has been noted.	
All CAAMPs / general	English Heritage	Recommendation to include a review policy for updating the evidence on a regular basis to monitor the effectiveness of the management guidance in relation to the condition and threats section. Also suggest that heritage assets identified as being at risk are monitored.	C	The CAAMPs will be reviewed periodically when possible and the effectiveness of the Management Plan will be monitored in the future. Heritage assets identified as being at risk will also be monitored.	N
All CAAMPs / general	English Heritage	Support for the aims of the guidance on resistance to the demolition of buildings that make a positive contribution or are listed, however recommend that should include reference to NPPF requirements for demolition to be justified against the tests for substantial harm.	C	This will be considered during the forthcoming review of the CAGG that will be consulted on in 2014.	N
All CAAMPs / general	English Heritage	Suggest that NPPF policy 130, which states that Where there is evidence of deliberate neglect of or damage to a heritage asset the deteriorated state of the heritage asset should not be taken into account in any decision for its loss or harm caused by a proposal.	C	This will be included in the reviewed CAGG that will be consulted on in 2014.	N
All CAAMPs / general	English Heritage	Recommendation that all Statements of Special Character should include a summary of activity / land use as shown in the UNTAMP.	C	Following review of the existing statements it is proposed that the EIEAMP and the NEAMP are updated following recommendation.	A
All CAAMPs / general	English Heritage	In regard to streetscape character there is a need to differentiate between historic street furniture, essential but modern street furniture that should be well designed and fit for use and street clutter that detracts from character.	C	Each CAAMP has been checked to ensure that this recommended differentiation is achieved.	A
All CAAMPs / general	English Heritage	Suggest reference to the NPPF and associated technical guidance within the Appendices	C	The Appendices have been updated following recommendation.	A
All CAAMPs / general	Environment Agency	The Environment Agency supports the CAAMPs, which address many environmental concerns including the preservation and enhancement of local character and the built environment. The conservation areas are not at risk of flooding from rivers. The conservation areas are unlikely to accommodate any green roofs because of their architectural values. The plans for East India Estate, Norbury Estate and Norwood Grove inadvertently demonstrated scope for some Sustainable Drainage System (SuDS).	C	These comments are noted.	N
All CAAMPs / general	Surrey County Council	Surrey County Council had no comments to make	C	N/A	N
All CAAMPs / general	Local Residents	Administrative queries raised regarding the production of these documents	C	These queries were responded to individually.	N

COMMENTS ON DRAFT EAST INDIA ESTATE CAAMP

EIEAMP: general	Canning & Clyde Road Resident's Association; H.O.M.E. Residents Association; Beverley Hyrst Property Company Ltd; Local residents	Support expressed for the document	S	N/A	N
EIEAMP: general	Anonymous written response at event 23 September 2013	It would be helpful if copies of the documents were available for interested residents to purchase, especially for those without computers. The information contained is very interesting.	C	Residents were able to either download the CAAMP from the internet and print a hard copy, or can photocopy the document at their local library.	N
EIEAMP: general	Beverley Hyrst Property Company Ltd	Concern that some owners / occupants did not receive the consultation letter, including the occupants of Beverley Hyrst.	OB	Letters were sent out to all properties in the conservation area including all properties in Beverley Hyrst. We do not know the reason letters were not received.	N
EIEAMP: general	Local Residents	Feeling that grant funding from the Council would assist residents in undertaking improvements to their properties. Suggestion that this should be made available through the document or through residents associations.	C	At present the Council is unable to offer any grant funding to local residents for improvement works to their properties.	N
EIEAMP: general	Local Resident	Opinion expressed that proposals should be mandatory. Reference made to Germany where householders are responsible for maintaining the cleanliness and tidiness of house, garden and pavement and road outside their house and fined if they fail to do so. Concern expressed over the poor state of many houses in the conservation area.	S	The CAAMP has been produced within the existing local and national policy framework, which does not include mandatory property maintenance. It is hoped that the production of the CAAMP will help to encourage property owners to undertake regular maintenance.	N
EIEAMP: general	Anonymous written response at event 23 September 2013	Would like a sign stating this is a 'conservation area', which would increase pride and awareness, which is currently lacking.	C	This proposal is discussed in section 10.5 of the CAAMP.	N
EIEAMP: general	Local Resident	Additional suggestions for inclusion/consideration: 1. The presentation of buildings whilst development is taking place. During one set of building work at 19 Ashburton Road the site was surrounded by a large blue wooden enclosure and during the current building work is open to the elements as a building site. 2. Maintenance of properties - what incentives can be	C	The appearance of buildings during construction is outside of the planning regulations. It is hoped that the production of the CAAMP will help to encourage property owners to undertake regular maintenance. As stated in the CAAMP boundary	N

		identified to do this? 3. Appropriate boundary demarcation (including flats)		treatments should be maintained and new development should include satisfactory boundary treatments.	
EIEAMP: general	Local Resident	Agreement among residents regarding the need to preserve buildings of special interest, however there was a feeling that the area also has to keep up with the times and people were more concerned about poor street lighting (Ashburton Road has not been upgraded despite the work in Addiscombe) and its impact on individual's / property safety.	C	All street lighting in the borough will be replaced from 2013-2018 as part of the Council's adopted Street Lighting PFI. Replacement street lightings in the conservation area will be of a heritage style to complement the area's historic character.	N
EIEAMP: general	Local Resident	The changes to informing residents of planning applications should be reconsidered in a conservation area and a return to postal notices to local residents	C	This comment is not directly relevant to the present consultation. For further information or to make comments regarding consultation methods on planning applications please contact the Council's Development Management Team (development.management@croydon.gov.uk). All planning applications can be viewed on the Council's website: http://www.croydon.gov.uk/planningandregeneration/view-application/viewapp	N
EIEAMP: general	Local Resident	The conservation area should have priority council maintenance - main drain/street cleaning, better street tree management (lopping not cutting, this also setting the correct tone for residents' front gardens).	C	An additional point regarding the impact of the poor maintenance of front gardens has been added to the table of threats in section 7 of the document and some additional guidance has been provided in paragraph 10.1.2 of the CAAMP on recommendations for maintenance of front gardens.	N
EIEAMP: general	Local Resident	I hope the enforcement of these plans will be successful in stopping back garden oversized development like no 19 Ashburton Road approved in 2012 and oversized extensions like that on page 38 (approved in the last couple of years). Without consistent enforcement all these good ideas and plans will be for nothing.	C	The production of the CAAMP will help to ensure that all development proposals in the conservation area will preserve or enhance its character.	N
EIEAMP: general	Local Residents	We shall attempt to smarten up our front garden (especially the bins) and, if funds allow, we will also look to painting our front door. We will also look to get guidance from the council about the removal of the pebble-dash rendering on our residence, or the options for painting it. We agree it's	C	Some additional guidance has been provided in paragraph 10.1.2 of the CAAMP on recommendations for maintenance of front gardens.	N

		quite unattractive and not in keeping with the historical elements of the building, but fear it may be out of financial reach to do so! However, there may be other residents who have undertaken such works who can advise.			
EIEAMP: general	Local Resident	The most important thing is not to have any more flats built.	C	The production of the CAAMP will help to ensure that all development proposals in the conservation area will preserve or enhance its character.	N
EIEAMP: general	Local Resident	What about having a convenience store at Sandilands tram stop?	C	This comment is not directly relevant to the present consultation. It is unlikely that a convenience store will be appropriate in this location.	N
EIEAMP: general	Local Resident	If the Council supports the Conservation area, would it support Addiscombe/HOME in Bloom?	C	This comment is not directly relevant to the present consultation.	N
EIEAMP: general	Local Residents	Not at all happy with some of the content. We consider much of the plan to be too little, too late. Maintaining property under such strict regulations would lead to lack of improvements (and so properties would be left to deteriorate as people wouldn't be able to afford to meet the high standards demanded). Are the Council planning to help with additional costs incurred by householders adhering to the rules? Would we now buy a house in this area under such planning regulations? No!!	OB	This area has been a conservation area since 2008. The CAAMP is not intended to deter property owners from carrying out maintenance and development to their properties, it is rather intended to encourage all change and development in the conservation area to be positive to enhance its special character.	N
EIEAMP: general	Local Residents	This [the conservation area designation] has ensued from local residents objecting to the demolition of two attractive houses in Elgin Road and their replacement with yet another faceless, tasteless apartment block. That all happened five years ago in 2008! The original intention in 2008 was simply to prevent the demolition and replacement of two houses with an unattractive block of flats. It seems the point has been missed here. Trying to impose such a detailed set of regulations at this late stage is time consuming, blights our properties and is unhelpful, particularly at a time when councils should be looking to become more cost effective. I suspect that you will receive other letters from local residents making similar points. The existing planning regulations seem to be quite adequate so I hope you will decide not to augment them with all this unnecessary detail.	OB	This area has been a conservation area since 2008. It was not designated simply to prevent the demolition of two houses, but was designated in recognition of the special character of the whole area with many surviving historic building part of a formally laid out Victorian estate. The CAAMP does not impose further planning regulations. It is a guidance document to assist property owners and the planning process through identifying the area's special character and setting out ways in which this character can be preserved and enhanced.	N
EIEAMP: general	Local Resident	The historical and pictorial information provided is excellent	S	N/A	N

EIEAMP: general	Local Resident	From your Appraisal it would seem that the East India Conservation Area should have stayed as it was - without any of the modern necessities of life; particularly cars and paved front gardens.	C	The CAAMP is not intended to deter all change in the area, it is a guidance document to encourage all change and development in the conservation area to be positive to preserve and enhance its special character.	N
EIEAMP: general	Local Resident	If the Council extended the Controlled Parking Zone well beyond Outram Road, so that the whole of the Conservation Area became a CPZ maybe Ashburton Road, Gardens and Close would not be clogged up with so many vehicles. These roads are used just as dumping grounds for people using the tram at Sandilands.	C	This comment is not directly relevant to the present consultation, but has been noted and will be passed on to the Council's parking services team	N
EIEAMP: general	Local Resident	No. 19 Ashburton Road is now being slowly converted in accordance with the application that the council approved - but the enormous outhouse at the bottom of that garden which was erected by deceiving the council as to its real purpose is still there.	C	All suspected breaches of planning regulations should be reported to the Council's Planning Enforcement Team. This comment regarding the outhouse has been reported to the Planning Enforcement Team for their investigation.	N
EIEAMP: general	Local Residents	Extra street cleaning / priority should be given to conservation area especially the road near Sandilands tram and bus stops which have increase footfall through roads and consequent increase in litter. There's no point in keeping the buildings nice if the streets are dirty	C	The Council's Highways Team has been made aware of this comment.	N
EIEAMP: general	Anonymous written response at event 23 September 2013	The passage ways called 'The Narrows' have become a dumping area for unwanted rubbish. Could these be swept and cleared on a more regular basis together with the pavements	C	The Council's Highways Team and Area Enforcement Officers in the Community Safety Team have been made aware of this comment.	N
EIEAMP: general	Anonymous written response at event 23 September 2013	Rubbish and fly-tipping around Beverly Hyrst in the grassland in front of the property.	C	Fly tipping and litter are cited in the table of threats on p.37 of the EIECAAMP. The Council's Area Enforcement Officers in the Community Safety Team have been made aware of this comment.	A
EIEAMP: general	Local Resident	Having read through the document there appears to be no paragraphs between 6.8.2 and 8.8.3.	C	This is not correct. There is text in the document between these paragraphs.	N
EIEAMP: general	Local Resident	For some residents due to practicality and cost may find the document a bit prohibitive.	C	The document is a guidance document to help preserve and enhance the area's special character.	N
EIEAMP: general	Local Resident	The subject not found in the document is any specific references to fauna and flora other than trees in general. The animals, birds, insects and plants found in a location give a good measure of its state of conservation and	C	The CAAMP has been updated to reflect range of tree species' present in the area. However ecological conservation is outside of the scope of the CAAMP and	A

environment and change with time. Please see the Table 1; that gives short lists some of the every-day natural things found around the middle of Ashburton Road.

Trees	Birds	Animals	Insects
Oak	House Sparrow	Fox	Stag Beetle
Various Fires	Hedge Sparrow	Badger	Grass Hopper
Beeches	Blue Tit	Grey Squirrel	Many Types of Moths
Cedar	Great Tit	Toad	Many Types of Butterflies
Birch	Cole Tit	Wood Mice	Various Bees
Holley	Long Tailed Tit		Wasps
Yew	Wren		
	Gold Crest		
	Gold Finch		
	Green Finch		
	Black Bird		
	Chaffinch		
	Crows		
	Magpies		
	Rock Dove (Feral Pigeon)		
	Wood Pigeon		
	Collared Dove		
	Green Parakeet		
	Gulls		
	Swifts		

Table 1

From experience, Stag Beetles have declined with time. House Sparrows slowly increasing. Wood pigeon, Crows and Magpies have increased with time. Green Parakeet a relative new comers increasing all the time. The presence of some of these species is a function of the general environment and state of the land and properties.

this consultation.

EIEAMP: general	Local Resident	Two years ago I contacted Croydon council as I didn't believe the railings that had been replaced at our property (120-122 Lower Addiscombe Road) were in keeping with the original – in fact, I emailed twice – both were ignored completely. For an initiative that has so much money spent on it, there appears to be no-one to respond when something is reported.	OB	This issue will be reported to the Croydon Landlord Services.	N
EIEAMP: general	Local Resident	I think the conservation area it is a complete waste of money – Croydon Council would do better spending the council tax payers money on essentials such as regular bin collections, removal of wheelie bins in properties which don't have room for them, street lighting which doesn't blind you at night in your own bedroom (another great	OB	The document is a guidance document to help preserve and enhance the area's special character, which has been identified through the designation of a conservation area. The historic environment contributes to local character	N

		replacement idea which wasn't needed) as we want and stop trying to dictate to the people that pay them on how to look after their properties. This is especially true when beautiful properties are allowed to be destroyed by having planning permission given for thousands of bedsits to be squeezed into them.		and distinctiveness and enables an understanding of the pattern of historic development of an area. The Council recognises the value of the historic environment, especially in relation to the positive contribution it can make to creating and maintaining sustainable communities, and considers it to be important to conserve the valued components of the borough's historic environment for the future.	
EIEAMP: p.4	Canning & Clyde Road Resident's Association	St Mary Magdalene Church is Grade II* not Grade II	C	This error in the CAAMP has been corrected.	A
EIEAMP: p.6, Section 2.1	Local Resident	Paragraph 2.1.3 has incorrect date (1767) for Addiscombe Farm, should be 1667 as correctly stated in paragraph 2.2.2 on p.7	C	This error in the CAAMP has been corrected.	A
EIEAMP: p.7-12, Section 2.2	Beverley Hyrst Property Company Ltd	Some houses, thought to be in Elgin Road, were erected by the Kennard family for their employees. Kennards, Allders and Grants families all ran large stores in Croydon. This information might add even more interest to the document.	C	The historical development section of the CAAMP is intended to be a brief summary, and unfortunately cannot go into this level of detail.	N
EIEAMP: p.13, Map 12	Local Resident	Error in the map key – mix up of pedestrian routes and conservation area boundary.	C	Map has been amended.	A
EIEAMP: p.13 and 34, Sections 3.1 and 6.6	Local Resident	Ashburton Gardens was built in late 1930's and Ashburton Close was built in the early 1960's (paras 3.1.3 and 6.6.5)	C	Paragraph 6.6.5 has been amended	A
EIEAMP: p.14, Section 3.2	Local Resident	In paragraph 3.2.4 you state that the Ashwood Mental Health Centre (6-10 Outram Road) is located in a converted building. This is not so: the building in Outram Road is a complete new build. Two old houses, one in a rather dilapidated condition and the other a former hotel were demolished to make way for the new building. Residents of the road (except maybe those nearest) were not, to my knowledge, informed of this project nor consulted. It may be that part of the Health Centre is located in one or two houses in Ashburton Road that have been converted for the purpose.	C	Paragraph 3.2.4 has been amended. The buildings demolished to make way for the new development were not subject to any heritage protection as they were not listed or located within a conservation area. The conservation area status will protect other surviving historic buildings present in the area.	A
EIEAMP: p.14, Section 3.2	Beverley Hyrst Property Company Ltd	Numbers 40, 42, 44 Elgin Road were saved from demolition by local residents. Similarly the building of a block of flats in the rear garden of East India House where local residents	C	This information is noted.	N

		objected to this going ahead.			
EIEAMP: p.17, Section 4.1	Local Residents	Where trees have died and been removed they have not been replaced and the sites have ben tarmacked over. The road surface is in a very poor state of repair.	C	Additional paragraph has been included in section 7.1 to record these problems.	A
EIEAMP: p.17, Section 4.1	Beverley Hyrst Property Company Ltd	RE text on parking in front gardens in paragraph 4.1.3: Had the Council not put in parking meters and yellow lines then this would not have occurred, and gardens would not have been concreted over, although the Tramstop opposite Beverley Hyrst might have attracted people parking.	C	As stated in the CAAMP it is possible to achieve an appropriate balance between hard surfacing and landscaping and planting in front gardens, which can also accommodate parking.	N
EIEAMP: p.17: Section 4.2	Local Residents	Improve / upgrade street lighting with lampposts that are all of the older (historic) design. Fill in any gaps	C	All street lighting in the borough will be replaced from 2013-2018 as part of the Council's adopted Street Lighting PFI. Replacement street lightings in the conservation area will be of a heritage style to complement the area's historic character.	N
EIEAMP: p.17: Section 4.2	Local Resident	There is a bus stop outside 120/ 122 Lower Addiscombe Road resulting in problems with rubbish and noise from buses. Question as to why it is not located in front of the nearby Church.	C	This comment is not directly relevant to this consultation; however the Council's Highways Team has been made aware of this comment.	N
EIEAMP: p.18, Section 4.4	Local Residents	Plant trees to fill any gaps to achieve a continuous line. Replace any that are doing poorly.	C	This recommendation has been included in section 10.7 (Street Trees)	A
EIEAMP: p.18, Section 4.4	Local Resident	Comment that the top of Elgin Road is particularly devoid of trees; question if there can be anything in the plan to address this.	C	The loss of trees is identified as a threat to the area in section 7.2. The fact that the north end of Elgin Road is particularly devoid of trees has been added to paragraph 6.3.1. Extra guidance for new street trees has also been included in section 10.7 (Street Trees)	A
EIEAMP: p.18, Section 4.4	Local Resident	There are many references to all the trees in the area BUT no reference to the large and very old Mulberry tree at the bottom of the garden in No. 1, Ashburton Gardens. Mulberry bushes or trees are quite rare nowadays and think this particular tree should have been mentioned. Additionally, it still provides fruit annually.	C	This Mulberry tree has effectively collapsed into two and is in a very poor condition. Due to the tree being enclosed in a quadrangle within Tidenham Gardens, it offers no public amenity value. The Council has received repeated applications for the Mulberry tree to be removed in the past and on the last application the Council gave consent for its removal and placed a condition for another Mulberry tree to be planted in the same location.	N

EIEAMP: p.18, Section 4.4	Anonymous written response at event 23 September 2013	The trees in Clyde Road require urgent pollarding	C	The Council's Trees and Woodlands Manager has been made aware of this suggestion.	N
EIEAMP: p.21-25, Section 5	Local Resident	The contents of the document are mainly concerned with architecture but opinions on the design and type of a building can be divided. Within the area there are many buildings built between the wars and they do have merit today, although at the time of construction people like John Betjeman considered them at the time as coming out of jelly moulds and taking away fields. The curious point about architecture is that it is the art form that takes the longest amount of time to be appreciated, for instance I find true art deco period design buildings / villas unpleasant as they would look better in the Mediterranean coast where the sun shines. This is a very objective view and fortunately for me we do not have any here. Therefore, we would find it useful if a map similar to Map 15; page 21 listing properties of given dates and styles. The word 'Neutral' is not very meaningful. An example that surprised me was the date 'Apple Tree Cottage' Ashburton Road was built.	C	These comments are noted. The exact construction date of Appletree cottage is not known. It is clear that a cottage has existed on that site since at least the 1930s, and the footprint of the existing building has been present since at least the 1950s. The CAAMP has been amended to reflect the uncertainty of the date of construction and that the building at least dates to the 1950s.	A
EIEAMP: p.19, Section 5.1	Canning & Clyde Road Resident's Association	Picture at the top is Clyde Road, not Canning Road	C	Caption has been amended	A
EIEAMP, p.20, Section 5.1	Canning & Clyde Road Resident's Association	Text makes it sound as though the Professors houses were built by the East India Company. In fact they pre-date the East India Company who merely extended one house and divided it into two. No one knows how old the original house was. For history of these houses see Book of Addiscombe Volume II pages 187 – 188.	C	Document has been changed to make it clear that the professor's houses pre-date the East India College.	A
EIEAMP, p.21 Map 15	Anonymous written response at event 23 September 2013; Beverley Hyrst Property Company Ltd	Discontent that Beverly Hyrst is considered to detract from the special character of the area, in the same category as Wavell Court. Management company works very hard on a voluntary basis to keep the block looking nice. Can the map be made clearer that 'red' does not mean a building is poorly designed?	C	The text in section 6.2 has been amended to make it clearer that the categorisation is not concerned with the design of a building, rather how it corresponds to the established special character of the conservation area.	A
EIEAMP: p.24, Section 5.3	Local Resident	The picture of the detached stucco detailed villa on Outram Road does NOT mention that this is the exact stucco from the original Addiscombe Place. It is above the present garage and from the interior it is clear this is a single piece within the wall. I would hope greater detail of original features is included in the documents somewhere. (Please	C	The fact that some details were re-used from the original mansion is mentioned in paragraph 2.2.14. It is not possible to go into the level of detail required to identify individual features on all buildings in the area.	N

		see document in local studies by Doris Hobbs.)			
EIEAMP: p.24, Section 5.3	Beverley Hyrst Property Company Ltd	A Gothic villa, on p.24, is in Havelock Road, but is listed as 31 Elgin Road, p.9 in the Local Listing SPD	C	The address of the 31 Havelock Road is incorrectly listed as 31 Elgin Road in the Local Listing SPD. This error will be amended the next time the Local List SPD is reviewed.	N
EIEAMP: p.26, Section 6.1	Canning & Clyde Road Resident's Association	28 Canning Road is in fact the right-hand side of a pair. It's 29 Canning Road that is a detached house. It is not 'missing its semi-detached pair' because it was designed as a detached house that the builder lived in himself.	C	Text has been amended to correct error and make the meaning clearer.	A
EIEAMP: p.28, Section 6.2	Canning & Clyde Road Resident's Association	Paragraph 6.2.8 makes it sound like 'development pressures' are the whole story and does not make it clear that the site on which 1-5 Clyde Road was constructed was a bomb site. The same bomb led to the newer build on the other side of Clyde Road and the 'half' Victorian house that survived.	C	Text has been amended to make meaning clearer.	A
EIEAMP: p.29, Section 6.3	Beverley Hyrst Property Company Ltd	RE text on number 10 Elgin Road. This roof extension was to cram an extra flat into the roof. The Government are also on about providing housing for people. The Council would have given consent for this?	C	This roof extension was carried out certainly before the designation of the conservation area. Planning permission is now required for all roof extensions in the conservation area. The CAAMP will help to ensure that future proposed development to buildings in the conservation area will preserve or enhance its special character as well as that of individual buildings. It is unlikely that a roof extension similar to that at 10 Elgin Road would be granted planning permission.	N
EIEAMP: p.31, Section 6.4	Local Resident	The caption that reads 40-42 Havelock Road, should be 29-31 Havelock Road.	C	Caption has been amended as suggested	A
EIEAMP: p.32, Section 6.5	Local Resident	Just a reminder that there is photo that needs changing here (no 84 - 90 is currently a photo of a single building)	C	Caption amended to reflect that the picture is of 75-77 Outram Road	A
EIEAMP: p.34, Section 6.6	Local Resident	Numbers 18-22 are commended as a 'particularly well preserved group of houses'. Erroneously number 16 has been omitted - there are 4 identical houses although of note only number 16 is preserved as a single dwelling.	C	This error in the CAAMP has been corrected.	A
EIEAMP: p.36, Section 6.8	Local Resident	Paragraph 6.8.4 - I believe no 207 Addiscombe Road was demolished and rebuilt to form the Ismaili Centre (not a block of flats).	C	Text has been amended as suggested.	A
EIEAMP: p.37,	Local Resident	Mentions litter as a threat to streetscape but not how this	C	Litter has been identified in the CAAMP	N

Section 7		will be mitigated.		as an issue affecting the character of the area, however it is not the function of a primarily planning-related document to set out a strategy for how this will be targeted. The Council's Highways Team has been made aware of this comment.	
EIEAMP: p.37-38, Section 7	Anonymous written response at event 23 September 2013	Would like to see an improvement to the general street scene. As a pedestrian I notice poor pavements, dumped furniture and concreted forecourts. Would like to see more trees. Road traffic heavy in Canning Road as cars and larger vehicles turn off to avoid Cheptow intersection in the restricted hours. Appearance of the area marred by satellite dishes (often several on one building) and high number of bins due to higher level of multiple occupancy.	C	The Council's Highways Team has been made aware of this comment. Following the designation of the conservation area planning permission is required for the installation of a satellite dish on a wall, roof slope facing a highway or chimney. However if a satellite has already been installed under permitted development the Council is not able to insist of their removal. For further information on permitted development please see the Council's webpage: http://www.croydon.gov.uk/planningandregeneration/make-application/restrictions	N
EIEAMP: p.37, Section 7	Beverley Hyrst Property Company Ltd	Many properties in the area are split into flats, although some have been done up in the last couple of years and which look nice now. Some Satellite dishes have also been removed. Concern that alterations to buildings in multiple occupancy results in holes in walls, wires and cables draped over buildings, rubbish dumping without consideration given to damage to walls. Aerials and satellite dishes are not permitted on Beverley Hyrst.	C	Additional sentences have been added to paragraphs 7.2.2 and 9.10.1 to reflect these issues.	A
EIEAMP: p.37, Section 7.2	Beverley Hyrst Property Company Ltd	Concern about fly-tipping / rubbish not being placed in bins. Problem of rubbish dumped on the Council verge in front of Beverley Hyrst. Problems with vermin.	C	This issue has been recognised in the CAAMP. The Council's Area Enforcement Officers in the Community Safety Team have been made aware of this comment.	N
EIEAMP: p.37, Section 7.2	Local Resident	The main let down of this area is all the wheelie bins in every single garden that does exist, or on the pavement. This has got worse since Croydon Council decided that they would only do two weekly collections despite the council tax payers being against it.	C	Rubbish collections are outside of the scope of the current consultation. Issues must be raised with the Council's Waste Collection Services directly.	N
EIEAMP: p.38, Section 7.2	Local Residents	With reference to hard-surfacing of front gardens (p.38) the Council should consider that extortionate parking charges are forcing more and more residents to consider this action. Free permits for residents who do not have off-road parking	C	As stated in the CAAMP it is possible to achieve an appropriate balance between hard surfacing and landscaping and planting in front gardens, which can also	N

		facilities could see an end to front gardens being concreted over. (Conservation vs money-making?!)		accommodate parking.	
EIEAMP: p.38, Section 7.2	Local Resident	Concern about high number of estate agents boards, mainly from Streets Ahead, in Addiscombe that have been present for up to 6 months. Suggestion that Croydon Council could enforce removal of these boards after 6 weeks of the property being let / sold.	C	This issue is cited in the Threats and Problems issues table on p.37. The Council's Planning Enforcement Team will investigate individual reports where estate agents board has been left us for a significant period of time.	A
EIEAMP: p.40, Section 8.2	Local Resident	Error – document refers to Upper Norwood Triangle rather than East India Estate.	C	This error will be amended	P
EIEAMP: p.40, Section 8.7	Local Resident	I suggest adding a comment to encourage people to keep their trees under control, particularly fast-growing fir trees. As the rules stand at present they discourage people from doing anything to their trees.	C	This point has been noted and will be considered during a review of the Conservation Area General Guidance SPD. Text to be added to section 10.1 to encourage residents to undertake regular maintenance to trees.	A
EIEAMP: p.40, Section 8.7	Local Residents	Insisting that large trees are dealt with by experienced professionals is basic health and safety	C	This comment is noted.	A
EIEAMP: p.41-44, Section 9	Canning & Clyde Road Resident's Association	View expressed by residents that there is too much insistence on detail. For example not being able to pave over front gardens when parking permits and charges are so high. Insistence by a former conservation officer that two garages had to be replaced by ones with expensive pitched roofs has resulted in the old dilapidated garages remaining rather than being replaced.	OB	As stated in the CAAMP it is possible to achieve an appropriate balance between hard surfacing and landscaping and planting in front gardens, which can also accommodate parking. The production of the CAAMP will help to ensure that all development proposals in the conservation area will preserve or enhance its character.	N
EIEAMP: p.41, Section 9.1	Local Resident	No mention in paragraph 9.1.2 of proposed replacement buildings when buildings of neutral contribution are demolished. Number 14 Havelock Road has a much bigger footprint than its predecessor, which is detrimental to the streetscape.	C	This issue covered in section 9.2, which requires proposed replacement buildings to respect the area's character through responding to the established plot layout and building lines present, as well as the height, scale and massing of nearby buildings.	A
EIEAMP: p.41, Section 9.3	Local Resident	Threats to the character of the area include the level of development of back gardens and of note are the number of 'sheds', 'leisure centres', 'gyms' that we residents have increasingly noted with apparently a) no monitoring of the appropriacy of their use in relation to the function of the main property(ies) on that site and b) no clear guidance as to how these sit within planning permissions (eg No 19	C	Additional point – 'back garden development' added to the list of threats. Section 9.3 provides guidance on back garden development. As stated in the CAAMP if further information is required regarding Development Management and Enforcement please contact the	A

		Ashburton Road). I would be keen that the document provides clearer guidance and reference to planning control and enforcement.		respective teams directly. Contact details are provided in the Appendix of the CAAMP.	
EIEAMP: p.42-43, Section 9.5	Local Resident	Comments that the requirements of paragraphs 9.5.2 and 9.5.3 regarding side and roof extensions could prevent positive enhancement of a building or a faithful reproduction of the building's original style. Reference made to extensions at Royal Russell School. Statement that we need to take into account the issue of good taste and reference to example of Chelsea as an area that is 'full of authentic and contrasting alterations'.	C	This comment is noted. Paragraphs 9.5.2 and 9.5.3 set out guidelines for extensions to ensure that they are subservient to the main building and of a high quality design. They do not enter into a discussion of the style of an extension.	N
EIEAMP: p.42, Section 9.5	Local Residents	Forbidding front extensions is unnecessary in most of the designated roads as there simply isn't room for them on most properties.	C	Many buildings are set back from the street resulting in space between the front building line and the street. It was considered important to emphasise that where this space exists, front extensions would generally not be considered acceptable due to the impacts on the area's character and layout.	N
EIEAMP: p.42, Section 9.5	Local Residents	Roof and rear extensions should still be allowed providing they comply with the existing planning regulations. Where already done, they look perfectly alright.	C	Where planning permission is required for extensions they may be permitted as long as the extension is considered to be subservient to the main building and of a high quality design.	N
EIEAMP: p.43, Section 9.6	Local Resident	What happens for example if a resident goes ahead and installs PVC windows which are not considered acceptable? (Ref point 9.6.2)	C	If a resident installs uPVC windows in place of original timber sash windows without first obtaining necessary planning permissions they may be open to planning enforcement action. Some alterations to windows in single family dwellings (not flats) are covered by permitted development. For further information on permitted development please see the Council's webpage: http://www.croydon.gov.uk/planningandregeneration/make-application/restrictions	N
EIEAMP: p.43, Section 9.6	Canning & Clyde Road Resident's Association; Beverley Hyrst Property Company	Several comments made objecting to the requirement for timber sash windows replacements rather than uPVC due to cost, safety and maintenance issues. References made to the high number of uPVC and aluminium windows present in the area. Emphasis should instead be on	OB	Existing uPVC and aluminium windows, many of which were installed prior to conservation area designation or under permitted development, are considered to have a negative impact on the	N

	Ltd); Local Residents	keeping sash style in new double glazed windows.		conservation area's special character. All replacement new windows to historic buildings should be of timber construction. Unauthorised replacement of timber sash windows with uPVC units may be subject to Planning Enforcement action.	
EIEAMP: p.43, Section 9.6	Local Resident	Replacement of old windows that cannot usefully be repaired by new ones of conservation area quality can be an expensive business as one of our elderly neighbours found out a little while ago. Are there any funds available anywhere that may be used for assisting anyone in that position who simply may not be able to afford such replacements?	C	At present the Council is unable to offer any grant funding to local residents for window replacements.	N
EIEAMP: p.43, Section 9.6	Beverley Hyrst Property Company Ltd	Concern about condensation and timber rot accelerated by secondary glazing.	C	While this can be a problem, proper ventilation and regular maintenance should reduce the risk of accelerated timber rot.	A
EIEAMP: p.43, section 9.8	English Heritage	Recommendation that it would be advisable to refer to any available technical guidance and the desirability of trial panels being undertaken prior to removal of any of these surface treatments as these have the potential to cause significant damage to the underlying brickwork.	C	Recommendation has been included in the CAAMP.	A
EIEAMP: p.44, Section 9.9	Ellen Forrester	Paragraph 9.9.2 the words encouraged and discouraged are used in planting trees in front gardens and hard surfacing. I wonder how and what realistic impact will this make on preventing further loss of soft landscaping and gaining more?	C	It is hoped that the CAAMP will promote positive future change that is not controlled by planning regulations.	N
EIEAMP: p.44, Section 9.9	Local Residents	Provide free residents parking to help relieve the need to pave front gardens for parking	C	As stated in the CAAMP it is possible to achieve an appropriate balance between hard surfacing and landscaping and planting in front gardens, which can also accommodate parking.	N
EIEAMP: p.44, Section 9.9	Local Resident	Do front garden fences/posts/gates/walls have to be replaced exactly as they were in the control photographs the Council has when they fail? Or again, is it the style of frontage e.g. if there's a wall, this should be replaced with a wall of the same dimensions and appearance. Or could it be replaced with a hedge?	C	Existing attractive boundary treatments should be retained. New boundary treatments do not have to exactly match the previous arrangement, however the proposed replacement should enhance the character of the area. For further advice please contact the Council's Development Management team.	N
EIEAMP: p.44,	Local Residents	Banning people from creating parking areas in their front	C	As stated in the CAAMP it is possible to	N

Section 9.9		gardens is most unfair because they will then be forced to pay to park in the street. Many properties have already paved their gardens and they look fine.		achieve an appropriate balance between hard surfacing and landscaping and planting in front gardens, which can also accommodate parking.	
EIEAMP: p.44, Section 9.9	Beverley Hyrst Property Company Ltd	Potted plants in containers in front gardens would add to the appearance of some of the bland front gardens – suitably anchored in case of theft.	C	This comment is noted.	N
EIEAMP: p.44, Section 9.9	Beverley Hyrst Property Company Ltd	Bins cannot be taken through houses into the rear gardens as the bins are too large. Also in tiny front gardens they now occupy the entire garden. It would be an impossibility for a shed to be erected in small gardens as you would not be able to get bins in and out and they would consume even more of the garden. At least plants of some sort can be grown around the bins.	C	These comments are noted.	N
EIEAMP: p.44, Section 9.10	Local Resident	Is there anything that can be done to remove satellite dishes that are already installed at the front of buildings?	C	Following the designation of the conservation area planning permission is required for the installation of a satellite dish on a wall, roof slope facing a highway or chimney. However if a satellite has already been installed under permitted development the Council is not able to insist of their removal.	N
EIEAMP: p.44 Section 9.10	Local Residents	Ban 'for sale' and 'to let' signs being displayed in frontages. Add to list of extraneous fixtures. (Perhaps they could be allowed to be displayed in windows)	C	This issue is cited in the Threats and Problems issues table on p.37. The Council's Planning Enforcement Team will investigate individual reports where estate agents board has been left up for a significant period of time	A
EIEAMP: p.44, Section 9.10	Local Resident	Would solar panels be allowed on the sides of houses (i.e. not street-facing)?	C	If the side elevation does not front a highway, solar panels can be installed under permitted development. For further information on permitted development please see the Council's webpage: http://www.croydon.gov.uk/planningandregeneration/make-application/restrictions	N
EIEAMP: p.44, Section 9.10	Local Residents	Keeping satellite dishes out of sight is visually appealing	S	Following the designation of the conservation area planning permission is required for the installation of a satellite dish on a wall, roof slope facing a highway or chimney. However if a satellite has already been installed under permitted	N

				development the Council is not able to insist of their removal.	
EIEAMP: p.45, Section 10.1	Local Resident	Residents agreed re: the need to enforce maintenance of properties but were concerned that no strategy was laid out in the document, particularly since this largely relates to flats which are let.	C	It is hoped that the production of the CAAMP will help to encourage property owners to undertake regular maintenance.	N
EIEAMP: p.45, Section 10.1	Local Resident	I would like to see some measures to enforce maintenance on properties that are not maintained if you really wish to maintain the character and appearance of the area.	C	It is hoped that the production of the CAAMP will help to encourage property owners to undertake regular maintenance. Unless a property falls into a significant state of disrepair the Council cannot enforce maintenance.	N
COMMENTS ON NORBURY ESTATE CAAMP					
NEAMP: general	English Heritage	It is noted that the Estate was undertaken in two phases, but that the 1910 OS map shows a substantial area to the south of the conservation area was constructed prior to the completion of the western end (included within the conservation area). It would perhaps be useful just to clarify the reason for exclusion of the southern proportion, such as erosion of character or less coherent planned form.	C	The housing that is visible in the 1910 map was part of a private development not related to the L.C.C Norbury Estate.	N
NEAMP: general	Local Resident	Objection raised to the designation of the Norbury Estate as a conservation area due to the restrictions imposed on 'absolute right to use' property.	OB	The Norbury Estate Conservation Area was designated in 2008, its designation is not the subject of the present consultation.	N
NEAMP: general	Local Resident	Objection raised to location and timing of the drop-in events, being difficult to get to and from Norbury and on weekdays so that people may find it difficult to get there from work and/or arranging extra childcare. Question raised as to why an additional drop-in event could not be held in Norbury and feeling that the area was not being given adequate attention by the council.	OB	The consultation grouped together consultation on five draft Conservation Area Appraisal and Management Plans in order to make the most efficient use of Council resources and held two events on different days. If residents were unable to attend the events then Council officers were available to answer questions via email or on the telephone.	N
NEAMP: general	Anonymous written response at event 23 September 2013; Local Residents	Problems of fly tipping and anti-social behaviour in the area	C	The Council's Area Enforcement Officers in the Community Safety Team have been made aware of fly tipping being a particular problem in this area. The document will be updated to acknowledge the problem of fly tipping.	A

NEAMP: general	NCCAAP	Since many properties remain in Council ownership, and the council has been the applicant for most of the extension applications about which we are concerned, we suggest the appraisal should contain a commitment from the council to seek the highest possible standards of design in any alterations it commissions on its properties.	C	All planning applications received by the Local Planning Authority subject to the same policies and SPDs. The Croydon Council Landlord Services team have also been consulted on the content of this CAAMP.	N
NEAMP: general	Local Residents	Some houses in a poor condition	C	It is hoped that the production of this document will help to improve the condition of properties in the area.	N
NEAMP: general	Local Residents	Question as to why these particular streets have been chosen as a conservation area and suggestion that there are many other streets in Norbury that could possibly qualify for a similar conservation status.	C	The CAAMP explains why this area is of particular significance to warrant conservation area status.	N
NEAMP: general	Local Residents	Is the Council proposing to put up signs and turn our area into some form of tourist attraction? Does having a conservation area in Norbury (and the other areas) help attract more revenue into the area? Who will be responsible for managing the conservation area? Will there be a special team to patrol the conservation area?	C	The Council is not proposing to put up signs or turn the area into a tourist attraction. The purpose of conservation area designation is to preserve and enhance the existing special character of the area through the planning process.	N
NEAMP: general	Local Residents	Some terminology is used in the document that is confusing to members of the public.	C	The document has been reviewed and references that may not be understandable have been removed.	A
NEAMP: p.20, Section 4.3	Local Residents	Question of when this plan was written/researched?	C	The plan was written and researched in Spring 2013.	N
NEAMP: p.3, Section 1.3	Local Residents	What planning applications might this document affect?	C	Where planning permission is required the conservation area designation and the CAAMP will be a material consideration in the decision making process.	N
NEAMP: p.3, Section 1.5	Local Residents	Did the Council make any formal announcement to tenants and home owners about conservation area designation in 2008/2009? Local resident's associations unaware of the conservation area status.	C	The designation of the conservation area, which occurred in 2008, is not the subject of this consultation. A process of public consultation was carried out regarding the designation of the conservation area between September and December 2007 at Neighbourhood Partnership meetings. Articles were also placed in the Croydon Guardian and Your Croydon to inform residents. The production of the CAAMP will help to raise awareness of the conservation area status.	N
NEAMP: p.7,	Local Residents	Is the council planning to restrict the building height of	C	The CAAMP identifies the existing	N

Section 3.3		buildings in this area, even if the properties are privately owned? Does that mean loft conversions could be refused?		roofsapes as making a positive contribution to the character of the area. Roof extensions visible from the street are unlikely to be considered acceptable.	
NEAMP: p.19, Section 4.1	Local Residents	What does the term “enclosed character” in paragraph 4.1.4 mean? Is this good or bad in terms of a conservation area?	C	Document to be amended to enable understanding of meaning.	A
NEAMP: p.20, Section 4.3	English Heritage	Should differentiate between historic and non-historic street furniture (for example are the street signs and lamp columns “historic” and do they contribute positively to local character?).	C	Text has been amended to clarify difference between modern street furniture and historic street furniture.	A
NEAMP: p.21, Section 5.1	Local Residents	section 5.1.2 – “there is a playful variety of form”. What does the term ‘playful variety’ mean?	C	Document has been amended to enable a clearer understanding of meaning.	A
NEAMP, p.22, Section 5.1	English Heritage	It would be helpful to clarify perimeter block in this context (paragraph 5.1.3). The term has developed a specific planning definition which may not be applicable in this instance.	C	References to perimeter blocks have been removed.	A
NEAMP: p.24, Section 6.1	Local Residents	As referred to in section 6.1.3, our bins are those that are visible – they’re in our front garden, behind a small fence but you can certainly see them. Therefore, are you proposing that all private homeowners put up screens once this becomes a conservation area and if so, will we be expected to pay for these screens?	C	The document does not insist that all houses should have refuse screens, rather suggests that where they are possible the hiding of refuse bins would help to enhance the streetscape quality.	N
NEAMP: p.25, Section 6.2	Local Residents	Are you proposing that homeowners could be expected to make retrospective changes to their properties once this becomes a conservation area and if so, will private homeowners be expected to bear the costs for these changes?	C	The Council does not expect homeowners to make retrospective changes to properties; however we welcome changes that enhance the area following the guidance in the CAAMP. Property owners will be responsible for the cost of future improvements to their properties.	N
NEAMP: p.28, Section 7.1	Local Residents	What exactly is an article 4 direction and how does the council/this article define “deemed appropriate”	C	An Article 4 Direction withdraws specified classes of permitted development that would otherwise apply to a defined area. Where evidence suggests that the exercise of permitted development would harm the special character of the conservation area, the Council may consider it appropriate to serve an Article 4 Direction. An Article 4 Direction does not necessarily prevent the type of development to which it applies, but	N

				requires planning permission to be obtained for the specified types of development. There is no fee for planning applications required due to an Article 4 Direction. For further information on permitted development please see the Council's webpage: http://www.croydon.gov.uk/planningandregeneration/make-application/restrictions	
NEAMP: p.28, Section 7.4	Local Residents	Who will pay for these retrofitting measures?	C	Retrofitting measures suggested in this document are to assist homeowners when deciding to retrofit their homes to improve their energy efficiency, they are not a requirement.	N
NEAMP: p.28, Section 7.6	Local Residents	Do tree regulations apply to trees in back gardens as well as front gardens? What kind of tree works are included?	C	All tree works to trees of a diameter of 75mm and of a height of 1.5m in a conservation area must be referred to the Council's Tree Officers for approval as required by the 1990 Town and County Planning Act.	N
NEAMP: p.26, Section 6.2	English Heritage	Identified threat to buildings through the loss of windows would appear to also apply to the loss of original doors, which could be usefully identified in this section.	C	Document to be amended as suggested.	A
NEAMP: p.30, Section 8.3	NCCAAP	No objection to paragraph 8.3.2 as the Norbury Estate will only remain sustainable if properties can be adapted to modern standards. However the NCCAAP would like to point out that there have been many recent applications for rear extensions, many of which follow the same form as those shown in the photo on page 12 (modernisations in the 1970s). The NCCAAP has always commented that such proposals are "disappointing". Rear elevations are in many cases, due to the layout of the estate, visible from the street and therefore should be given greater attention and should respect the style of buildings more sympathetically.	C	Section 8.3 of the Management Plan has been amended to provide more guidance on rear extensions.	A
NEAMP: p.32 Section 9	Local Residents	How does the council plan to support these schemes identified in paragraph 9.0.1?	C	The CAAMP identifies ways in which local property owners can enhance the character of the conservation area. At present the Council is unable to offer any grant funding to local residents for improvement works to their properties.	N
NEAMP: p.32,	Local Residents	Won't this requirement be enforcing an additional financial	C	Section 9.1 provides advice to home	N

Section 9.1		hardship on private homeowners who don't have enough income for maintenance and repairs (once they've finished paying off bills, mortgage payments etc.)		owners regarding the benefits of regular maintenance to prevent property owners being burdened with the costs of more major repair works that could have been prevented by regular maintenance.	
NEAMP: p.33, Section 9.3	Local Residents	The statement in paragraph 9.3.2 relating to property owners installing screening for refuse bins being a "relatively simple measure" does come across as somewhat patronising and again, there will be the cost question we've already mentioned, and which is a reason why we haven't yet considered this.	C	This statement has been removed from the CAAMP.	A
COMMENTS ON NORWOOD GROVE CAAMP					
NGAMP: general	NCCAAP; Local Residents	Support expressed for the conservation area / CAAMP.	S	Noted.	N
NGAMP: general	Local Residents	Objection to the inclusion of Ryecroft Road within the Norwood Grove Conservation Area.	OB	The designation of the conservation area, which occurred in 2008, is not the subject of this consultation.	N
NGAMP: general	Local Residents	Feeling that Ryecroft Road has an unexceptional character and the inclusion in the conservation area places an unnecessary level of regulatory burden on householders and cost implications.	OB	The designation of the conservation area, which occurred in 2008, is not the subject of this consultation.	N
NGAMP: general	Local Residents	Urge the council to conduct a democratic poll in the road to assess level of support for the inclusion of Ryecroft Road in the Norwood Grove Conservation Area	OB	The designation of the conservation area, which occurred in 2008, is not the subject of this consultation.	N
NGAMP: general	Local Residents	Most of Crown Point is an undeniable eyesore. We are shortly, possibly, to have a Lidl supermarket in this area. How can a conservation area to include that possibly be contemplated?	OB	The conservation area, designated in 2008, has a varied character and it is acknowledged that Crown Point has been subject to significant changes over time. It is hoped that the CAAMP will encourage positive future change.	N
NGAMP: general	Local Residents	Conservation of Norwood Grove and adjacent green spaces highly commendable	S	Noted.	N
NGAMP: general	Local Residents	Objections to the proposed Lidl supermarket	C	This comment is not relevant to this consultation on the NGAMP. Objections to any planning application must be logged via the consultation on that application. Please contact the Council's Development Management Team or visit the following webpage:	N

				http://www.croydon.gov.uk/planningandregeneration/view-application	
NGAMP: general	Local Resident	Concern that the application for 409-411 Beulah Hill does not fit with the current defined conservation outline for significant reasons. Primarily that the sites visual aspect would not be in keeping with the draft guidelines in addition to the fact that like materials of natural substance have not been defined for use.	C	This comment is not relevant to this consultation on the NGAMP. Objections to any planning application must be logged via the consultation on that application. Please contact the Council's Development Management Team or visit the following webpage: http://www.croydon.gov.uk/planningandregeneration/view-application	N
NGAMP: general	Local Resident	Feeling that redevelopment of 409-411 should be social housing rather than proposed supermarket as there are enough food shops in the area and local businesses will suffer	C	This comment is not relevant to this consultation on the NGAMP. Objections to any planning application must be logged via the consultation on that application. Please contact the Council's Development Management Team or visit the following webpage: http://www.croydon.gov.uk/planningandregeneration/view-application	N
NGAMP: general	Local Resident	The quality and enhancement of the conservation area is dependent on residents, in particular the street frontage, with no proposals to restrict some development that is PD a large part of the Management Plan can only be guidance.	C	Following adoption of the CAAMP the Council will review whether it is considered appropriate to serve an Article 4 Direction in the area to restrict permitted development. For further information on permitted development please see the Council's webpage: http://www.croydon.gov.uk/planningandregeneration/make-application/restrictions	N
NGAMP: general	Local Resident	Feeling expressed that the document is excellent, it is clear and can easily be understood.	S	Noted.	N
NGAMP: general	Local Resident	Concern about illegal parking on single / double yellow lines, particularly when school children are dropped off and picked up, and dog walkers talking up to 12 dogs each with dogs not being kept properly under control	C	This comment is not directly relevant to the present consultation, but has been noted.	N
NGAMP: general	Local Resident	Concerns raised regarding the designation of the Covington Way LASC and related implications	C	This is not directly related to the present consultation and has been responded to separately.	N
NGAMP: p.3 Section 1.6	English Heritage	The final sentence raises the question of whether the interwar and post war houses contribute positively to significance/character and appearance (this is clarified in	C	Document has been amended as suggested.	A

		Map 16 but would also benefit from clarification at this point. The indication of the map progressions is that even where buildings are architecturally neutral, the development patterns may reflect former field boundaries and landscape features which may be worthy of preservation. If this is the case it may be helpful to include reference to this within this section.			
NGAMP: p.4, Section 1.6	English Heritage	A brief summary of the qualitative aspects offered by the area as set out in more details in sections 3 to 5 may be valuable in defining character, for example, the recreational value of the park, generous and attractive suburban residential developments set in a well planted setting.	C	Document has been amended as suggested.	A
NGAMP: p.6, Section 2.1	English Heritage	Has consideration been given to incorporating 157-187 Covington Way within the conservation area? Although the proposed boundary is logical and clearly defined, given the special local character of Covington Way, there may be advantages for the application of the proposed management guidelines to the area of local special character.	C	Consideration was given to Covington Way in 2007-2008 during the borough-wide review of conservation areas and local areas of special character. It was decided at this time for Covington Way to be designated as a LASC as opposed to part of the Norwood Grove Conservation Area.	N
NGAMP: p.7, Section 2.1	Local Resident	Text in 2.1.2 implies that there is a house in Rookery Gardens – this was demolished in 1913	C	Document has been amended as suggested.	A
NGAMP: Section 2.2	Local Resident	Historic information does not mention the Ryecroft Estate and the connections with Archbishop Whitgift who purchased the land in 1597 and there are still covenants on the properties today. Attached information for reference regarding history of the road and the surrounding area.	C	Text in section 2.2 has been amended to reflect information submitted as part of the representation.	A
NGAMP: Section 2.2.16	Local Resident	The cottages on Arnalls Road were owned by St Joseph's College they were sold together with additional land for the current development.	C	This is noted.	N
NGAMP: p.14, Map 13	Local Resident	Five Oaks and Ryecroft House are shown on the 1890 OS map but dated as Edwardian on map 13, which is incorrect.	C	Map has been amended to reflect comments	A
NGAMP: p.16, Section 3.1	Local Resident	SG Smiths has gone and the site of 409-411 Beulah Hill is vacant	C	This comment is noted. At the time of survey this building was assessed and considered to detract from the special character of the conservation area. The site is the subject of a current planning application for demolition and erection of a retail foodstore and 6 two bedroom flats.	A
NGAMP: p.23, Section 4.5	Local Resident	There are no cherry trees in Ryecroft Road (east side) as stated in photo caption	C	The reference to cherry trees has been removed.	A

NGAMP: p.25, Section 5.1	English Heritage	As the majority of houses on Ryecroft Road are identified as making a positive contribution, rather than saying "Many buildings in this character area have been subject to inappropriate changes yet some retain their original character", we would suggest saying that "Despite numerous inappropriate alterations the original character of the buildings remains evident and they make a positive contribution to the character of the conservation area".	C	Document to be amended as suggested.	A
NGAMP: p.25, Section 5.1	Local Resident	The photo of Gibson's Lodge Nursing Home is misleading as it has a large extension located behind the gardens of 31 and 33 Ryecroft Road	C	Caption text has been amended to include information about the large extension	A
NGAMP: p.26 Section 5.2	Local Resident	Key features refers to London stock bricks, should refer to the fact that are generally red multi stock.	C	The list of building materials has been amended as recommended.	A
NGAMP: Map 16, p.28	Local Resident	If the assessment of buildings within the conservation area is based on the retention of original features and materials (i.e windows, doors frontages and the rendering of brickwork) some of the buildings identified as having a positive contribution should be reconsidered.	C	The assessment of whether a building makes a positive contribution to the conservation area's special character is based on its historic and architectural character. Some properties may have been subject to inappropriate alterations, but could still essentially retain their original form and character.	N
NGAMP: Section 6, p.29	English Heritage	The small row of commercial properties at the junction of Crown Lane and Beulah Hill appear in relatively poor condition and would benefit from identification for positive enhancement through signage/shop-front policies. Is their significance or amenity value potentially threatened by the relaxation of change of use in planning policy, or economic pressure, which should be identified?	C	Text included in section 6.1 to recognise that the row of commercial properties is in a poor condition.	A
NGAMP: Section 6, p.29	NCCAAP	The NCCAAP has been particularly concerned by some of the recent applications for extensions to properties in Ryecroft Road. In some instances, their poor design and/or scale has destroyed the original character of the building. Recent changes made to properties in The Hollies are also of concern given their prominent position seen from the park surrounding Norwood Grove.	C	Section 8.3 of the Management Plan goes into detail about side and roof extensions. While these concerns are noted there is no change proposed to the document.	N
NGAMP Section 6, p.29	NCCAAP	Concern expressed about the poor condition of Norwood Grove House	C	The Council is in the process of undertaking repair works at Norwood Grove mansion, due to be complete in summer 2014.	N
NGAMP: Section 6,	Local Residents	Concern about the problem of fly-tipping in the area, which should be addressed, possibly through the provision of	C	The problem of fly-tipping is acknowledged in the CAAMP. The	N

p.29		CCTV cameras.		Council's Area Enforcement Officers in the Community Safety Team have been made aware of this comment.	
NGAMP: Section 6, p.30	Local Resident	Add 'backland development' to threats and 'electronic gates, poor maintenance of road and gullies leading to flooding, fly tipping' to impacts on streetscape	C	Back-garden development is already cited in the list of threats in section 6.2. Fly tipping and poorly designed gates has been added to the list of threats.	A
NGAMP: SECTION ??	Local Resident	You cannot assume in your examples that the first floor bay is an extension, one of the features of the design of houses in Ryeroft Road is that the houses were built with different features.	C	Caption has been amended to reflect comment	A
NGAMP: Sections 7-9, pp.31-36	Local Resident	No reference in the Management Plan to the quality of trees in private gardens	C	This is referred to in Section 4.4 of the Appraisal	N
NGAMP: Section 8, pp. 34-35	Local Resident	Most of the housing stock in this area is 1920s. Modern requirements mean these buildings must be updated to make them suitable. They do not need further controls if they are to become suitable family homes. Further restrictions will prevent these houses being adapted in the way they need.	C	The CAAMP is not intended to prevent appropriate adaptations to buildings in the conservation area. It is hoped that the CAAMP will encourage positive future change in the conservation area.	N
NGAMP: Section 8.2, p.34	Local Resident	Should state and ensure that new development within the conservation area does not make a negative contribution, e.g. the decision making process for the proposed Lidl at Crown Point should be to assess whether it is likely to make a positive or negative impact on the conservation area.	C	Paragraph 8.2.2 states that 'All proposed development should be of a high quality design that enhances the conservation area's character and appearance.'	A
NGAMP, Section 8.3, p.34	NCCAAP	We note that the appraisal says that planning permission should be made for some rear extensions. Rear extensions can affect the overall character of a building and we feel there should be a rather more rigorous approach taken.	C	Single story rear extensions up to 3m from the rear wall can be constructed under permitted development. For further information on permitted development please see the Council's webpage: http://www.croydon.gov.uk/planningandregeneration/make-application/restrictions	N
NGAMP Section 8.7, p.35	Environment Agency	The Environment Agency is in favour of restricting the use of non-permeable surfaces in front gardens as it will prevent increased surface water runoffs in the future and retain any features of naturally draining permeable ground areas.	S	Noted	N
NGAMP: Section 9	Local Resident	It would be educationally beneficial to see a 'Norwood Grove / places of interest' education zone development into the scheme for local schools / residents to use as a source base to preserve the knowledge and history of the area. Valuable knowledge of local people needs to be collated	C	This suggestion is noted. The Council's Green Spaces Team has been made aware of this comment.	N

		and captured to increase understanding and availability of information to residents.			
NGAMP: Section 9.7, p.36	Local Resident	Reference to the Street Lighting PFI but unable to find any information about this on the Council's website. Concern that heritage style lamp posts could be replaced with modern ones. Should make a specific recommendation for heritage style lamp posts within the conservation area.	C	All street lighting in the borough will be replaced from 2013-2018 as part of the Council's adopted Street Lighting PFI. Replacement street lightings in the conservation area will be of a heritage style to complement the area's historic character. Further information regarding the street lighting PFI has been included in section 9.7 of the CAAMP.	A
NGAMP: Section 9.7, p.36	Local Resident	We would like to see some routine maintenance on our roads, pavements and lighting. Ryecroft suffers from flooding as the gullies nearest the park have not been cleaned out for a number of years	C	This comment is not directly relevant to the present consultation, but has been noted. The Council's Highways Team will be made aware of these comments.	N
COMMENTS ON ST BERNARDS CAAMP					
SBAMP: General	Anatole Management; Local Resident	Support expressed for the CAAMP	S		N
SBAMP: General	English Heritage	In a number of instances modernist estates have been subject to detailed management guidelines which have promoted the need for a consistent approach to maintenance and alteration (particularly in respect of glazing, repair techniques which deal with concrete and modern materials, and provision of services). Whilst such an approach may not be feasible in this instance, the existing close control by the management company may provide opportunities to encourage a consistent approach to maintenance and change. The main areas which might benefit from further consideration are the need to secure consistency in respect of alterations to services (in particular ensuring that any wiring or external service runs are concealed or use existing conduits etc), the opportunities to take a consistent approach to climate change measures, and the opportunity to clarify external features which should be repaired or can be replaced on a like for like basis. It would also be helpful to include a policy stating like for like replacement of materials for common areas, including paths, boundary treatments,	C	Text has been added to sections 8.10 and 9.2 to reflect the recommendations in the representation.	A?

		external light fittings, doors etc.			
SBAMP: p.6, Section 2.1	Anatole Management	There is no St Bernards Road. Suggested amendment to text in paragrapg 2.1.3: <i>'There is a cul-de-sac by the side of St Bernards which connects the Fairfield Path from Park Hill Road with Chichester Road.'</i>	C	Document has been amended as suggested	A
SBAMP: p.14, Section 3.1	Anatole Management	Not every house has a gate in the back garden. Suggest delete <i>'with gates to access communal areas beyond'</i> and substitute <i>'and most have gates to access communal areas beyond'</i> .	C	Document has been amended as suggested	A
SBAMP: p.15, Map 8	Anatole Management	Location of the underground garage is not accurate. It extends from the edge of the walkway above it, under the front gardens of the houses above it and under parts of the houses themselves. It is rectangular in shape.	C	Map has been amended as suggested	A
SBAMP: p.17, Section 4.1	Local Resident	There is a very high demand for on-street parking between the hours of 8am and 6pm. Expensive parking permits can therefore be of little use.	C	This comment is noted.	N?
SBAMP: p.17, Section 4.1	Local Resident	Since the part of Chichester Road outside the boundary of the conservation area consists of freehold property with no Management committee can anything be done to ensure property is properly maintained – these garages in particular.	OB	As the garages and properties referred to in this comment are privately owned their maintenance is outside of the Council's control.	N
SBAMP: p.19, Section 4.3	Anatole Management	The description of the woodland etc in paragraph 4.3.3 needs to make clear that responsibility is shared between the management company and Croydon Council which owns the belt of trees between the eastern edge of the communal area and Park Hill Road. The following might be added at the end of this paragraph: <i>'However the belt of trees between the eastern edge of the communal area and Park Hill Road is the responsibility of Croydon Council which owns the land in this section of the conservation area.'</i>	OB	Document has been amended as suggested	A
SBAMP: p.19, Section 4.4	Local Resident	There is some uncertainty as to the exact boundary of St Bernards facing Park Hill Road although the brick wall of the old houses still exists for a short distance towards Chichester Road	C	This comment is noted.	N
SBAMP: p.19, Section 4.4	Local Resident	Contrary to paragraph 4.4.2 people quite often take a short cut across the grass to and from Chichester Road as there is no clear demarcation	C	This comment is noted.	N
SBAMP: p.25, Section 8.2	Local Resident	Is there a cast iron guarantee that the spare land, making it a pleasant place to live can never be sold for building even one more dwelling?	C	The open space is likely to be owned by the Management Company and as a result should be safe from development.	N

				CHECK.	
SBAMP: p.25, Section 8.6	Local Resident	While the balconies are certainly a feature of the estate it should be pointed out that the very nature of their wooden construction makes them quite high maintenance.	C	The Council is aware that there are maintenance issues with continually restoring the original timber, and would be willing to accept replacement elements of the balconies in timber, matching the original design and detailing.	N
SBAMP: p.25, Section 8.6	Local Resident	Issues with maintenance of timber balconies as the design and complexity of the structure makes it prone to water trapping, resulting in accelerated rotting of timbers. Question of whether other materials would be an acceptable alternative to timber that were more resistant to water ingress and general weathering. Suggestion of recycled plastic wood as an appropriate alternative.	C	Recycled plastic is not considered to be an appropriate substitute material for the timber balconies at St Bernards. The original timber balconies are a very important design feature of the St Bernards houses and are notable for their high quality construction detailing as much as for their overall design. The appearance and texture of recycled plastic does not match that of the original timber and it would be very difficult to match the original design and detailing exactly and impossible to match the subtlety and texture displayed by timber. Alterations to timber balconies would harm the character and appearance of this house and as a result that of the wider St Bernards Conservation Area. However the Council is aware that there are maintenance issues with continually restoring the original timber, and would be willing to accept replacement elements of the balconies in timber, matching the original design and detailing.	N
SBAMP: p.25, Section 8.7	Local Resident	Since the UPVC replacement windows are different in design in nearly every house is there an ideal?	C	The design of any window replacements is of key importance and the dimensions of original window openings and size and slenderness of window frames must be matched in any replacement.	N
SBAMP: p.26, Section 8.8	Anatole Management	The reference in 8.8.2 should read ' <i>section 5.3.3</i> ' not ' <i>section 5.2.3</i> '	C	Document has been amended as suggested	A
SBAMP: p.26, Section 8.9	Anatole Management	Paragraph 8.9.1 is incorrect. What has happened is that residents have put strips of PVC on the front edge of wooden canopies to protect damp seeping into the	C	Document has been amended as suggested	A

		canopies. This has no significant impact on the appearance of the estate. These canopies are part of the structure of the houses and the management companies only responsibility is to replace the light bulbs on the underside of the canopies when they fail. We would not favour therefore any restriction on the canopies and indeed we would have no power to enforce it. Suggest alternative wording: <i>'In a number of cases, thin panels of uPVC have been fixed on to the front edge of the wooden canopies on the north of properties to prevent damp seeping into the canopies. These have not had any significant impact on the appearance of the estate and can be allowed in future, provided that the colour and dimension of the panels are compatible.'</i>			
SBAMP: p.26, Section 8.10	Local Resident	The flat roofs, beloved of the 1960s and overlooked by most of the estate are an eyesore, not improved by the flues and skylights on them. The replacement skylights are more of an intrusion than the originals which blended in more.	C	This comment is noted. CHECK ST BERNARDS TEXT – SKYLIGHTS.	N
SBAMP: p.27, Section 9.3	English Heritage	In our view it would be prudent to insert “internal” in respect of wall and roof installation.	C	Document has been amended as suggested	A
SBAMP: p.27, Section 9.3	Local Resident	There are no solid walls to insulate and there is no help to insulate flat roofs, the insulation of which is very expensive.	C	Solid walls could be internally insulated to improve their thermal performance.	N
COMMENTS ON UPPER NORWOOD TRIANGLE CAAMP					
UNTAMP: general	London Borough of Lambeth; CPTPG; NCCAAP; Local Residents; Anonymous written response at event 26 September 2013	Support for the document and its content	S	N/A	N
UNTAMP: general	English Heritage; Anonymous written response at event 26 September 2013	Due to nature of the cross-borough nature of the area that impacts directly on the Triangle CA area there is a desire for cross-borough cooperation with Bromley and Lambeth Councils to encourage consistent and supporting policies for those areas where the street is divided by the boundaries.	C	The London boroughs of Lambeth and Bromley were consulted on this document. Following discussions it has been proposed to initiate a joint steering group to encourage a consistent approach to heritage-protection in Crystal Palace.	N
UNTAMP: general	CPCA	A more collaborative cross-borough methodology should be sought with the CA officers of the adjoining boroughs to try	C	We have consulted Lambeth and Bromley on this document and will propose to set	N

		and establish a more 'masterplan' led approach to planning considerations in the Triangle.		up a joint steering group to encourage a consistent approach to heritage-protection in Crystal Palace.	
UNTAMP: general	Local Resident	Want to see some form of joint steering group set up by Croydon, Lambeth, Bromley, Southwark and Lewisham to manage planning and conservation issues appropriately and sympathetically.	C	We have consulted Lambeth and Bromley on this document and will propose to set up a joint steering group to encourage a consistent approach to heritage-protection in Crystal Palace.	N
UNTAMP: general	Local Resident	In line with the NPPF there should be a commitment to cross-borough liaison on planning / conservation matters - the area would benefit greatly from more joined-up thinking.	C	We have consulted Lambeth and Bromley on this document and will propose to set up a joint steering group to encourage a consistent approach to heritage-protection in Crystal Palace.	N
UNTAMP: general	Anonymous written response at event 26 September 2013	Concern from a local resident about poor notice of the consultation and event. Despite being a member of the CPCA and the Norwood Society and living locally in Belvedere Road they had heard nothing about the consultation or the meeting.	OB	The event was publicised in the Croydon Guardian, letters were sent to every property located within the conservation area and site notices were put up to inform the local community of the event.	N
UNTAMP: general	CPTPG	The drop-in event should have been held at a weekend to allow more people to be able to attend.	OB	This comment has been noted and will be taken into consideration for future events.	N
UNTAMP: general	Highland Lodge Management Company LTD	It is unfortunate that no copies are available to be taken away. If there is to be proper consultation the Council needs to recognise that simply holding a couple of 'meetings' and making copies of documents available in libraries is insufficient. There are residents who cannot themselves necessarily come to the 'meeting' who would value being able to read the document for themselves. We would also have valued a copy for our 'planning' files.	OB	It was possible to either download the CAAMP from the internet and print a hard copy, or photocopy the document a local library.	N
UNTAMP: general	Local Resident	The document layout / presentation - narrow columns of text interspersed with images is difficult to read and distracts from the important message of the content.	OB	The format is consistent with other Croydon Council guidance documents and masterplans. The print on the online version can be enlarged and the Council can supply hard copies with enlarged print on request.	N
UNTAMP: general	CPCA	The draft SPD documents well the special historic and eclectic architectural mix of the townscape, both residential and commercial and recognises its particular value as a 'District Centre'.	S	N/A	N
UNTAMP: general	CPCA	It should be noted that Croydon, together with Bromley and Lambeth who also border the Triangle have, over the years, failed to properly consider the heritage and benefits of the	C	It is hoped that this CAAMP will help to ensure that future development proposals preserve and enhance the character and	N

		CA, allowing both demolition and inappropriate developments that have seriously compromised the CA status of the area. Other LPA's have a more rigorous approach towards development applications and enforcement. Canterbury, Richmond and Brighton, to name but three, engage closely with developers to encourage them to design schemes that accord with their CAs. This cooperation helps ensure that new schemes integrate while preserving and enhancing their own CAs. It is essential that those who own, lease or rent property, or who are considering these options are aware of their responsibilities with regard to the CA and information, and advice on the matter should be readily available from the Council.		appearance of the conservation area and that the evidence amassed during the survey work will help to support enforcement cases. It is also hoped that the production of this CAAMP will help to increase awareness of the conservation area amongst property owners. Croydon Council offers a pre-application service; any proposed schemes that affect conservation areas will be encouraged to be sensitive to their character and context.	
UNTAMP: general	CPCA	Completion of service utility works, compliant with the standard of the CA, are often not promptly carried out. This can create problems for local business and even be hazardous to pedestrians. Such works should be monitored by the local authority with regard to both completion times and standard of workmanship.	C	This issue has been identified in the list of threats in section 7. Please contact the Highways to report any specific incidents regarding service utility works.	A
UNTAMP: general	Anonymous written responses at event 26 September 2013	Croydon Council has allowed development which has detracted from the area - including 15-20 Paddock Gardens and 53-55 Westow Street – both cited in the document, and needs to be proactive in management of the area.	C	Up to this point there has been no detailed supporting documentation to inform the planning process for this conservation area. It is hoped that this CAAMP will help to ensure that future development proposals preserve and enhance the character and appearance of the conservation area.	N
UNTAMP: general	CPTPG	Some modern developments approved in recent years seem to contradict policies in place that are touched upon in this document.	C	Up to this point there has been no detailed supporting documentation to inform the planning process for this conservation area. It is hoped that this document will help to ensure that future development proposals preserve and enhance the character and appearance of the conservation area.	N
UNTAMP: general	CPTPG; CPCA; NCCAAP	Common concerns raised from the CPTPG, CPCA and the NCCAAP regarding a lack of enforcement to breaches of planning control - perhaps as a consequence of the Triangle being on the very outlying boundary of each borough. Opinion of the CPTPG and the NCCAAP that there is little point in having a strengthened policy	C	The cases listed in these responses have been reported to the Planning Enforcement Team to investigate.	N

		<p>framework if the Council is not likely to act on enforcement issues.</p> <p>Example cited by the CPTPG:</p> <ul style="list-style-type: none"> • Shopfront at 24 Westow Hill where a modern shopfront was installed without planning permission, yet following a refused application that was dismissed at appeal the enforcement team have not yet taken any follow up action. <p>Examples cited by the NCCAAP:</p> <ul style="list-style-type: none"> • 53-55 Westow Street cited in the draft appraisal (9.2.7) as an example of poor design, results from the inability or unwillingness of the Council to enforce against the developers' failure to build the structure to the permitted design. • the deterioration of the 'assembly room' to the rear of the White Hart to the point where it can no longer be rescued, • the unauthorised use of the part of the Victory Place site for the sale of second-hand cars for 18 months, • the unauthorised demolition of early 19th century structures at 115 Church Road. 			
UNTAMP: general	Anonymous written response at event 26 September 2013	Much more could be done by the Planning Departments to ensure that their own guidelines are being properly enforced (e.g. on unsuitable shop name signage boards) and in their attention to public area matters (e.g. street furniture).	C	Details of all the issues raised in the CAAMP and through this consultation regarding the public realm and street furniture will be provided to the Council's Highways Team for their attention.	N
UNTAMP: general	Anonymous written response at event 26 September 2013	Croydon Council should be much more proactive in enforcing conditions included in planning permissions and insisting on changes when these conditions are breached.	C	The Planning Enforcement Team has been notified of this comment.	N
UNTAMP: general	Local Resident	Opinion expressed that as the Council allowed 69A Westow Street to fall into fatal disrepair is evident that the Council has no respect for conservation	C	Regrettably, one of the conservation areas oldest buildings, 69A Westow Street has been subject to Planning Inquiry and is considered to be beyond repair following full investigation and justification as set out in the National Planning Policy Framework. This case is exceptional and demolition is subject to a replacement planning proposal which demonstrably sustains and enhances the character of the conservation area.	N

UNTAMP: general	English Heritage	Although the area incorporates significant areas of shops and high street uses the appraisal does not identify issues of change of use or commercial pressures. This may be due to healthy economic activity, low vacancy rates etc. However, as it would be useful to consider changes in retail trends etc in so much as they affect the character and appearance of the conservation area and to briefly identify these.	C	The draft Croydon Local Plan: Detailed Policies and Proposals (Preferred and Alternative Options) proposes to introduce additional protection to the retain frontages in the Triangle, extending to include Church Road (see Crystal Palace District Centre in Appendix 2 on CLP2). The adopted Croydon Local Plan: Strategic Policies introduced a new policy to safeguard workshops and industries in the inner Triangle area. The CAAMP will not cover issues that are already covered in the Croydon Local Plan and the CAAMP Supplementary Planning Document to the Local Plan. However the risk of future changes in retail trends to the character of the conservation area will be identified in section 7.2.	A
UNTAMP: general	NCCAAP	Suggestion that the CAAMP should draw an explicit link between the application of local plan policies directed at the commercial vitality of town centres and maintaining and enhancing the historic character and conservation assets of the area. The main streets of the conservation area are commercial areas, which the draft says little about. While there is a (correct) indication that alterations which remove active frontages on the main streets will be resisted, the document does not provide sufficient analysis of the economics of the area which is currently, thriving, in comparison with many other such centres, with relatively low vacancies and a high proportion of independent businesses and with the area as a whole supporting a number and range of restaurants which make it a destination from beyond its immediate surroundings. This commercial vitality may increase pressure for unsuitable development, but even greater threats would surely result if it were lost.	C	The draft Croydon Local Plan: Detailed Policies and Proposals (Preferred and Alternative Options) introduces additional protection to the retain frontages in the Triangle, extending to include Church Road (see Crystal Palace District Centre in Appendix 2 on CLP2). The adopted Croydon Local Plan: Strategic Policies introduced a new policy to safeguard workshops and industries in the inner Triangle area. The CAAMP will not cover issues that are already covered in the Croydon Local Plan and the CAAMP Supplementary Planning Document to the Local Plan. The fact that the area is a thriving commercial centre will be emphasised in section 3.2, however the CAAMP will remain as a document that focuses on the physical attributes of the area.	A
UNTAMP: general	Local Resident	Reference to the recently announced proposal to re-build the Crystal Palace, which would have a big impact on the local economy and significant consequences both beneficial	C	This comment is not directly relevant to the present consultation, but has been noted.	N

		(to local traders in particular) and adverse (pressures on local transport and parking facilities).			
UNTAMP: general	Anonymous written responses at consultation event 26	Any demolition of aged buildings in the conservation area should be opposed whatever the costs involved and suggested that at the very least facades should be retained. It is vital to keep the character and historic value of the buildings and surrounding environment. Hopefully this management plan will enhance the area.	S	It is hoped that this CAAMP will help to ensure that future development proposals preserve and enhance the character and appearance of the conservation area.	N
UNTAMP: general	Local Resident	Concern about the Upper Norwood Joint Library and funding agreements	C	This comment is not directly relevant to the present consultation, but has been noted.	N
UNTAMP: general	CPTPG	Concern that the Triangle is littered with estate agents boards that dominate the streetscene and are not removed after the legitimate period of display is ended. As such they provide free advertising. The document should strengthen the policy in relation to these boards and add something to supplement conservation policies. Croydon Council should also remind estate agents of their responsibilities to take old signs down.	C	This has been added to the list of threats in section 7.3. The Council's Planning Enforcement Team will investigate individual reports where estate agents board has been left up for a significant period of time.	A
UNTAMP: general	Local Resident	Suggestion that it would be more up to date and smart if all the doors in the area should be painted dark grey	C	This comment is noted. Property owners can paint doors grey if they wish.	N
UNTAMP: general	Local Resident	Suggestion that it would be nice for shops to have awnings as they did in the 19 th century.	C	This comment is noted. Shop-owners can apply for planning permission to install permanent awnings if they wish.	N
UNTAMP: general	Local Resident	There is a great atmosphere of fun and entertainment in the triangle which we would all like to flourish, especially the old cinema which had over 2000 signatures to re-establish but was given to a spiritual group which already has a large premises round the corner.	C	This comment is not directly relevant to the present consultation, but has been noted. As the cinema is within the borough of Bromley, these comments should be put to Bromley Council as opposed to Croydon Council.	N
UNTAMP: general	Local Resident	The former Century cinema on Church Road could be bought by Compulsory Purchase Order and auctioned to a competent part to restore it to a functioning cinema, which would have strong local support.	C	This comment is not directly relevant to the present consultation. As the cinema is within the borough of Bromley, these comments should be put to Bromley Council as opposed to Croydon Council.	N
UNTAMP: general	Local Resident	A large puddle forms at the Westow Street end of Carberry Road every time it rains, which impedes all foot traffic. The pavement has obviously collapsed. Informal talks regarding previous improvement works and raised with Local Councillors but the problem remains.	C	The Council's Highways Team has been made aware of this comment.	N
UNTAMP:	Local Resident	The content is comprehensive and quite detailed but I don't	C	The CAAMP seeks to define in planning	N

general		think it gets across the true essence or sense of place of Upper Norwood - a wonderfully characterful place atop its hilly mount. Much of the content is dry and lacking in any subjective analysis - there is little to inspire, raise the spirits or stir interest in the conservation area. This is problematic both for the lay person (it is boring for them). However, more importantly it means that the document won't be very useful for helping to resist harmful development or justify planning decisions. One test of this I would be to apply the content against a recent or current planning application to see whether the content from the appraisal could be quoted to assist in the delivery of a positive conservation outcome through the decision making process. I fear in its current form there is little that might be useful in this context. There should be much more emphasis given to defining the significance 'value'.		terms the characteristics that make the conservation area special, including its wider context, historic development, townscape, streetscape and architectural character.	
UNTAMP: general	Local Resident	One publication worth referring to is 'Crystal Palace - Norwood Heights a pictorial record by A Hammond and B Dann. It is beautifully illustrated and shows how the area has changed in the last 30 years. It also manages, within the text to give a degree of understanding of the more intangible characteristics.	C	This document will be referenced and any useful information added to the document.	A
UNTAMP: general	Local Resident	It is worth considering the audience, use and benefit of the document. In this respect it should be focused on assisting with the council's planning function - giving applicants clear guidance on what is acceptable, clearing defining character clearly.	C	The audience use and benefit of this document has been carefully considered during its preparation. The area's special character is outline in the Appraisal and area-specific development guidance to supplement the CAGG is provided in the Management Plan.	N
UNTAMP: general	Local Resident	Do the road names and place names reflect local distinctiveness?	C	The origins of 'Westow Street' and 'Westow Hill' are unknown, however 'Church Road' clearly references the road to a church, presumably St Andrews at the crossroads with Beulah Hill.	A
UNTAMP: general	Local Resident	References to building contribution are dotted throughout the document. This type of presentation makes it very easy to miss buildings. Would it not be best placed in an appendix - every building being described and attributed a value in one place?	C	This information is provided in Map 16.	N
UNTAMP: p.6, Section 2.1	Local Resident	The spelling of 'gypsy' should be 'Gipsy' and not as the road sign of Westow Street.	C	Document has been amended as suggested	N

UNTAMP: p.6, Section 2.1	NCCAAP	The draft does not say enough about the area's proximity to Crystal Palace Park. It is not the place of this document to deal with any proposals for significant new development there. We would, however, expect the appraisal to point out the historic and continuing relationship between the Triangle and the Park, refer to its importance (for better or for worse) for the commercial success and character of the area, and to say that, as a significant consultee on planning application in the park, Croydon will attach significant weight in developing its stance to the opportunities or risks they create for the character of the Triangle.	C	The close proximity to Crystal Palace Park is referenced in section 2.1 and the historic relationship is outlined in section 2.2. It is not considered appropriate to comment on the proposed redevelopment of Crystal Palace Park in this document.	A
UNTAMP: Section 2.2	Local Resident	History - the conservation area benefited from a Conservation Area Partnership Scheme between 1999 - 2002. This was a successful joint endeavour between neighbouring boroughs - the current paving / one-way scheme was implemented then, repairs to numerous buildings including the Greek church were grant aided too.	C	The CAPS scheme has been referenced in section 10.	A
UNTAMP: p.14, Section 3.1	Local Resident	One interesting characteristic which is only lightly touched upon in paragraph 3.1.3 is the placing of public houses on the corners of the Triangle - The White Hart and the Alma to the South, the Cambridge, Westow House and the Grape and Grain to the East and the Sparrowhawk to the west. These are particularly attractive and ornate buildings, they mark the gateways and define notes of community activity. This gives them exceptional importance in defining the entrance points into the conservation area and announcing the transition from a residential to town centre environment.	C	The importance of public houses as particularly ornate gateway buildings is has been emphasised in section 5.1	A
UNTAMP: p.14, Section 3.1	Local Resident	More could be said about the richness, intimacy and sense of enclosure created by the irregular and narrow townscape of the inner triangle - this is a really important characteristic.	C	Clear reference to the intimate character of the area inside the Triangle has been included in section 1.6 (Statement of Special Character)	A
UNTAMP: p.15 and 29, Section 3.2 and 6.3	Local Resident	Correction: The former St Aubyn's Sunday School building is no longer the United Reformed Church	C	Changed to 'Celestial Church of Christ'	N
UNTAMP: p.15-16, Section 3.3	NCCAAP	This section refers to the variety of building heights and massing. The number of schemes seeking to increase heights of lower buildings has been of great concern as it risks eliminating this characteristic if allowed to continue.	C	The CAAMP clearly states that the variety of building heights and massing is an importance characteristic of the conservation area and places emphasis on the need to preserve historic 2 storey	N

				buildings.	
UNTAMP: p.17, Map 17	Local Resident	The views illustrated on page 17 are all outward looking. Inward views at the gateways are of particular merit (terminated by these joyously ornate corner pubs). Views of the Greek church tower too could be shown from across the green opposite. Also the view of the TV transmitter from S entrance of the CA. The intimate townscape views in the inner triangle are also worth showing.	C	Views have been checked and Map 17 updated to include inward views south along Westow Street towards the Greek Church and towards the gateway of the White Hart Public House.	A
UNTAMP: Section 4	Local Resident	The street scape is good quality - York stone, some setts survive. The street furniture is relatively understated and traditional in character. The guidance should reinforce this and seek to retain this quality.	C	This is recognised in section 4.1 of the CAAMP.	A
UNTAMP: p.18, Section 4.1	NCCAAP	The statement in paragraph 4.1.3 about pavement widths being relatively wide is questionable (in our view). In fact, pavement widths are, in almost all places, never more than adequate for a town centre; much of Church Road and Westow Hill west of the Albert is extremely narrow, and in many places pavements are obstructed by the clutter of pavement boards and signs.	C	Text has been amended to reflect accurate footway widths on all three main commercial streets	A
UNTAMP: p.18, Section 4.1	CPCA	The designs for the pavements and roadways were poorly implemented and have resulted in on-going problems of poor drainage and the formation of significant amounts of lying water at various points, creating a hazard for cyclists and pedestrians.	C	The Council's Highways Team has been made aware of this comment.	N
UNTAMP: p.19, Section 4.3	English Heritage	We would recommend stating that historic street furniture should be retained and repaired whenever the opportunity arises. As such we would recommend that an audit of historic street furniture is undertaken or included within a review programme. The phrasing of 4.3.2 would benefit from clarification as the intention is presumable to state that the potentially negative impact of modern street furniture is largely mitigated through careful positioning.	C	Recommendation for historic street furniture to be retained and repaired has been included in section 10.4.	A
UNTAMP: p.19, Section 4.3	Local Resident	Features such as War Memorial, boundary markers, plaques etc should be better identified as things that enrich the history and value of the place - another layer of interest. For example the Plumbase on Westow Hill has its original Montagu Burton foundation stone - unveiled by Mr Burton himself!	C	The War Memorial is recognised as being of historic significance in section 4.3. It is not known of any boundary markers within the conservation area boundary. The blue commemorative plaque to Camille Pissarro, despite being located in the borough of Lambeth, will also be referenced in the document.	A

UNTAMP: p.19, Section 4.3	Local Resident	A unification or reduction of street signs may be possible if this is looked into.	C	The Council's Highways Team has been made aware of this comment.	N
UNTAMP: p.19, Section 4.3	CPCA	The Triangle suffers from a random excess of signage and street furniture, both borough and private, much of which is in poor repair. Unattractive and overly large street signs blight the street scene (Gipsy is incorrectly spelled Gypsy)	C	The Council's Highways Team has been made aware of this comment. Spelling of 'Gipsy' has been corrected.	A
UNTAMP: p.20, Section 4.4	Local Resident	Trees would be a great idea here as the traffic from three sets of traffic lights is relentless and causes the buildings to get filthy very quickly, the trees would absorb the sound and the emissions.	C	The Council's Trees and Woodlands Manager has been made aware of this suggestion.	N
UNTAMP: p.20, Section 4.4	Local Resident	Trees/Plants - this seems broadly conservative - the TPOs are enforced correctly for example, and should remain so.	C	This comment is noted.	N
UNTAMP: p.21-25 Section 5	Local Resident	I acknowledge that throughout the document there is a great deal of text on the architecture dotted through the content. However, it would be benefit from a focused explanation of the key periods of development and the architectural character of those periods. For example the earliest buildings tend to be two storey and modest with shallow slated roofs; (their shop fronts were modest artisan affairs). The mid-19th century development is often Italianate or Gothic, larger in scale with ornate shopfronts. A page of text and associated illustrations to show these main phases would be of great value and may allow some content to be omitted elsewhere.	C	The text of section 5 has been amended to make it clearer as to what the character of buildings from different periods is.	A
UNTAMP: p.21-25, Section 5	Anonymous written response at event 26 September 2013	This is a town centre with lots of shops. The document could cover more on shopfronts and signage – showing photos of: <ul style="list-style-type: none"> • historic examples from archive images • historic examples that survive • good examples in CA • poor examples (explaining why) Shop owners would I'm sure appreciate this level of detail.	C	Additional guidance to also be provided in section 9.8 of the Management Plan	A
UNTAMP: Section 5	Local Resident	A dedicated section on shop fronts would be useful given the retain character. It would also be good to identify surviving historic shop fronts and illustrate them - they might be used to inform new shop front design. Stallrisers, pilasters, consoles, downward facing fascias, cornices, awning boxes. Shop front character changes with each period of development - this should be explored and	C	Additional section on shopfronts has been included as section 5.2.	A

		explained. Audrey Hammond's book illustrates this perfectly and shows just how many good shop fronts have been lost locally.			
UNTAMP: Section 5	Local Resident	It might be worth mentioning features that are NOT characteristic of the area - this might help resist them when they are proposed (or stop rogue examples in the area being further perpetuated) - for example balconies on facades are not characteristic, solid roller shutters, billboards, internally illuminated fascias are not characteristic either. Modern cladding materials and hi-tec forms (curtain walling etc) are not characteristic, neither are flat roofs and roof terraces on the historic buildings.	C	It has not been considered appropriate to add non-characteristic features to the CAAMP as is it thought to be too prescriptive. The Management Plan guidance outlines that new materials and features should respect and complement the area's historic character.	A
UNTAMP: Section 5	Local Resident	Some mention should be made of roofscapes, chimneys, mansards, dormers etc. The loss of these forms should be strongly resisted. A shocking modern roof addition is currently being added to a Georgian building on Westow Hill - this sort of thing needs to be resisted strongly in the document.	C	The list of key features recognises some of the features listed; feature dormer windows to be added to this list. The importance of the characteristic rhythm and form of roofscapes in proposed roof extensions is emphasised in section 9.4	A
UNTAMP: p.23, Map 16	CPCA	Map 15 requires, in the opinion of the CPCA, revision to include more recent development that detracts from the special character of the CA, as currently identified in the draft SPD.	C	While some modern development is not considered to enhance the character of the area, it is also not considered to actively detract from the character either. It has not been considered appropriate to make alterations to Map 15.	N
UNTAMP: p.22, Section 5.2	NCCAAP	We agree with the designation in the draft appraisal of the Westow Heights development as detracting from the character of the area. The size of this development makes its poor design particularly detrimental. We suggest the appraisal should state explicitly that the council would welcome proposals for the redevelopment of that part of the Triangle to a greatly improved design, and will actively seek proposals to bring that about.	C	Section 9.2 makes it clear that the Council would welcome redevelopment proposals that would enhance the conservation area for sites containing buildings that are considered to make either a neutral or negative contribution to the character of the conservation area.	N
UNTAMP: p.23, Map 16	Local Resident	The Sainsbury store development in the early 1980s tried hard to integrate a large retail unit and community facilities on a difficultly steep site. It may be dated but it is a good response to a hilly and challenging site context - it is architecturally recessive, modest and calm in character - a good 'backdrop' building. I do not agree that it is a negative element in the conservation area - it is at worst a neutral contributor.	C	The Norwood Heights complex has been considered to make a negative contribution to the character of the area due to its scale and layout, being out of keeping with the fine urban grain of the area.	N
UNTAMP:	Anonymous written	Desire to see the tiling at the Cambridge Public House	C	This historic and architectural significance	N

p.25, Section 5.3	response at event 26 September 2013	preserved		of this building is recognised in this document, which should help to ensure its preservation.	
UNTAMP: p.26-30, Section 6	Local Resident	<p>The description of each street is particularly problematic. This section comes across more as an architectural gazetteer covering each building. Such a gazetteer is of value but it would be better placed in an appendix with a focus of the text given over to trying to give the character or 'essence' of that road in an opening statement. for example:</p> <p><i>"Westow Street has the character of a traditional high street, it feels wider and more spacious than the other roads, is straight and benefits from the grouping of an open green, war memorial and church which create a 'village green' character at its heart. The clock on the Forrester Hall facade further adds to this small-town high street character"</i></p> <p><i>"Westow Hill is urban and is quite a busy traffic route, aligned w- e it isn't quite straight and the there is a distinct sense of enclosure. The Royal Albert pub's forecourt and the adjoining alleyway provide a welcome breathing space halfway along its length."</i></p> <p><i>"Church road, being slightly winding, is narrower and a secondary retail frontage with quirky 'flea market', vintage and antique furniture shops. The buildings are largely mid - late 19th century and of larger scale - on the Bromley side the character is more mixed and includes two former 1930s cinemas."</i></p>	C	The description of each street has been amended to provide a broader summary of character.	A
UNTAMP: p.31, Section 7.1	English Heritage	We would query whether the condition is "variable" as stated (subject to change) or "varied" (better in some places than others in this context)? From the information provided the implication is this could be potentially both varied and subject to change.	C	The text has been amended as recommended	A
UNTAMP: p.31, Section 7.1	CPCA	The CPCA question the removal of the Upper Norwood Triangle CA from English Heritage's Buildings at Risk register in 2011, when clearly the Triangle CA is at risk.	C	Conservation areas on English Heritage: Heritage at Risk are managed by English Heritage.	N
UNTAMP: p.31, Section 7.1	CPCA	There are a number of business frontages facing onto the commercial high streets of the Triangle that have been vacant and largely derelict for a significant number of years. Most of these would qualify for consideration under a Section 215 Notice or even a CPO.	C	The incomplete and empty shopfronts at numbers 46-48 Church Road have been included in section 7.2 (Buildings at Risk)	A

UNTAMP: P.31, Section 7.2	English Heritage	Re 69A Westow Street. In our view the appeal decision could present a confusing message with the Council's policy on demolition. We would suggest that you consider a more neutral statement in paragraph 7.2.2, such as The Council will seek positive solutions to those heritage assets identified as "at risk" and demolition will not be considered acceptable (see 9.1). Regrettably, one of the conservation areas oldest buildings, 69A Westow Street, has been subject to Inquiry and is considered to be beyond repair following full investigation and justification as set out in the NPPF. This case is exceptional and demolition is subject to a replacement planning proposal which demonstrably sustains and enhances the character of the conservation area.	C	Document has been amended as recommended	A
UNTAMP: p.31 Section 7.2	Anonymous written responses at event 26 September 2013	Concern about the poor condition of 69A Westow Street and the Council's failure to protect this important Georgian building. Suggestion that the unique building should have been CPO'd due to negligence of owners who are waiting for it to fall down so they can have extra parking.	C	Regrettably, one of the conservation areas oldest buildings, 69A Westow Street has been subject to Planning Inquiry and is considered to be beyond repair following full investigation and justification as set out in the National Planning Policy Framework. This case is exceptional and demolition is subject to a replacement planning proposal which demonstrably sustains and enhances the character of the conservation area.	N
UNTAMP: p.31 Section 7.2	Anonymous written response at event 26 September 2013	Suggested additional threats: <ul style="list-style-type: none"> • Problem families • High density population • Insufficient infrastructure to support increased population, for example the loss of the Library 	C	These comments are not considered to be relevant to the current consultation.	N
UNTAMP: p.31, Section 7.3	CPCA	Shop fronts, facias, signage, shutters and lighting continue to be replaced with unauthorised items. Inappropriate shutters and poor shop fronts are increasingly in evidence in the Triangle. UPVC windows and doors are also replacing existing traditional units, along with structural work, often carried out without planning permission.	C	Additional information has been added to section 7.3 following these comments.	A
UNTAMP: p.31, Section 7.3	CPCA	Additional threat - Loss of front bays in residential properties in St Aubyns Rd.	C	Additional information to be added to the list of threats as recommended.	A
UNTAMP: p.31, Section	Local Resident	More should be made of the issue of inappropriate materials in historic buildings – uPVC windows can spoil the	C	Additional information has been added to section 7.3 and to the list of threats as	A

7.3		appearance of newer properties (as in Church Road) as well as older more historic ones. They are totally unacceptable in appearance, manufacturing and sustainability. Stoney Lane contains a mass of uPVC windows – hidden or not they are an eyesore.		recommended.	
UNTAMP: p.31, Section 7.1	CPCA; Anonymous written response at event 26 September 2013	Concern about the amount of commercial refuse bins, rubbish bags and litter in the area, creating a 'run-down' and neglected appearance.	C	The Council's Highways Team has been made aware of this comment.	N
UNTAMP: p.31, Section 7.1	Local Resident; CPCA	Concern about the poor condition and cleanliness of the carriageways and footways	C	The Council's Highways Team has been made aware of this comment.	N
UNTAMP: p.31 Section 7.3	Local Residents Anonymous written response at event 26 September 2013	Concern about the lack of street cleaning, fly tipping and rubbish in the area, especially in Stoney Lane, Ovett Close and Paddock Gardens. Croydon Council has been informed of this issue and the need to put up signs to say no fly tipping, but the area is not maintained or cleaned properly by the council.	C	The Council's Highways Team and Area Enforcement Officers in the Community Safety Team have been made aware of this comment.	N
UNTAMP: p.31 Section 7.3	Anonymous written response at event 26 September 2013	The commercial rubbish bins that block the pavement entrance to Carberry Road are a problem as they restrict the pavement and rubbish often blows up the street.	C	The Council's Highways Team has been made aware of this comment.	N
UNTAMP: p.31 Section 7.3	NCCAAP; CPCA; Anonymous written response at event 26 September 2013	Concerns about the impact on the Triangle of the current domination of the main streets by through motor traffic, which is hugely detrimental visually, and in terms of noise and air quality; the volume of motor traffic often makes it virtually impossible to cross streets other than at signalled crossings. The one-way system constructed in 2002/3 results in traffic chaos and congestion, often extending to the much wider area. When the streets are not congested, motor traffic often moves very fast.	C	The problem has been identified in the list of threats on p.32 and recommendation for traffic calming measures has been introduced in section 10.4	A
UNTAMP: p.31 Section 7.3	CPCA	From the outset The CPCA had reservations as to the value and effectiveness of the one-way system and felt that more consideration should have been given to alternative 'hybrid' designs, along with improved parking controls, that would have minimised such issues whilst helping to reduce the high levels of vehicular pollutants that currently pertain.	C	The Council's Highways team has been made aware of this comment.	N
UNTAMP: p.31 Section 7.3	CPCA	Flooding in the Triangle is common place after heavy rainfall	C	The Council's Highways team has been made aware of this comment.	N
UNTAMP: p.34, Section	CPCA	The CPCA considers that an Article 4 Direction would be appropriate for the Triangle CA and that greater use be	C	Following adoption of the CAAMP the Council will review whether it is	N

8.3		made of Section 215 Notice or Urgent Works or Repairs Notices where necessary. Compulsory Purchase could also be used as a final resort.		considered appropriate to serve an Article 4 Direction in the area.	
UNTAMP: p.35-37, Section 9	Local Resident	Croydon Planners should take more heed of poor design – as cited in the illustrations – and recognise there’s a need to respect the historic scale and property mix (as seen in old photos) before yet more is obliterated by approving ‘eyesore’ blocks which do not add positively to the area. Being on the edge of the borough and having a need for housing are not reasons to ignore unsympathetic proposals.	C	It is hoped that the guidance provided in this document and the CAGG will help to encourage a better quality of design that will preserve and enhance the conservation area’s character	N
UNTAMP: p.35-37, Section 9	Local Resident	One issue that does not appear to be covered is lighting – the incredibly bright new interior of the Foxton’s office totally destroys the atmosphere of Westow Hill after dark!	C	Internal lighting levels are not subject to planning regulations.	N
UNTAMP: Section 9.1	Local Resident	I am particularly concerned that paragraph 9.1.2 stresses that Georgian buildings will be (rightly) conserved but it fails to mention the Victorian and early 20th C buildings - this implies (presumably not intended) that their demolition might be supported. This needs to be addressed.	C	Additional text has been inserted to section 9.1 to clarify that demolition of Georgian, Victorian and early 20 th century buildings that make a positive contribution to the area’s special character will not be supported.	A
UNTAMP: p.35, Section 9.2	Local Resident	It is noted that some of the more modern building criticised in the report have only been constructed in the last few years, e.g. 53-55 Westow Street and 15-20 Paddock Gardens. This begs the question why was this allowed to happen and will the new Management Plan prevent this happening again?	C	The CAAMP is a guidance document to inform all proposed development. It is hoped that the guidance provided in this document and the Conservation Area General Guidance SPD will help to encourage a better quality of design that will preserve and enhance the conservation area’s character.	N
UNTAMP: p.35, Section 9.2	NCCAAP	Increasing development in the centre of the Triangle, where light industrial units have been replaced by housing of often unsympathetic design, is also detrimental to the character of the Triangle, which loses the variety of uses which add to its character. More consideration could be built in to encourage retention of small units such as the several small artists workshops currently present.	C	The Croydon Local Plan: Strategic Policies introduced a new policy (SP3.2) that will help to safeguard workshops and industries in the inner Triangle area.	N
UNTAMP: p.35, Section 9.2	Local Resident	Victory Place has had recent proposals for a market/cinema/hotel/shops - will the implementation be forced to comply with conservation rules? Will other developments be subjected to the same?	C	The Victory Place scheme was approved on 21 March 2013. It is hoped that this CAAMP will help to ensure that future development proposals preserve and enhance the character and appearance of the conservation area.	N
UNTAMP:	Local Resident	Perhaps more attention could be paid to the practice of	C	The Council’s Highways Team has been	A

p.35, Section 9.2		concreting/paving over land, which is detrimental to natural drainage, and regulation be put in place.		made aware of this comment.	
UNTAMP: p.35, Section 9.2	CPCA	21-24 Paddock Gdns is a Torremolinos style block of flats totally at odds with streetscape of CA	C	This comment is noted. All future development proposals will be assessed against the standards set by the CAAMP to ensure development is respectful to the character of the conservation area.	N
UNTAMP: Section 9.2	Local Resident	Section 9.2.7 - the problem with this new-build scheme is that (i) it necessitated the demolition of some good early buildings (one of which had been grant aided by the CAPS scheme), (ii) the timber-clad roof storey is an alien and obtrusive feature; (iii) the failure to properly complete the traditional shop fascias with a cornice and (v) the cheap and in-authentically detailed timber shop fronts.	C	These comments are noted.	N
UNTAMP: p.37, Section 9.8	Anonymous response at consultation event 26 September 2013	Agree with requiring appropriate shop fronts and repairs	S	This comment is noted.	N
UNTAMP: p.37, Section 9.8	Local Resident	I would context that the Blackbird bakery shop front isn't a good example - it is basic but not good - the absence of a stallriser, the flat fascia and the non-authentic joinery detailing is not consistent with conservation best practice. Scholarly reproductions of local shopfronts (Audrey Hammond's book and archive photographs might assist) should be illustrated and encouraged - preferably by building type.	C	The Blackbird Bakery shopfront is considered to be a high quality modern interpretation of a traditional shopfront. Additional information relating to historic shopfronts has been included in section 5.2 of the CAAMP	A
UNTAMP: p.37, Section 9.8	Local Resident	Signage in the area should be reviewed, e.g. the large sign for 'Kumon' does not need to be this big and is entirely contrary to the visual aspect of the road	C	Proposed guidelines for future signs is included in section 9.8 of the CAAMP.	N
UNTAMP: p.37, Section 9.8	Local Resident	Shopfronts on Westow Hill and Church Road: Numerous, disparate infringements (e.g the use of brightly coloured plastic signage and/or shutters) have been allowed over the years. They are grotesque and must be drastically improved or reworked/removed by their proprietors.	C	Detail has been provided on the negative impact of poorly designed shopfronts in section 7.3. Recommendation to shop owners regarding the benefits of undertaking shopfront improvements has been included in section 10	A
UNTAMP: p.38, Section 10	Local Resident	The Council's proposals to enhance the area must be commended, it is only a shame that they do not really cover pro-active action to restore and enhance the area rather than a watching brief.	C	It is hoped that the CAAMP will encourage positive future change in the conservation area.	N
UNTAMP: p.38, Section	London Borough of Lambeth;	No reference to the English Heritage funded grant (CAPS) joint Borough scheme in the 2000s, which brought	C	The CAPS scheme has been referenced in section 10.	A

10	Anonymous written response at event 26 September 2013	investment in roads, pavements and repaired buildings – this document could include some information about the enhancements made in order to inspire further similar work			
UNTAMP: p.38, Section 10	Anonymous response at consultation event 26 September 2013	The plan should identify specific opportunities for parcelling up improvement works in manageable sections. E.g. group of Italianate shops in block next to the Cambridge PH on Westow Hill: these could be significantly enhanced through replacement / repair of original plaster details to window surrounds, cornice, shopfronts etc. This is a more realistic approach than waiting for funding for wholesale T.H.I. improvement requiring cross-borough working. Good precedent is set by restored block (over market restaurant) on Church Road.	C	Additional section has been added to section 10 regarding shopfront improvements.	A
UNTAMP: p.38, Section 10.4	Anonymous responses at consultation event 26 September 2013	RE Public realm improvements: 1. Public toilets need upgrading and regular cleaning 2. Public drinking in amenity area outside Sainsbury's needs curtailing	C	The Council's Area Enforcement Officers in the Community Safety Team have been made aware of this comment.	N
UNTAMP: p.38, Section 10	Local Resident	Pavements on Church Road and Westow Hill need cleaning as they receive heavy use during the evenings outside bars, restaurants, etc. Work carried out on Westow Street 4-5 years ago did not extend to the other streets in the Triangle.	C	The Council's Highways Team has been made aware of this comment.	N
UNTAMP: p.38, Section 10.4	Local Resident	A phasing-out of existing sodium lighting and replacement with white led sources ought to be strongly considered by now. These luminaires consume less power and produce a more even spectrum which helps deter crime and is more pleasing to live under in such an urban/commercial environment.	C	All street lighting in the borough will be replaced from 2013-2018 as part of the Council's adopted Street Lighting PFI. Replacement street lightings in the conservation area will be of a heritage style to complement the area's historic character.	N
UNTAMP: p.38, Section 10.4	Anonymous response at consultation event 26 September 2013	Concern about the Council's project to replace the street lighting in various conservation areas	C	All street lighting in the borough will be replaced from 2013-2018 as part of the Council's adopted Street Lighting PFI. Replacement street lightings in the conservation area will be of a heritage style to complement the area's historic character. This information has been included in the CAAMP.	A
UNTAMP: p.38, Section 10.4	NCCAAP	The problem of traffic congestion and dominance over the character of the streets is a very longstanding issue for the area and there is no simple solution. But we suggest the document should recognise the problem, and commit to	C	Problem has been identified in the list of threats on p.32 and recommendation for traffic calming measures has been introduced in section 10.4	A

		<p>trying, where possible, to reduce the volume of motor traffic, and improve conditions for walking and cycling. It seems to us that improvements of this kind would very likely enhance the commercial vitality and character of the area. See, for example, the recent Living Streets publication: The pedestrian pound: the business case for better streets and places (http://www.livingstreets.org.uk/make-a-change/library/the-pedestrian-pound-the-business-case-for-better-streets-and-places). A local example of the successful application of such an approach is at Herne Hill, where the previous gyratory system has been reconfigured to close the southernmost section of Railton Road to through traffic (and to motor vehicles entirely on Sundays). The mix and vitality of the retail sector in the area has improved as a result, with the weekly market there attracting very significant footfall both to the stallholders and the shopkeepers. In conservation terms, the look and feel of the area has been greatly improved alongside this economic improvement.</p>			
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